

# Australian Customs Service Inbound SmartGate Passenger Experience Snapshot June 2010

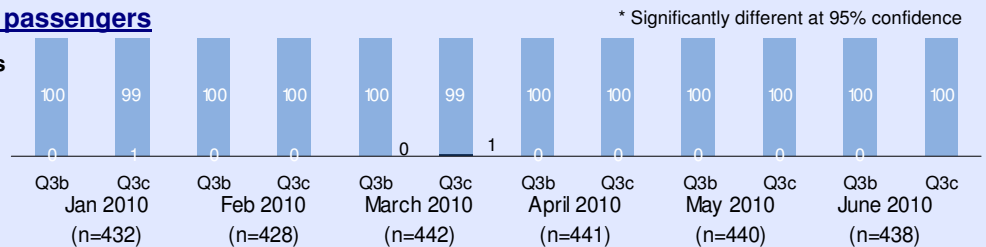
The Australian Customs Service commissions on average 1,000 interviews per month: 500 inbound and 500 outbound. Face to face intercept interviews are conducted within a ten day period each month at each of the following international airports in Australia: Sydney, Melbourne, Brisbane, Perth, Adelaide, Darwin, Gold Coast, and Cairns.

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

## Queue times: Inbound SmartGate passengers

### Waiting time in the SmartGate Queues

- 5 minutes or less
- More than 5 minutes



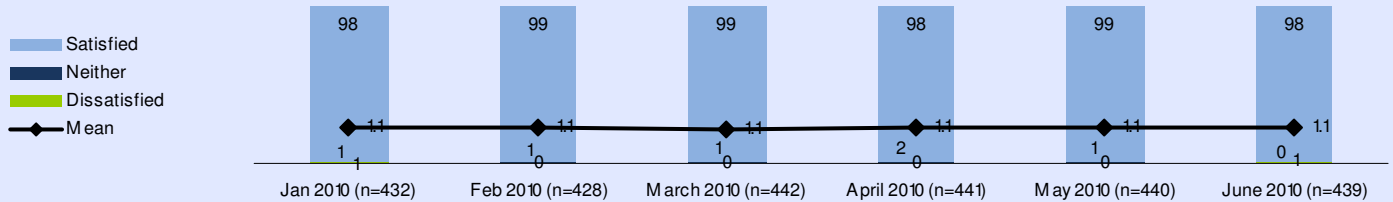
Was this waiting time...

	Jan 2010	Feb 2010	March 2010	April 2010	May 2010	June 2010
n=	432	428	442	441	440	438
Far too long	0%	0%	0%	0%	0%	0%
A little too long	0%	2%	0%	0%	0%	1%
Acceptable	100%	98%	100%	100%	100%	99%
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



### Positive aspects of SmartGate

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

	Jan 2010	Feb 2010	March 2010	April 2010	May 2010	June 2010
n=	432	428	442	441	440	439
Signage directing me to SmartGate queue/ gates	3%	1%	2%	1%	0%	0%
Novelty value	2%	2%	4%	1%	1%	2%
Efficient, prompt, quick option	72%	85%	71%	78%	78%	72%
Sufficient number of gates open	1%	1%	3%	0%	0%	1%
Advanced technology	8%	4%	6%	4%	17%	10%
Easy/ immediate access to staff when encountered problem	25%	31%	17%	30%	29%	29%
It was working/no issues/ no problems with technology	7%	5%	8%	5%	7%	7%
Other	4%	1%	2%	3%	3%	2%
Nothing	7%	3%	5%	5%	5%	6%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	1%	0%	1%	1%	0%

### Negative aspects of SmartGate

	Jan 2010	Feb 2010	March 2010	April 2010	May 2010	June 2010
n=	432	428	442	441	440	439
No easy/ immediate access to staff to answer queries/ problem	2%	0%	1%	2%	3%	0%
Impersonal / cold / miss human touch	0%	1%	1%	1%	1%	2%
Slow, the waiting/queuing/scanning time, not efficient	0%	0%	1%	0%	1%	1%
Problem(s) with technology	3%	3%	2%	4%	2%	5%
Problem with other passenger(s)	0%	0%	0%	0%	0%	0%
Other	9%	17%	3%	6%	15%	6%
Nothing	86%	78%	90%	88%	78%	85%
Don't know	0%	0%	0%	0%	0%	0%
Refused	0%	1%	0%	0%	1%	0%

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