

# Australian Customs Service

## Outbound Passenger Experience Snapshot

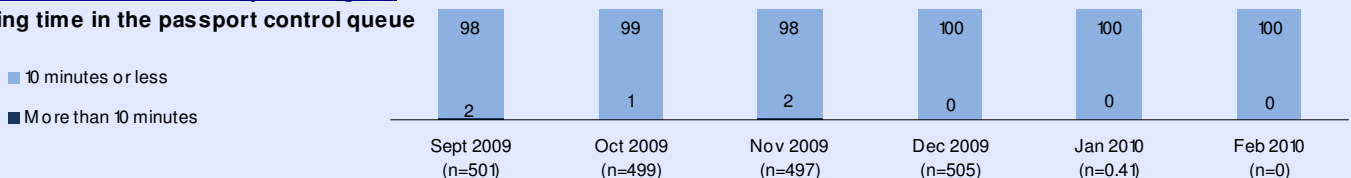
### February 2010

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



Was this waiting time...

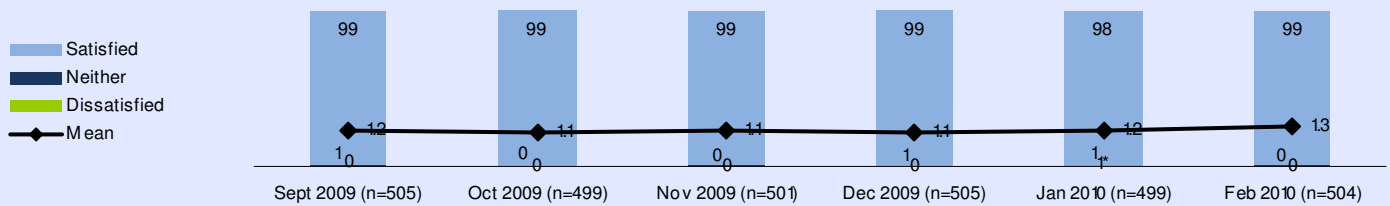
\* Significantly different at 95% confidence

	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010
n=	501	499	497	505	499	503
Far too long	0%	0%	0%	0%	0%	0%
A little too long	3%	1%	5%	1%	0%	2%
Acceptable	97%	99%	95%	99%	100%	98%
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

	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010
n=	505	499	501	505	499	504
Helpful / Good advice	18%	8%	12%	5%	5%	9%
Courteous / Polite	27%	17%	27%	17%	22%	19%
Efficient / Prompt / Quick	54%	65%	55%	63%	52%	60%
Friendly / Welcoming	30%	32%	33%	39%	24%	18%
Funny / Amusing	1%	1%	1%	1%	3%	0%
Other	2%	1%	1%	3%	1%	2%
Nothing	6%	10%	12%	10%	22%	9%
Don't know	0%	0%	0%	0%	0%	0%
Refused	2%	0%	1%	1%	2%	1%

#### Negative aspects of passport control

	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010	Feb 2010
n=	505	499	501	505	499	504
Not helpful	0%	1%	0%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	8%	2%	1%	7%	3%	18%
Slow / The queuing time not efficient	2%	0%	1%	0%	0%	1%
Problem(s) with technology	0%	0%	0%	0%	0%	0%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	0%	1%	0%	2%	2%	0%
Nothing	90%	97%	97%	91%	95%	81%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	0%	0%	0%	0%	0%

Australian Customs Service [www.customs.gov.au](http://www.customs.gov.au)

Disclaimer: TNS does not accept any responsibility or liability for any loss, damage, cost or expense you might incur as a result of the use of or reliance upon these materials. Information correct at time of publication based on research available.

