

Australian Customs Service Outbound Passenger Experience Snapshot August 2010

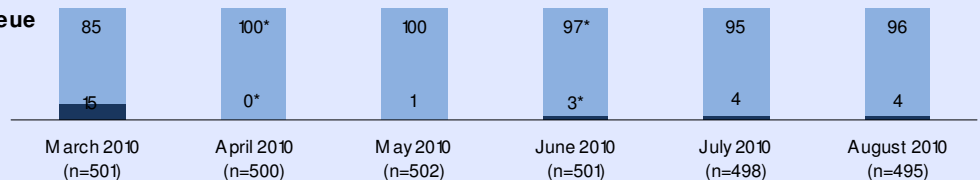
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

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

Queue times: Outbound passengers

Waiting time in the passport control queue

- 10 minutes or less
- More than 10 minutes



Was this waiting time...

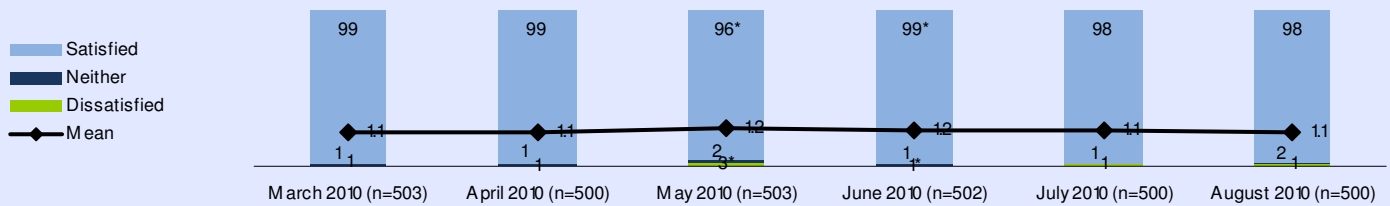
* Significantly different at 95% confidence

| | March 2010 | April 2010 | May 2010 | June 2010 | July 2010 | August 2010 |
|--------------------|------------|------------|----------|-----------|-----------|-------------|
| n= | 501 | 500 | 502 | 501 | 498 | 495 |
| Far too long | 0% | 0% | 0% | 0% | 1% | 0% |
| A little too long | 2% | 0% | 0% | 1% | 3% | 2% |
| Acceptable | 97% | 100% | 99% | 98% | 96% | 97% |
| Don't know/Refused | 0% | 0% | 0% | 0% | 0% | 0% |

XX significantly different at 95% confidence

Overall satisfaction with service: Outbound passengers

Overall Satisfaction with service encountered from Customs staff who checked passport



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

Positive aspects of passport control

| | March 2010 | April 2010 | May 2010 | June 2010 | July 2010 | August 2010 |
|----------------------------|------------|------------|----------|-----------|-----------|-------------|
| n= | 503 | 500 | 503 | 502 | 500 | 500 |
| Helpful / Good advice | 19% | 4% | 7% | 7% | 8% | 8% |
| Courteous / Polite | 26% | 17% | 15% | 19% | 28% | 23% |
| Efficient / Prompt / Quick | 52% | 42% | 52% | 47% | 59% | 49% |
| Friendly / Welcoming | 33% | 23% | 36% | 35% | 33% | 41% |
| Funny / Amusing | 0% | 23% | 1% | 2% | 0% | 0% |
| Other | 0% | 1% | 2% | 3% | 4% | 3% |
| Nothing | 5% | 11% | 9% | 10% | 7% | 9% |
| Don't know | 0% | 0% | 0% | 0% | 0% | 0% |
| Refused | 2% | 2% | 1% | 3% | 1% | 2% |

Negative aspects of passport control

| | March 2010 | April 2010 | May 2010 | June 2010 | July 2010 | August 2010 |
|--|------------|------------|----------|-----------|-----------|-------------|
| n= | 503 | 500 | 503 | 502 | 500 | 500 |
| Not helpful | 0% | 0% | 0% | 0% | 0% | 0% |
| Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious | 2% | 3% | 7% | 6% | 5% | 5% |
| Slow / The queuing time not efficient | 2% | 0% | 1% | 1% | 2% | 1% |
| Problem(s) with technology | 0% | 0% | 0% | 1% | 0% | 0% |
| Problem with other passenger(s) | 0% | 0% | 0% | 0% | 0% | 0% |
| Other | 1% | 0% | 2% | 2% | 2% | 2% |
| Nothing | 95% | 96% | 90% | 90% | 91% | 92% |
| Don't know | 0% | 0% | 0% | 0% | 0% | 0% |
| Refused | 0% | 0% | 0% | 0% | 0% | 1% |

Australian Customs Service www.customs.gov.au

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