

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN CUSTOMS AND BORDER PROTECTION SERVICE

Question No. 59

Senator Barnett asked the following question at the hearing on 26 May 2011:

Mr Mann: The primary clearance function, yes. As you can see, the way these measures take effect there will be no reduction in the broader management processes that we undertake. We will continue to conduct the full immigration clearance function that we do at the primary point. The impact will be an increase in wait times.

Senator BARNETT: You have noted in these budget papers that these are similar levels to other international airports around the world. Can you table that or take that on notice and let us know what the other levels are around the world?

The answer to the honourable senator's question is as follows:

In the 2010-11 financial year, Australia had a national average performance benchmark of processing 95 per cent of arriving passengers within 30 minutes of joining the inwards queue. As a result of the 2011-12 budget measure this benchmark is now 92% of arriving passengers.

The New Zealand Customs Service has a performance standard of processing 90% of commercial air passengers within 45 minutes of arrival and 98% within 60 minutes of arrival. This performance standard is calculated from the time the plane arrives 'on blocks to the last keystroke at the primary line'.

The UK Border Agency publishes an 'aim to see passengers within 45 minutes'.

The US Customs and Border Protection Service publishes historical and current wait times for individual airports. The average wait times in minutes for the clearance of 100% of passengers for flights arriving over the past 12 months at major US airports are as follows:

Airport	Average time (in minutes) for clearance of 100% of passengers for flights arriving 15/06/10 to 15/06/11
JFK International	74
Los Angeles	49
Chicago O'Hare	76