

# Australian Customs Service

## Outbound Passenger Experience Snapshot

### June 2010

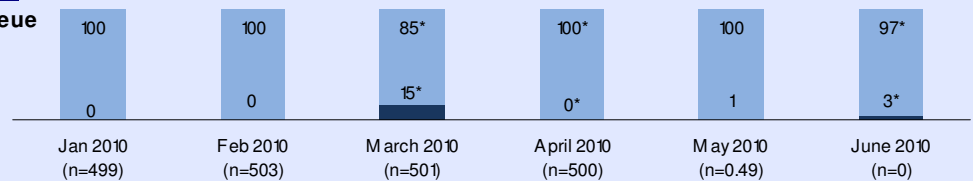
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

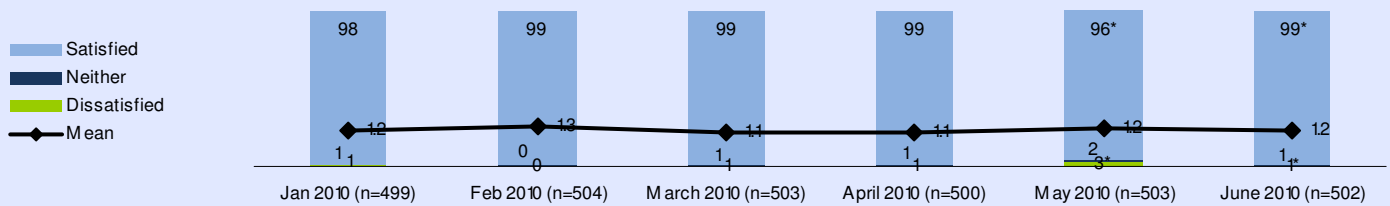
\* Significantly different at 95% confidence

	Jan 2010	Feb 2010	March 2010	April 2010	May 2010	June 2010
n=	499	503	501	500	502	501
Far too long	0%	0%	0%	0%	0%	0%
A little too long	0%	2%	2%	0%	0%	1%
Acceptable	100%	98%	97%	100%	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

	Jan 2010	Feb 2010	March 2010	April 2010	May 2010	June 2010
n=	499	504	503	500	503	502
Helpful / Good advice	5%	9%	19%	4%	7%	7%
Courteous / Polite	22%	19%	26%	17%	15%	19%
Efficient / Prompt / Quick	52%	60%	52%	42%	52%	47%
Friendly / Welcoming	24%	18%	33%	23%	36%	35%
Funny / Amusing	3%	0%	0%	23%	1%	2%
Other	1%	2%	0%	1%	2%	3%
Nothing	22%	9%	5%	11%	9%	10%
Don't know	0%	0%	0%	0%	0%	0%
Refused	2%	1%	2%	2%	1%	3%

#### Negative aspects of passport control

	Jan 2010	Feb 2010	March 2010	April 2010	May 2010	June 2010
n=	499	504	503	500	503	502
Not helpful	0%	0%	0%	0%	0%	0%
Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious	3%	18%	2%	3%	7%	6%
Slow / The queuing time not efficient	0%	1%	2%	0%	1%	1%
Problem(s) with technology	0%	0%	0%	0%	0%	1%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	2%	0%	1%	0%	2%	2%
Nothing	95%	81%	95%	96%	90%	90%
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)

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