

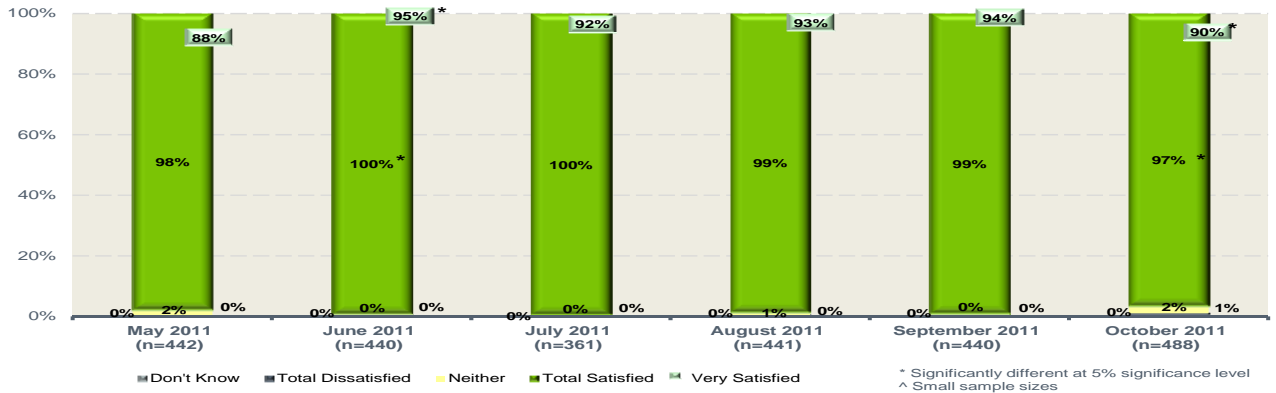
Traveller Satisfaction Survey

SmartGate Passenger Experience Snapshot

October 2011

The Traveller Satisfaction Survey is a monthly survey conducted on behalf of Australian Customs and Border Protection Services. In October 2011, a total of 1,057 face to face interviews were conducted with arriving passengers (569 with passengers who had passed through Customs via a Customs and Border Protection officer and 488 who had used the SmartGate self-processing facility) and 610 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: Inbound SmartGate Passengers



Scanning Queue Times: Inbound SmartGate Passengers

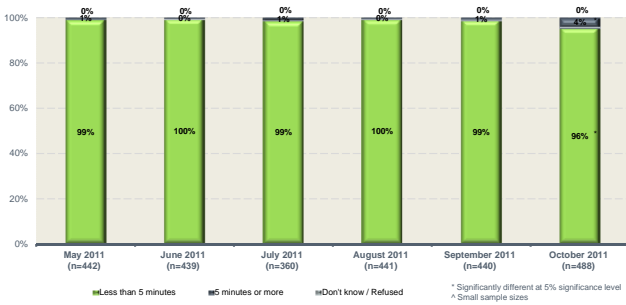
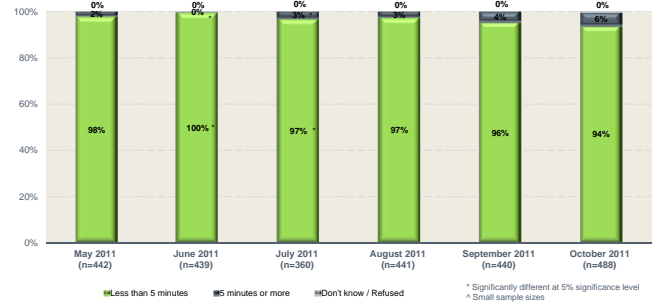


Photo Kiosk Queue Times: Inbound SmartGate Passengers



Perception of Waiting Time	May 2011 (n=442)	June 2011 (n=439)	July 2011 (n=360)	August 2011 (n=441)	September 2011 (n=440)	October 2011 (n=488)
Far too long	0%	0%	0%	0%	0%	1%
A little too long	0%	0%	2%	1%	1%	2%
Acceptable	100%	99%	98%	99%	99%	97%
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 SmartGate

	May 2011 (n=442)	June 2011 (n=440)	July 2011 (n=361)	August 2011 (n=441)	September 2011 (n=440)	October 2011 (n=488)
Signage directly me to the SmartGate queue/ gates	1%	0%	0%	0%	10%	3%
Novelty value	2%	0%	0%	0%	4%	2%
Efficient, prompt, quick option	73%	75%	74%	76%	74%	75%
Sufficient number of gates open	1%	1%	0%	0%	0%	2%
Advanced technology	5%	4%	9%	2%	4%	5%
Easy/immediate access to staff when encountered problem	24%	8%	20%	29%	15%	13%
It was working/no issues/no problem with technology	6%	2%	3%	6%	1%	3%
Nothing, no aspects satisfactory	5%	11%	4%	9%	5%	11%
Other	1%	4%	3%	2%	1%	5%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	1%	1%	1%	0%	0%	1%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Negative Aspects of SmartGate

	May 2011 (n=442)	June 2011 (n=440)	July 2011 (n=361)	August 2011 (n=441)	September 2011 (n=440)	October 2011 (n=488)
No easy / immediate access to staff to answer queries / resolve problem	0%	0%	1%	1%	1%	2%
Impersonal/ cold/ miss human touch	0%	0%	2%	1%	0%	1%
Slow, the waiting/ queuing/ scanning time, not efficient	1%	0%	0%	1%	0%	1%
Problem(s) with technology	2%	4%	3%	5%	7%	4%
Problem(s) with other passengers	0%	1%	0%	0%	0%	2%
None, nothing poor (no problems encountered)	93%	93%	85%	88%	89%	82%
Other	3%	2%	9%	3%	3%	8%
Refused	1%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	0%	2%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes