

Quality of Service Report
Canberra Airport
June Quarter 2015

Introduction

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 March 2015 to 30 June 2015 (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 enquiries 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. The top negative themes are listed below, together with a relevant detail on each theme.

Top Negative Themes

1. Signage
2. Fog / delays
3. Retail

Signage

- The 'signage' theme represented approximately 38% of all negative feedback recorded during the period.
- Complaints relating to signage are varied, from car rental signage, to road signage outside the airport to locating arrivals areas, amongst others. There were not two complaints relating to the signage in the same area.
- Canberra Airport continually reviews signage, both periodically and specifically in response to concerns raised by customers. Two external reviews of signage have also been undertaken. While the quantum of complaints relating to signage has continued to trend down, the theme still features in feedback provided by customers. Canberra Airport will continue to add new signage and modify existing signage as required.

Delays

- The 'delay' theme represented approximately 25% of all negative feedback recorded during the period.
- Issues relating to delays generally focussed on the impact of fog on airline operations, although there were instances of complaints relating to non-fog related airline delays.
- Airline delays occur for many and varied reasons, from aircraft serviceability issues, to in-flight delays (for example, caused by weather, passenger issues or traffic) as well as localised fog causing closure of runways. Canberra Airport actively engages in forums that target a reduction in airline delays (and has been one of the strongest advocates for establishing preferred tracking between CBR-SYD, amongst other things). In terms of minimising fog delays, a number of initiatives have been undertaken that have reduced the impact of fog on

airport operations over the past 5 years (thereby reducing the incidence of fog-related airline delays). These efforts will continue but so too will the impact of adverse weather on airline operations.

Retail

- Negative feedback on retail operations within the terminal represented approximately 13% of all negative feedback recorded during the period.
- The negative feedback on this theme during the period focussed on the lack of diversity in retail outlets in the terminal.
- Canberra Airport recognises this issue and is working to introduce an enhanced retail offering over time. However, the viability of terminal retail is dictated by passenger volume and demographic factors (such as club lounge membership which serves to extract passengers from the concourse, undermining retail sales etc), with both factors continuing to provide headwinds to the introduction of additional retail outlets in the terminal.

Positive feedback

Passenger feedback during the period has been collated into negative and positive themes. The top positive themes are listed below, together with a relevant detail on each theme.

Top Positive Themes

1. Car Parking
2. Toilet Facilities
3. Customer Service

Car Parking

- The 'car parking' theme represented some 43% of all positive feedback received during the period.
- Ease of use and reasonableness of cost were the two main elements of the positive feedback relating to the car parking theme.
- Canberra Airport is planning additional car parking products to enhance the offer to customers by providing more choice both at the premium and budget end of the offer, while maintaining the standard of existing car park products.

Toilet Facilities

- The 'toilet' theme represented approximately 29% of the positive feedback provided by passengers and customers during the period.
- The positive feedback on the toilet facilities related to the quality and cleanliness of the facilities. It is noted, however, that this positive feedback during the period was partially offset by one complaint in April on the walk distance to the toilets (it was the first time that this particular concern had been raised).
- While maintaining the toilets is a costly exercise (particularly from a cleaning and repairs and maintenance perspective), Canberra Airport recognises that the standard of toilet facilities is a critical element of the service provided at the terminal.

Customer service

- The 'customer service' theme continues to appear in the positive feedback recorded on the terminal, representing approximately 14% of the positive feedback provided by passengers and customers during the period.
- The positive feedback on customer service related exclusively to the service provided by Canberra Airport's customer service officers.
- Canberra Airport is committed to a program of investment in its customer service program, the benefits of which are being seen across the airport.

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 June quarter Canberra Airport provided a response to 100% 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 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.