

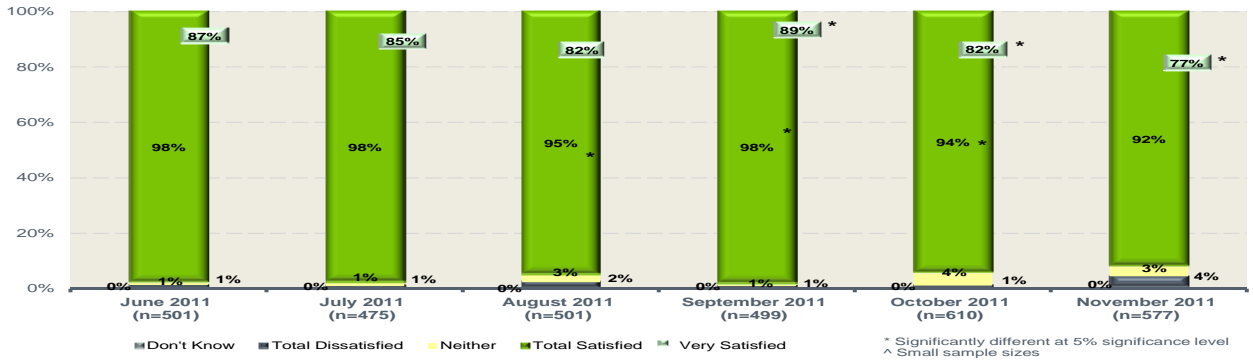
Traveller Satisfaction Survey

Outbound Passenger Experience Snapshot

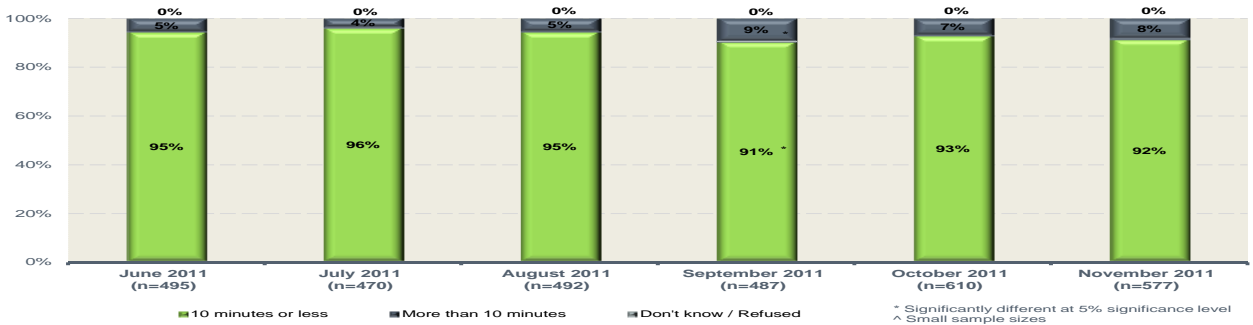
November 2011

The Traveller Satisfaction Survey is a monthly survey conducted on behalf of Australian Customs and Border Protection Service. In November 2011, a total of 1,112 face to face interviews were conducted with arriving passengers (582 with passengers who had passed through Customs and Border Protection via a Customs and Border Protection officer and 530 who had used the SmartGate self-processing facility) and 577 interviews were conducted with departing passengers. Interviews were conducted at the eight international airports within Australia (Sydney, Melbourne, Brisbane, Perth, Gold Coast, Adelaide, Cairns and Darwin). All significant differences specified have been compared to the previous months' results.

Overall Satisfaction with Service: Outbound Passengers



Queue Times: Outbound Passengers



Perception of Waiting Time	June 2011 (n=495)	July 2011 (n=470)	August 2011 (n=492)	September 2011 (n=487)	October 2011 (n=610)	November 2011 (n=577)
n=	495	470	492	487	610	577
Far too long	1%	1%	0%	1%	1%	1%
A little too long	4%	1%	5%	5%	6%	6%
Acceptable	95%	97%	95%	94%	93%	93%
Don't Know / Refused	0%	0%	0%	0%	0%	0%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Positive Aspects of Passport Control

	June 2011 (n=501)	July 2011 (n=475)	August 2011 (n=501)	September 2011 (n=499)	October 2011 (n=610)	November 2011 (n=577)
Helpful, good advice	5%	6%	1%	7%	9%	13%
Courteous, polite	16%	27%	25%	27%	19%	16%
Efficient, prompt, quick	64%	64%	49%	57%	34%	36%
Friendly, welcoming	33%	27%	36%	33%	28%	24%
Funny, amusing	0%	1%	0%	0%	2%	1%
Nothing, no aspects satisfactory	6%	5%	12%	8%	23%	24%
Other	3%	1%	3%	0%	7%	3%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	3%	1%	1%	1%	2%	2%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Negative Aspects of Passport Control

	June 2011 (n=501)	July 2011 (n=475)	August 2011 (n=501)	September 2011 (n=499)	October 2011 (n=610)	November 2011 (n=577)
Not helpful	1%	0%	0%	0%	1%	1%
Discourteous, rude, abrupt, disrespectful, cold, suspicious	3%	4%	5%	3%	2%	4%
Slow, the waiting/queuing time, not efficient	14%	1%	2%	4%	3%	2%
Problem(s) with technology	1%	1%	0%	0%	0%	0%
Problem(s) with other passengers	0%	1%	0%	0%	1%	1%
None, nothing poor	79%	92%	90%	91%	89%	89%
Other	2%	1%	3%	1%	4%	5%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	1%	0%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

