

# Australian Customs Service Inbound SmartGate Passenger Experience Snapshot January 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.

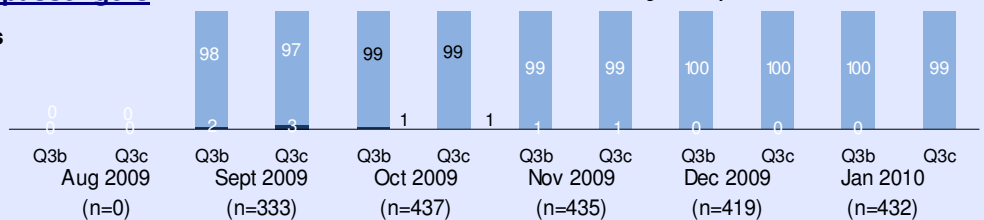
Interviews are conducted immediately after passengers have proceeded through Passport Control.

## Queue times: Inbound SmartGate passengers

\* Significantly different at 95% confidence

### Waiting time in the SmartGate Queues

- 5 minutes or less
- More than 5 minutes



Was this waiting time...

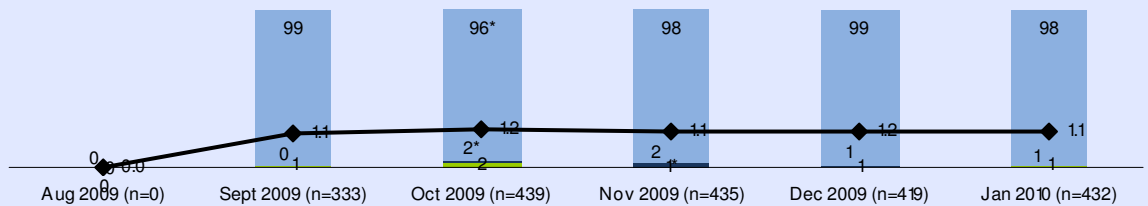
	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	0	333	437	435	419	432
Far too long	0%	1%	0%	0%	0%	0%
A little too long	0%	0%	1%	0%	0%	0%
Acceptable	0%	99%	99%	100%	100%	100%
Don't know/Refused	0%	0%	0%	0%	0%	0%

XX significantly different at 95% confidence

## Overall satisfaction with service: Inbound SmartGate passengers

### Overall Satisfaction with SmartGate process

- Satisfied
- Neither
- Dissatisfied
- ◆ Mean



### Positive aspects of SmartGate

Q6 scale: 1=Very satisfied to 5=Very dissatisfied  
Lower mean score equals higher satisfaction

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	0	333	439	435	419	198
Signage directing me to SmartGate queue/ gates	0%	3%	1%	1%	1%	4%
Novelty value	0%	3%	6%	3%	3%	2%
Efficient, prompt, quick option	0%	70%	85%	74%	83%	72%
Sufficient number of gates open	0%	4%	1%	2%	1%	2%
Advanced technology	0%	16%	5%	6%	12%	10%
Easy/ immediate access to staff when encountered problem	0%	26%	23%	26%	15%	19%
It was working/no issues/ no problems with technology	0%	9%	11%	5%	10%	7%
Other	0%	4%	4%	2%	5%	6%
Nothing	0%	4%	5%	4%	6%	5%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	1%	0%	2%	0%	0%

### Negative aspects of SmartGate

	Aug 2009	Sept 2009	Oct 2009	Nov 2009	Dec 2009	Jan 2010
n=	0	333	439	435	419	198
No easy/ immediate access to staff to answer queries/ problem	0%	2%	1%	1%	0%	4%
Impersonal / cold / miss human touch	0%	1%	4%	1%	1%	1%
Slow, the waiting/queuing/scanning time, not efficient	0%	0%	1%	0%	0%	0%
Problem(s) with technology	0%	5%	8%	2%	4%	3%
Problem with other passenger(s)	0%	0%	1%	0%	0%	0%
Other	0%	7%	5%	11%	7%	11%
Nothing	0%	85%	81%	85%	87%	83%
Don't know	0%	0%	0%	0%	198%	0%
Refused	0%	0%	0%	0%	0%	4%

Australian Customs Service [www.customs.gov.au](http://www.customs.gov.au)

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