

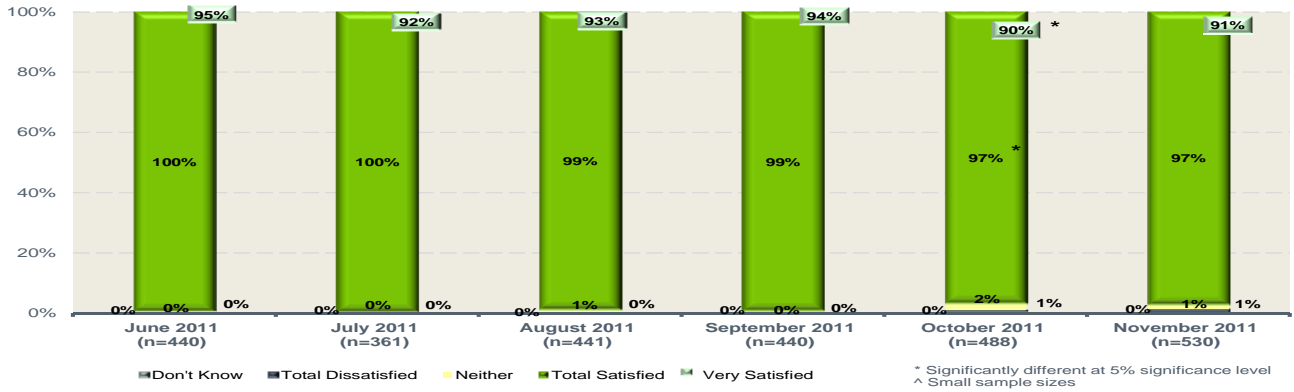
Traveller Satisfaction Survey

SmartGate 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: Inbound SmartGate Passengers



Scanning Queue Times: Inbound SmartGate Passengers

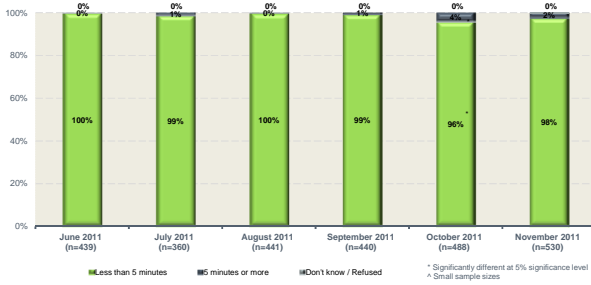
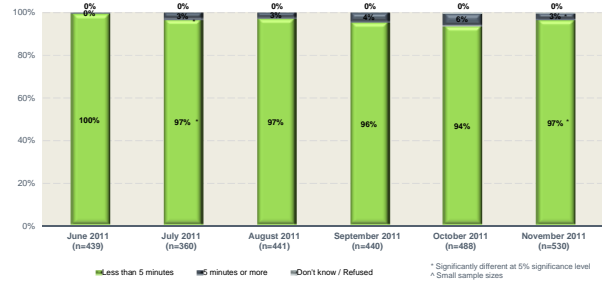


Photo Kiosk Queue Times: Inbound SmartGate Passengers



Perception of Waiting Time	June 2011 (n=439)	July 2011 (n=360)	August 2011 (n=441)	September 2011 (n=440)	October 2011 (n=488)	November 2011 (n=530)
<i>n=</i>	439	360	441	440	488	530
Far too long	0%	0%	0%	0%	1%	0%
A little too long	0%	2%	1%	1%	2%	2%
Acceptable	99%	98%	99%	99%	97%	98%
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

	June 2011 (n=440)	July 2011 (n=361)	August 2011 (n=441)	September 2011 (n=440)	October 2011 (n=488)	November 2011 (n=530)
Signage directly me to the SmartGate queue/ gates	0%	0%	0%	10%	3%	2%
Novelty value	0%	0%	0%	4%	2%	1%
Efficient, prompt, quick option	75%	74%	76%	74%	75%	70%
Sufficient number of gates open	1%	0%	0%	0%	2%	1%
Advanced technology	4%	9%	2%	4%	5%	6%
Easy/immediate access to staff when encountered	8%	20%	29%	15%	13%	10%
It was working/no issues/no problem with technology	2%	3%	6%	1%	3%	6%
Nothing, no aspects satisfactory	11%	4%	9%	5%	11%	9%
Other	4%	3%	2%	1%	5%	10%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	1%	1%	0%	0%	1%	2%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes

Negative Aspects of SmartGate

	June 2011 (n=440)	July 2011 (n=361)	August 2011 (n=441)	September 2011 (n=440)	October 2011 (n=488)	November 2011 (n=530)
No easy / immediate access to staff to answer queries / resolve problem	0%	1%	1%	1%	2%	1%
Impersonal / cold / miss human touch	0%	2%	1%	0%	1%	2%
Slow, the waiting/ queuing/ scanning time, not efficient	0%	0%	1%	0%	1%	2%
Problem(s) with technology	4%	3%	5%	7%	4%	4%
Problem(s) with other passengers	1%	0%	0%	0%	2%	1%
None, nothing poor (no problems encountered)	93%	85%	88%	89%	82%	82%
Other	2%	9%	3%	3%	8%	9%
Refused	0%	0%	0%	0%	0%	0%
Don't Know	0%	0%	0%	0%	2%	0%

Significantly lower at 5% significance level

Significantly higher at 5% significance level

^ Small sample sizes