

Australian Customs Service

Outbound Passenger Experience Snapshot

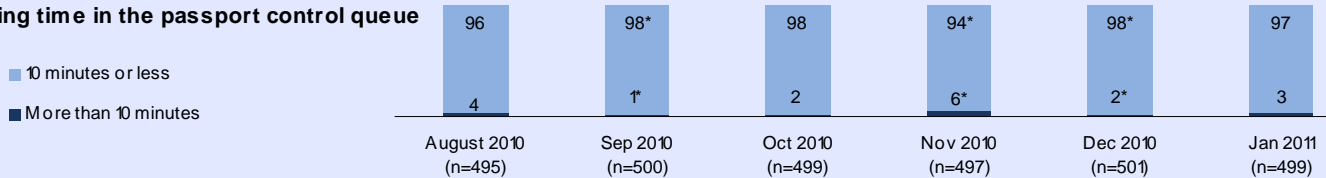
January 2011

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



Was this waiting time...

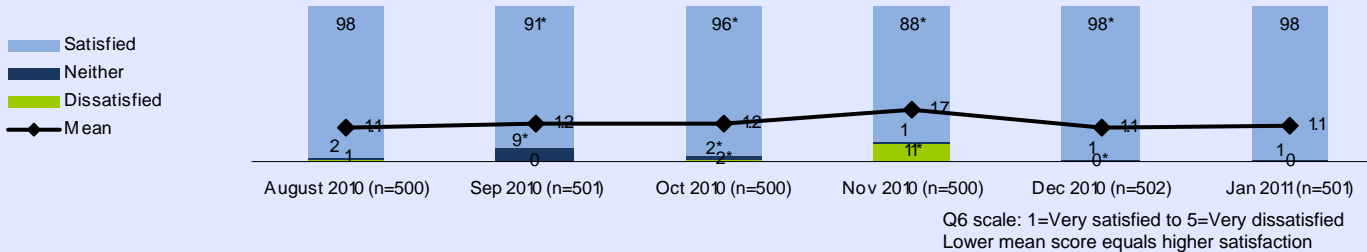
* Significantly different at 95% confidence

	August 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
n=	495	500	499	497	501	499
Far too long	0%	0%	1%	12%	0%	0%
A little too long	2%	1%	3%	13%	1%	2%
Acceptable	97%	99%	96%	74%	99%	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

	August 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
n=	500	501	500	500	502	501
Helpful / Good advice	8%	8%	9%	3%	6%	4%
Courteous / Polite	23%	36%	30%	37%	36%	22%
Efficient / Prompt / Quick	49%	63%	48%	5%	58%	51%
Friendly / Welcoming	4%	36%	37%	29%	33%	27%
Funny / Amusing	0%	1%	1%	1%	2%	0%
Other	3%	1%	1%	0%	1%	0%
Nothing	9%	4%	10%	3%	5%	23%
Don't know	2%	1%	2%	1%	3%	2%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	August 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 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%

Australian Customs Service 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.

