

Quality of Service Report
Canberra Airport
September 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 July 2016 to 30 September 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. Grounds Transportation
3. Security

Food and Beverage

- The 'Retail' theme was represented in 18% of all negative feedback recorded.
- The feedback received was variety and choice from food and beverage outlets.
- Canberra Airport works closely with all service providers to maintain service expectations with KPIs.

Ground Transportation

- The 'Ground Transportation' theme represented approximately 14% of all negative feedback recorded during the period.
- The negative feedback was primarily related to bus services, namely the locality of bus stops, ground transport options such as airport shuttles.
- Canberra Airport work closing with the ACT Government to address the shortfalls with the public bus services.

Security

- Negative feedback on the 'security' theme represented approximately 9% of all negative feedback recorded during the period.
- The negative feedback on security related primarily to frustration with security processes, from the screening procedures to operation of the security point afterhours amongst others.
- Canberra Airport will continue to work with the screening provider to achieve ongoing improvement and enhance customer experience whilst operating under the regulations.

Top Positive Themes

1. International Terminal
2. Artwork
3. Live Music Program

International

- The 'international' theme featured strongly in the positive feedback provided by passengers and customers, representing 13% of all positive feedback received on the terminal during the period. The response rate on the international theme is expected to increase over the next period as the service builds momentum.
- There feedback was congratulatory and a number of expressions of interest and enquiry in regards to passenger services.
- The International Terminal is scheduled for completion in September 2016, with operations commencing on 21 September.

Artwork

- The 'Artwork' theme featured strongly with 9% of feedback provided by customers over this period.
- The positive feedback on artwork relates to the appreciation of the installed works throughout the terminal building and the precinct.
- During this period Canberra Airport commissioned an additional piece of Artwork within the international terminal.

Live Music Program

- Canberra Airports live music program, 'Airwaves' was responsible for 8% for all positive feedback received during this period.
- Airwaves incorporates a program of music acts from the local region performing in the terminal atrium.
- Airwaves is now a permanent event on the entertainment program for the terminal.

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 September quarter Canberra Airport provided a written response to 97% 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.