

Quality of Service Report
Canberra Airport
December 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 October 2015 to 31 December 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 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. Airline Management
2. Signage
3. Advertising

Airline Management

- The 'Airline Management' theme represented approximately 13% of all negative feedback recorded during this period.
- The concerns raised related to a variety of Airline services ranging from inbound aircraft wait times, general delays and customers frustration around turbo-prop vs jet services.
- Canberra Airport meets regularly with airlines to review customer feedback and present opportunities for improvements in service provision. All airline management and performance matters raised during the period have been shared with the airlines.

Signage

- The 'signage' theme represented approximately 13% of all negative feedback recorded during the period.
- Complaints relating to were not attributable to a single issue, and varied from rental car signage to road signage outside the airport.
- Canberra Airport continually reviews signage, both periodically and specifically in response to concerns raised by customers. While the quantum of complaints relating to signage has continued to trend down. Canberra Airport will continue to add new signage and modify existing signage as required.

Advertising

- The 'Advertising' theme represented approximately 9% of all negative feedback recorded during the period.
- Feedback relating to Advertising was primarily related to suggestions for future material advertising Canberra and its attractions.
- Canberra Airport is in talks with local attractions and tourism providers as to both static and interactive installations and points of interest to be displayed within the terminal.

Top Positive Themes

1. Terminal Amenities
2. Customer Service
3. Terminal Design

Terminal Amenities

- The 'Terminal Amenities' theme rated highly in terms of customer feedback, representing approximately 24% of all the positive feedback received during this period.
- The positive feedback is focused around the themes of cleanliness, presentation, services, comfort and overall useability of the facility.
- Canberra Airport will continue to invest in the enhancement and innovation in and around the terminal.

Customer Service

- The 'Staff Recognition' theme rated highly in terms of customer feedback, representing approximately 9% of all the positive feedback received during this period.
- The positive feedback relates to the assistance and helpfulness shown by staff both within the Airport Group and service providers such as security and retailers.
- Canberra Airport will continue invest in the customer service.

Terminal Design

- The 'terminal design' theme continues to feature in the positive feedback provided by passengers and customers, representing some 8% of all positive feedback received on the terminal during the period.
- The presentation of both the terminal and the precinct presentation are consistently raised in the positive feedback and, along with the staff recognition theme, these are the source of the vast majority of positive feedback.

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 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 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.