

Quality of Service Report
Canberra Airport
June Quarter 2016

Introduction

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1 April 2016 to 30 June 2016 (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. Taxis / Coaches
2. Airline Performance

Taxis / Coaches

- The 'Taxi / Coaches' theme featured heavily over this period resulting in 31% of all negative feedback recorded.
- The negative feedback on taxis persistently relates to the quality of service delivered by the taxi networks in Canberra, namely due to a lack of availability of taxis and services provided by taxi networks. Feedback in regards to 'Coaches' referred to the airport coach operators timetable and routes selection.
- Canberra Airport is working with the ACT Government supports the full spectrum of grounds transport operators at the airport, from subsidising the Airport Express bus to facilitating Uber's inaugural entry to the airport market.

Airline Performance

- The 'airline performance' theme represented approximately 15% of all negative feedback recorded during the period.
- The negative feedback with regards to airline performance was focused around baggage services namely belt collection timeframes.
- Canberra Airport actively performs observation of the baggage handling process and engages with airlines and service providers of the aviation industry to minimise baggage transportation issues. A state-of-the-art Baggage Handling System (BHS) was installed as part of the terminal redevelopment to allow fast and efficient transportation of baggage.

Top Positive Themes

1. International
2. Security
2. Other

International

- The 'international' theme featured strongly in the positive feedback provided by passengers and customers, representing 22% of all positive feedback received on the terminal during the period. The increase and consistency in the international theme is expected to increase over the next period as the service builds momentum.
- Feedback was congratulatory and there were a number of expressions of interest and enquiry in regards to the international operations, availability of services for example Duty Free outlets and Border Force TRS and airline routes.
- The International Terminal is scheduled for completion in September 2016, with operations commencing on 21 September.

Security

- The 'Security' theme represented 13% of all positive feedback over this quarter.
- The positive feedback was praise and thanks to security team members who assisted customers as they travelled through the airport.
- Canberra Airport invests in its partnership with contract service providers to foster the continual strategy of customer service outcomes at the Airport.

Other

- Throughout this period there was a large volume of positive feedback highlighting the top themes as previously recorded such as general cleanliness, bathroom functionality, terminal design, appreciation of artwork and the overall ambience and quality of the facility.

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 a name, let alone an address for a response by the Airport following an investigation of the complaint.

In the December quarter Canberra Airport provided a written response to just over 98% of the complaints and enquiries it received from passengers, other users of the Airport (i.e. 'meeters and greeters'), and the general public.

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.