

Quality of Service Report  
Canberra Airport  
March 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 January 2016 to 31 March 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. Retail
2. WiFi
3. Airline Performance

### **Food and Beverage**

- The 'Retail' theme represented 18% of all negative feedback recorded.
- The feedback received was, variety and choice from one food and beverage outlets.
- Canberra Airport works working with prospective food and beverage operators to open new retail offerings at the Terminal in 2017.

### **WiFi**

- The "WiFi" theme represented approximately 12% of the negative feedback received over the period.
- Canberra Airport is in the process of a procuring a WiFi solution that services the customers and guests to the terminal. The airport propose to have a 'business centre' that will provide a comfortable and efficient working space as the first stage of the terminal WiFi rollout project.

### **Airline Performance**

- The 'airline performance' theme represented approximately 10% of all negative feedback recorded during the period.
- The negative feedback with regards to airline performance was around airlines delays.
- Canberra Airport actively performs observations of the airlines operations and engages with airlines and service providers of the aviation industry to minimise delays to services.

## **Top Positive Themes**

1. Terminal Design
2. Customer Service
3. Cleanliness

### **Terminal Design**

- The 'terminal design' theme featured strongly in the positive feedback provided by passengers and customers, representing 19% of all positive feedback received on the terminal during the period.
- The feedback consisted of customer's impressions and appreciation of the facility as a result of the completion of the terminal re-development. The new modern and state-of-the-art facility will be further enhanced with the International Terminal due for completion in September 2017.

### **Customer Service**

- The 'Customer Service' theme again rated highly in terms of customer feedback, representing approximately 15% of all the positive feedback received during the period.
- The positive feedback on customer service related primarily to the service provided by the Airport's customer service officers who strive to exceed customer expectations.
- Canberra Airport will continue to invest heavily in the recruitment and training of customer service officers, and is extending this investment beyond the customer service officers to other staff within the terminal (i.e. cleaners, retailers etc).

### **Cleanliness**

- The 'Cleanliness' theme again rated highly in terms of customer feedback, representing approximately 13% of all the positive feedback received during the period.
- The positive feedback on cleanliness ranged from the general presentation of the terminal, to the useability and cleanliness of the bathroom facilities.
- Canberra Airport will continue to invest in training and maintain KPI's in regards to service delivery.

### **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 March quarter Canberra Airport provided a written response to 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.