

Australian Customs Service

Outbound Passenger Experience Snapshot

February 2011

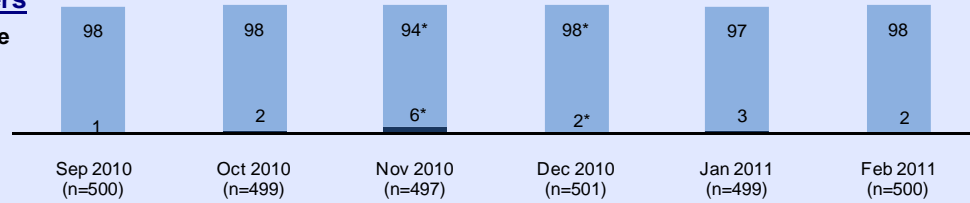
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

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

Queue times: Outbound passengers

Waiting time in the passport control queue

- 10 minutes or less
- More than 10 minutes



* Significantly different at 95% confidence

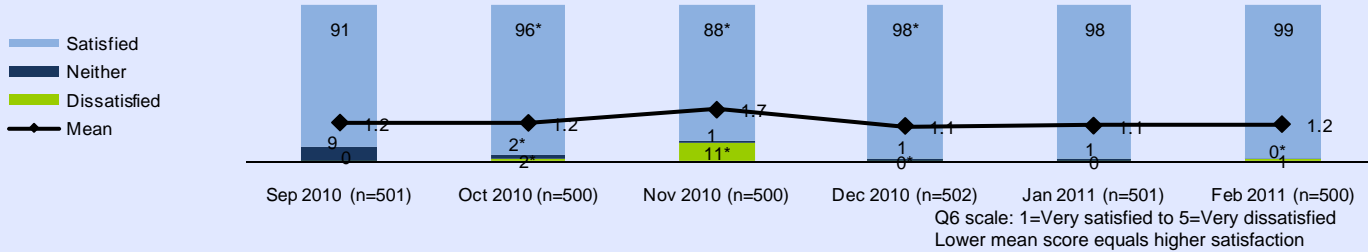
Was this waiting time...

	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
n=	500	499	497	501	499	500
Far too long	0%	1%	12%	0%	0%	0%
A little too long	1%	3%	13%	1%	2%	2%
Acceptable	99%	96%	74%	99%	98%	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

	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
n=	501	500	500	502	501	500
Helpful / Good advice	8%	9%	3%	6%	4%	7%
Courteous / Polite	36%	30%	37%	36%	22%	33%
Efficient / Prompt / Quick	63%	48%	51%	58%	51%	57%
Friendly / Welcoming	36%	37%	29%	33%	27%	37%
Funny / Amusing	1%	1%	1%	2%	0%	0%
Other	1%	1%	0%	1%	0%	3%
Nothing	4%	10%	3%	5%	23%	4%
Don't know	1%	2%	1%	3%	2%	1%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011
n=	500	503	502	500	500	501
Not helpful	0%	0%	0%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	3%	7%	6%	5%	5%	9%
Slow / The queuing time not efficient	0%	1%	1%	2%	1%	1%
Problem(s) with technology	0%	0%	1%	0%	0%	0%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	0%	2%	2%	2%	2%	0%
Nothing	96%	90%	90%	91%	92%	90%
Don't know	0%	0%	0%	0%	1%	0%
Refused	0%	0%	0%	0%	0%	0%