

# Australian Customs Service

## Inbound SmartGate Passenger Experience Snapshot

### July 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.

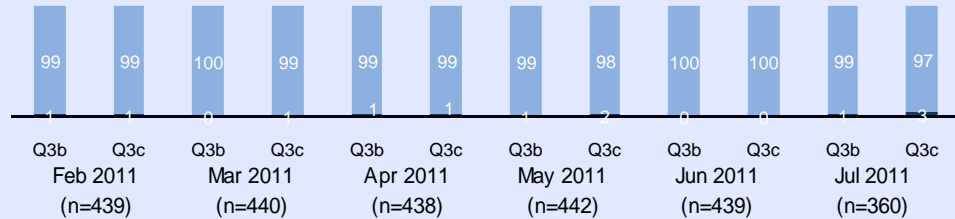
Interviews are conducted immediately after passengers have proceeded through Passport Control.

#### Queue times: 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...

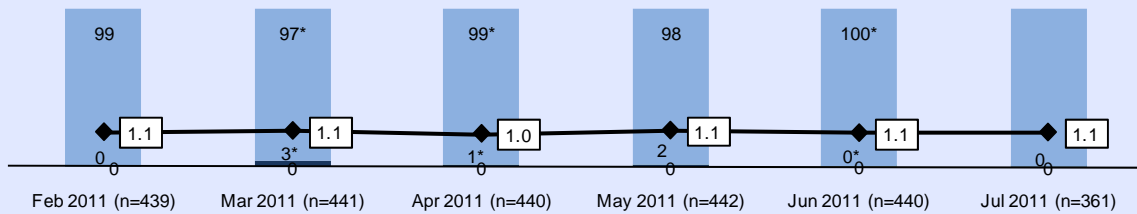
	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011
n=	439	440	438	442	439	360
Far too long	0%	0%	0%	0%	0%	0%
A little too long	1%	0%	7%	0%	0%	2%
Acceptable	99%	100%	93%	100%	99%	98%
Don't know/Refused	0%	0%	0%	0%	0%	0%

XX significantly different at 95% confidence

#### Overall satisfaction with service: Inbound SmartGate passengers

##### Overall Satisfaction with SmartGate process

- Satisfied
- Neither
- Dissatisfied
- Mean



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

##### Positive aspects of SmartGate

	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011
n=	439	441	440	442	440	361
Signage directing me to SmartGate queue/ gates	1%	0%	0%	1%	0%	0%
Novelty value	1%	1%	2%	2%	0%	0%
Efficient, prompt, quick option	7%	69%	64%	73%	75%	74%
Sufficient number of gates open	1%	2%	1%	1%	1%	0%
Advanced technology	5%	7%	9%	5%	4%	9%
Easy/ immediate access to staff when encountered problem	14%	24%	20%	24%	8%	20%
It was working/no issues/ no problems with technology	4%	5%	6%	6%	2%	3%
Other	8%	6%	12%	1%	4%	3%
Nothing	5%	5%	6%	5%	11%	4%
Don't know	0%	0%	0%	1%	1%	1%
Refused	0%	0%	0%	0%	0%	0%

##### Negative aspects of SmartGate

	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011
n=	439	441	440	442	440	361
No easy/ immediate access to staff to answer queries/ problem	3%	0%	1%	0%	0%	1%
Impersonal / cold / miss human touch	1%	1%	1%	0%	0%	2%
Slow, the waiting/queuing/scanning time, not efficient	1%	0%	6%	1%	0%	0%
Problem(s) with technology	2%	2%	3%	2%	4%	3%
Problem with other passenger(s)	1%	1%	1%	0%	1%	0%
Other	8%	6%	5%	3%	2%	9%
Nothing	83%	90%	83%	93%	93%	85%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	0%	0%	1%	0%	0%