

Quality of Service Report  
Canberra Airport  
September Quarter 2017

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1 July 2017 to 30 September 2017 (inclusive).

This report is structured around four sections, namely:

- i. Negative feedback provided by passengers;
- ii. Positive feedback provided by passengers;
- iii. Handling of complaints and enquires by the Airport; and
- iv. Notifiable quality of service issues.

## **Negative Feedback**

Passenger feedback during the period has been collated into negative and positive themes.

### **Top Negative Themes**

1. Delays
2. Food and Beverage
3. Ground Transportation – Taxi service

### **Delays**

Delays represented 3% of all negative feedback recorded.

The feedback received was related to delays disembarking a plane, Airline information not up to date on flight information screens and complaints regarding check-in delays and processing through immigration.

### **Food and Beverage**

The food and beverage theme was represented in 4% of all negative feedback recorded.

Customer feedback received was in regard to choice, cost and waiting times.

Canberra Airport works closely with all service providers to maintain product and service expectations with KPIs.

### **Ground Transportation**

The 'Ground Transportation' is represented by approximately 1% of all negative feedback recorded during the period.

The negative feedback was primarily related to the taxi queues, having to wait outside at allocated taxi rank pick up points and the virtual queue system.

Canberra Airport work closely with Access Canberra to address and improve the public bus and taxi services.

### **Top 3 Key Drivers of Passenger Satisfaction**

1. Cleanliness of washrooms/toilets
2. Precinct Presentation
3. Customer Service

#### **Cleanliness of washrooms/toilets**

The 'Cleanliness of washrooms/toilets' represented approximately 76% of all positive feedback recorded during the period.

#### **Precinct Presentation and Design**

The 'Precinct Presentation and Design' represented approximately 1% of all received positive feedback. Positive feedback received referred to functionality and sculptures.

#### **Customer Service**

The 'Customer Service' feedback represented approximately 1% of all received positive feedback. The positive feedback received referred a lost bag and the recovery by the Customer Service agent was courteous and professional; resulting in a positive outcome.

#### **Complaint and enquiry handling**

Canberra Airport targets a 100% response rate in its handling of customer complaints and enquiries. This is not always achievable due to the way in which passengers deliver their complaints, with many electing not to provide any contact details for a response by the Airport following an investigation of the complaint.

In the September quarter Canberra Airport provided a written response to 97% of the complaints and enquiries it received from passengers and visitors to the Airport.

#### **Notifiable Quality of Service Issues**

A notifiable quality of service issue is triggered when, in a given period, the number of complaints on a quality of service theme are equal to or greater than 0.1% of passenger throughput. Where this occurs, the Airport has 60 days to notify the Commonwealth Department of Infrastructure and Transport of the quality of the issue and provide details of corrective action being undertaken to address the quality of service issue. There were no notifiable quality of service issues during the period.