

# Australian Customs Service

## Outbound Passenger Experience Snapshot

### September 2011

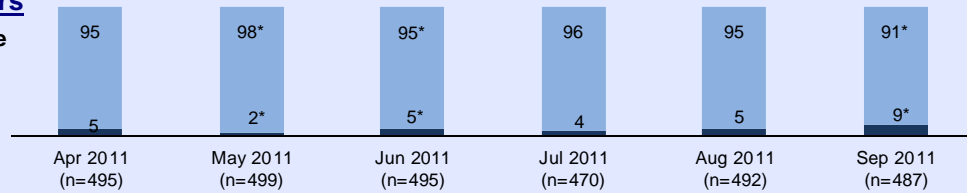
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide,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



\* Significantly different at 95% confidence

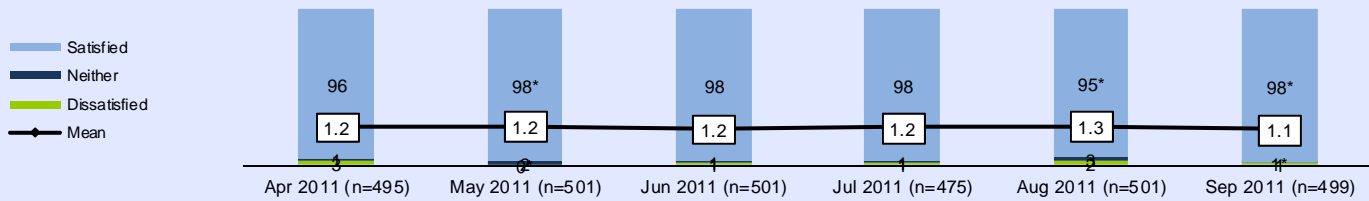
##### Was this waiting time...

|                    | Apr 2011 | May 2011 | Jun 2011 | Jul 2011 | Aug 2011 | Sep 2011 |
|--------------------|----------|----------|----------|----------|----------|----------|
| n=                 | 495      | 499      | 495      | 470      | 492      | 487      |
| Far too long       | 2%       | 0%       | 1%       | 1%       | 0%       | 1%       |
| A little too long  | 4%       | 2%       | 4%       | 1%       | 5%       | 5%       |
| Acceptable         | 93%      | 98%      | 95%      | 97%      | 95%      | 94%      |
| 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

|                            | Apr 2011 | May 2011 | Jun 2011 | Jul 2011 | Aug 2011 | Sep 2011 |
|----------------------------|----------|----------|----------|----------|----------|----------|
| n=                         | 495      | 501      | 501      | 475      | 501      | 499      |
| Helpful / Good advice      | 2%       | 4%       | 5%       | 6%       | 1%       | 7%       |
| Courteous / Polite         | 31%      | 25%      | 16%      | 27%      | 25%      | 27%      |
| Efficient / Prompt / Quick | 48%      | 59%      | 64%      | 64%      | 49%      | 57%      |
| Friendly / Welcoming       | 27%      | 32%      | 33%      | 27%      | 36%      | 33%      |
| Funny / Amusing            | 1%       | 1%       | 0%       | 1%       | 0%       | 0%       |
| Other                      | 3%       | 1%       | 3%       | 1%       | 3%       | 0%       |
| Nothing                    | 14%      | 5%       | 6%       | 5%       | 12%      | 8%       |
| Don't know                 | 4%       | 2%       | 3%       | 1%       | 1%       | 1%       |
| Refused                    | 0%       | 0%       | 0%       | 0%       | 0%       | 0%       |

##### Negative aspects of passport control

|                                                                  | Apr 2011 | May 2011 | Jun 2011 | Jul 2011 | Aug 2011 | Sep 2011 |
|------------------------------------------------------------------|----------|----------|----------|----------|----------|----------|
| n=                                                               | 495      | 501      | 501      | 475      | 501      | 499      |
| Not helpful                                                      | 0%       | 1%       | 1%       | 0%       | 0%       | 0%       |
| Discourteous / Rude / Abrupt / Disrespectful / Cold / Suspicious | 3%       | 3%       | 3%       | 4%       | 5%       | 3%       |
| Slow / The queuing time not efficient                            | 4%       | 1%       | 14%      | 1%       | 2%       | 4%       |
| Problem(s) with technology                                       | 0%       | 0%       | 1%       | 1%       | 0%       | 0%       |
| Problem with other passenger(s)                                  | 0%       | 0%       | 0%       | 1%       | 0%       | 0%       |
| Other                                                            | 2%       | 2%       | 2%       | 1%       | 3%       | 1%       |
| Nothing                                                          | 91%      | 93%      | 79%      | 92%      | 90%      | 91%      |
| Don't know                                                       | 0%       | 0%       | 0%       | 0%       | 0%       | 0%       |
| Refused                                                          | 0%       | 0%       | 0%       | 0%       | 0%       | 0%       |