

Australian Customs Service Outbound Passenger Experience Snapshot January 2010

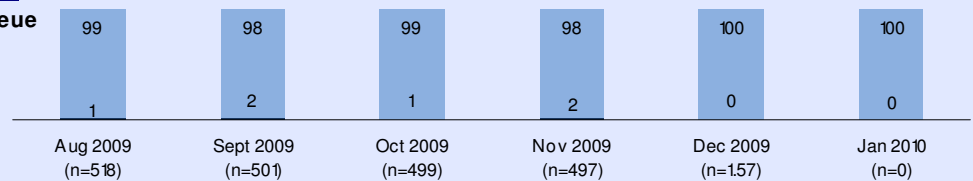
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

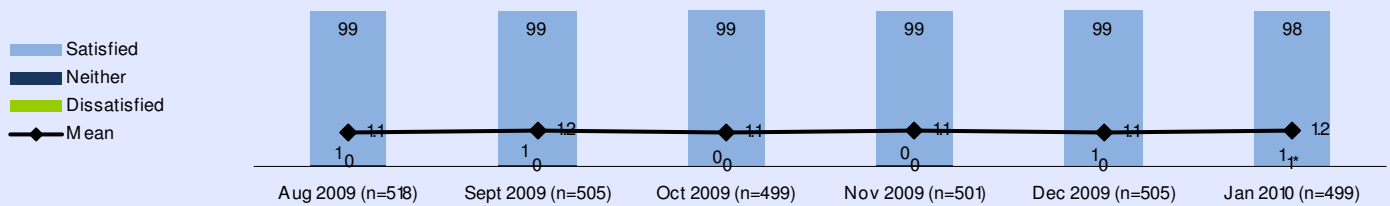
* Significantly different at 95% confidence

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	518	501	499	497	505	499
Far too long	0%	0%	0%	0%	0%	0%
A little too long	3%	3%	1%	5%	1%	0%
Acceptable	97%	97%	99%	95%	99%	100%
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

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	518	505	499	501	505	499
Helpful / Good advice	8%	18%	8%	12%	5%	5%
Courteous / Polite	16%	27%	17%	27%	17%	22%
Efficient / Prompt / Quick	41%	54%	65%	55%	63%	52%
Friendly / Welcoming	35%	30%	32%	33%	39%	24%
Funny / Amusing	1%	1%	1%	1%	1%	3%
Other	1%	2%	1%	1%	3%	1%
Nothing	24%	6%	10%	12%	10%	22%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	2%	0%	1%	1%	2%

Negative aspects of passport control

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	518	505	499	501	505	499
Not helpful	0%	0%	1%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	4%	8%	2%	1%	7%	3%
Slow / The queuing time not efficient	2%	2%	0%	1%	0%	0%
Problem(s) with technology	0%	0%	0%	0%	0%	0%
Problem with other passenger(s)	1%	0%	0%	0%	0%	0%
Other	1%	0%	1%	0%	2%	2%
Nothing	92%	90%	97%	97%	91%	95%
Don't know	0%	0%	0%	0%	499%	0%
Refused	0%	0%	0%	0%	0%	0%

Australian Customs Service www.customs.gov.au

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