

Australian Customs Service

Outbound Passenger Experience Snapshot

May 2011

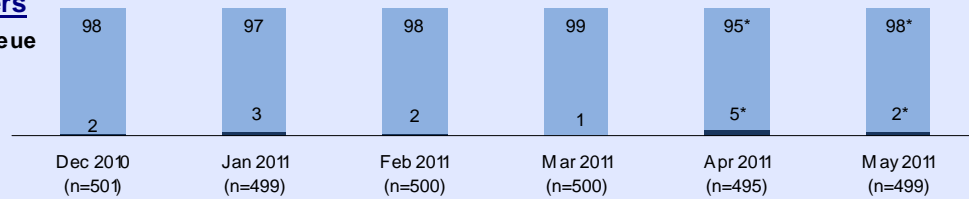
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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



Was this waiting time...

* Significantly different at 95% confidence

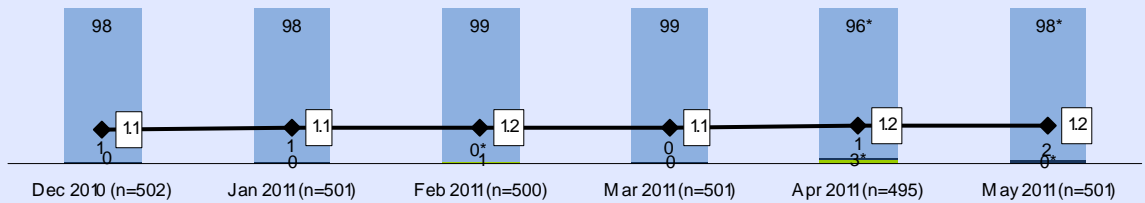
	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011
n=	501	499	500	500	495	499
Far too long	0%	0%	0%	0%	2%	0%
A little too long	1%	2%	2%	1%	4%	2%
Acceptable	99%	98%	97%	99%	93%	98%
Don't know/Refused	0%	0%	0%	0%	0%	0%

XX significantly different at 95% confidence

Overall satisfaction with service: Outbound passengers

Overall Satisfaction with service encountered from Customs staff who checked passport

- Satisfied
- Neither
- Dissatisfied
- ◆ Mean



Q6 scale: 1=Very satisfied to 5=Very dissatisfied
Lower mean score equals higher satisfaction

Positive aspects of passport control

	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011
n=	502	501	500	501	495	501
Helpful / Good advice	6%	4%	7%	7%	2%	4%
Courteous / Polite	36%	22%	33%	20%	31%	25%
Efficient / Prompt / Quick	58%	51%	57%	52%	48%	59%
Friendly / Welcoming	33%	27%	37%	37%	27%	32%
Funny / Amusing	2%	0%	0%	1%	1%	1%
Other	1%	0%	3%	7%	3%	1%
Nothing	5%	23%	4%	7%	14%	5%
Don't know	3%	2%	1%	0%	4%	2%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 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%