

Australian Customs Service Outbound Passenger Experience Snapshot September 2010

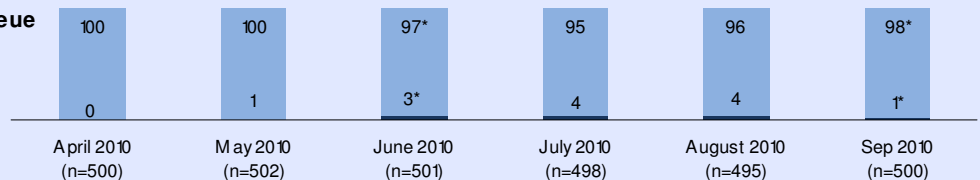
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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

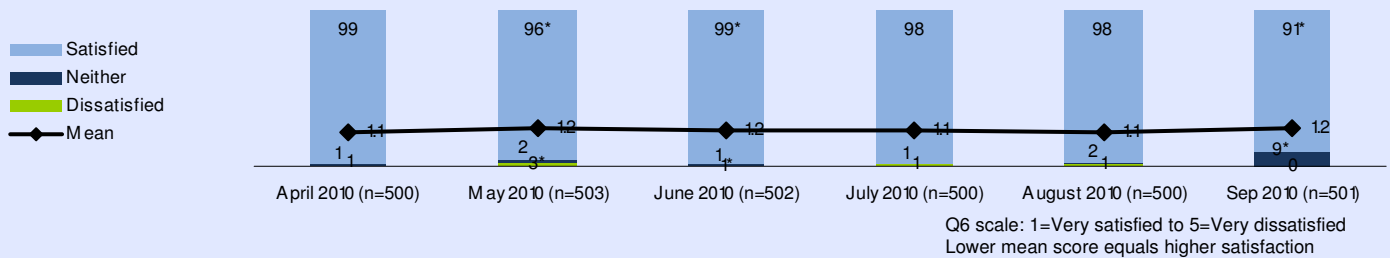
* Significantly different at 95% confidence

	April 2010	May 2010	June 2010	July 2010	August 2010	Sep 2010
n=	500	502	501	498	495	500
Far too long	0%	0%	0%	1%	0%	0%
A little too long	0%	0%	1%	3%	2%	1%
Acceptable	100%	99%	98%	96%	97%	99%
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



Positive aspects of passport control

	April 2010	May 2010	June 2010	July 2010	August 2010	Sep 2010
n=	500	503	502	500	500	501
Helpful / Good advice	4%	7%	7%	8%	8%	8%
Courteous / Polite	17%	15%	19%	28%	23%	36%
Efficient / Prompt / Quick	42%	52%	47%	59%	49%	63%
Friendly / Welcoming	23%	36%	35%	33%	41%	36%
Funny / Amusing	23%	1%	2%	0%	0%	1%
Other	1%	2%	3%	4%	3%	1%
Nothing	11%	9%	10%	7%	9%	4%
Don't know	2%	1%	3%	1%	2%	1%
Refused	0%	0%	0%	0%	0%	0%

Negative aspects of passport control

	April 2010	May 2010	June 2010	July 2010	August 2010	Sep 2010
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.

