

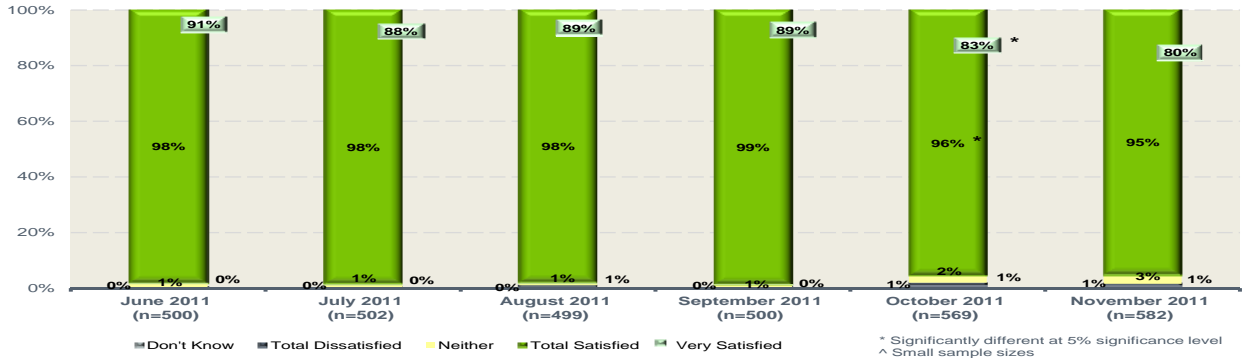
Traveller Satisfaction Survey

Inbound Passenger Experience Snapshot

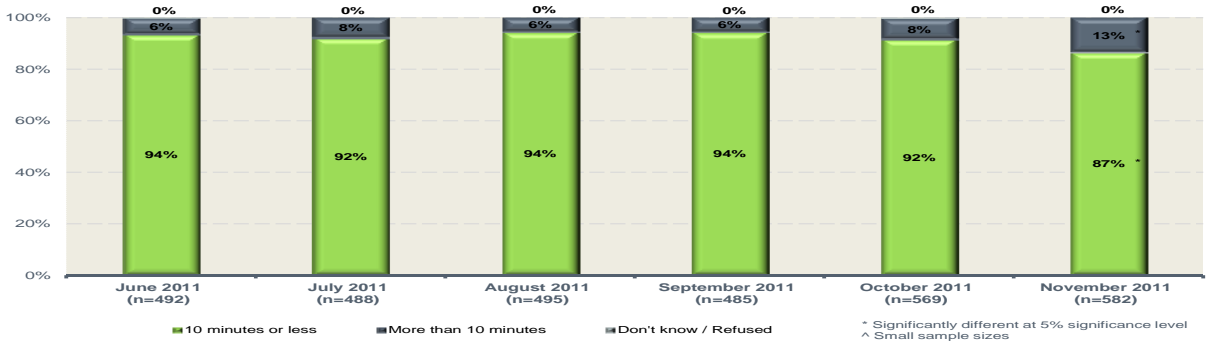
November 2011

The Traveller Satisfaction Survey is a monthly survey conducted on behalf of Australian Customs and Border Protection Service. In November 2011, a total of 1,112 face to face interviews were conducted with arriving passengers (582 with passengers who had passed through Customs and Border Protection via a Customs and Border Protection officer and 530 who had used the SmartGate self-processing facility) and 577 interviews were conducted with departing passengers. Interviews were conducted at the eight international airports within Australia (Sydney, Melbourne, Brisbane, Perth, Gold Coast, Adelaide, Cairns and Darwin). All significant differences specified have been compared to the previous months' results.

Overall Satisfaction with Service: Inbound Passengers



Queue Times: Inbound Passengers



Perception of Waiting Time	June 2011 (n=492)	July 2011 (n=488)	August 2011 (n=495)	September 2011 (n=485)	October 2011 (n=569)	November 2011 (n=582)
n=	492	488	495	485	569	582
Far too long	1%	1%	1%	1%	1%	3%
A little too long	4%	4%	4%	3%	3%	6%
Acceptable	94%	95%	96%	95%	94%	91%
Don't Know / Refused	0%	0%	0%	0%	1%	0%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Positive Aspects of Passport Control

	June 2011 (n=500)	July 2011 (n=502)	August 2011 (n=499)	September 2011 (n=500)	October 2011 (n=569)	November 2011 (n=582)
Helpful, good advice	7%	12%	6%	6%	10%	13%
Courteous, polite	13%	14%	13%	16%	16%	18%
Efficient, prompt, quick	22%	41%	30%	24%	35%	36%
Friendly, welcoming	29%	38%	37%	28%	24%	26%
Funny, amusing	1%	1%	0%	0%	1%	2%
Nothing, no aspects satisfactory	32%	15%	25%	32%	23%	22%
Other	2%	2%	3%	7%	4%	1%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	3%	2%	4%	1%	2%	2%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Negative Aspects of Passport Control

	June 2011 (n=500)	July 2011 (n=502)	August 2011 (n=499)	September 2011 (n=500)	October 2011 (n=569)	November 2011 (n=582)
Not helpful	0%	0%	0%	0%	0%	1%
Discourteous, rude, abrupt, disrespectful, cold, suspicious	2%	2%	2%	0%	4%	3%
Slow, the waiting/queuing time, not efficient	3%	3%	1%	1%	1%	3%
Problem(s) with technology	1%	1%	1%	0%	1%	1%
Problem(s) with other passengers	0%	0%	0%	0%	1%	1%
None, nothing poor	94%	90%	94%	97%	89%	88%
Other	1%	3%	1%	2%	4%	3%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	1%	0%	2%	1%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

