

Australian Customs Service

Inbound Passenger Experience Snapshot

September 2011

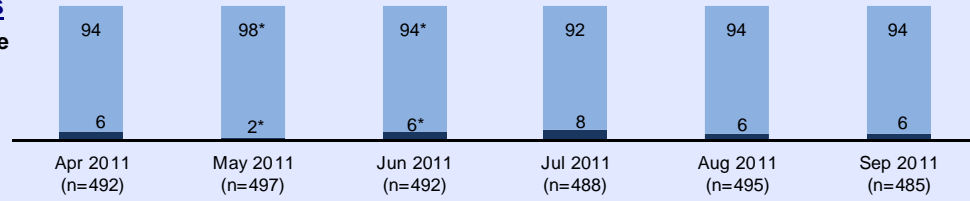
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide, Darwin, Gold Coast, and Cairns.

Interviews are conducted immediately after passengers have proceeded through Passport Control.

Queue times: Inbound passengers

Waiting time in the passport control queue

- 10 minutes or less
- More than 10 minutes



* Significantly different at 95% confidence

Was this waiting time...

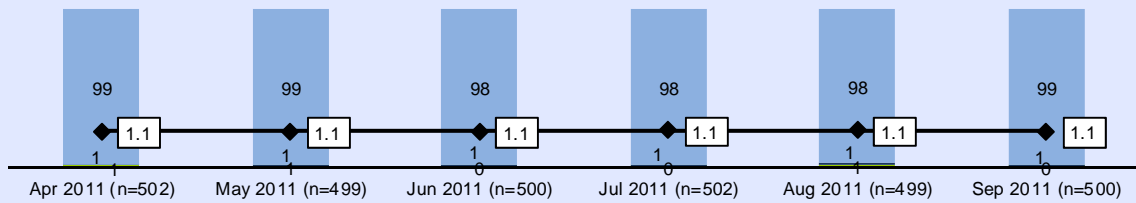
	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011
n=	492	497	492	488	495	485
Far too long	2%	0%	1%	1%	1%	1%
A little too long	4%	2%	4%	4%	4%	3%
Acceptable	94%	98%	94%	95%	96%	95%
Don't know/Refused	0%	0%	0%	0%	0%	0%

XX significantly different at 95% confidence

Overall satisfaction with service: Inbound passengers

Overall Satisfaction with service encountered from Customs staff who checked passport

- Satisfied
- Neither
- Dissatisfied
- Mean



Q6 scale: 1=Very satisfied to 5=Very dissatisfied
Lower mean score equals higher satisfaction

Positive aspects of passport control

	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011
n=	502	499	500	502	499	500
Helpful / Good advice	16%	7%	7%	12%	6%	6%
Courteous / Polite	15%	18%	13%	14%	13%	16%
Efficient / Prompt / Quick	44%	38%	22%	41%	30%	24%
Friendly / Welcoming	26%	29%	29%	38%	37%	28%
Funny / Amusing	1%	0%	1%	1%	0%	0%
Other	3%	1%	2%	2%	3%	7%
Nothing	15%	18%	32%	15%	25%	32%
Don't know	1%	2%	3%	2%	4%	1%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011
n=	502	499	500	502	499	500
Not helpful	0%	0%	0%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	1%	1%	2%	2%	2%	0%
Slow / The queuing time not efficient	2%	2%	3%	3%	1%	1%
Problem(s) with technology	1%	1%	1%	1%	1%	0%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	2%	2%	1%	3%	1%	2%
Nothing	93%	92%	94%	90%	94%	97%
Don't know	0%	0%	0%	0%	1%	0%
Refused	0%	0%	0%	0%	0%	0%