

Quality of Service Report
Canberra Airport
March 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 January 2015 to 31 March 2015.

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 relevant detail on each theme.

Top Negative Themes

1. Airline Management
2. Retail
3. Website

Airline Management

- Negative feedback on the 'Airline Management' theme represented approximately 19% of all negative feedback recorded during the period.
- The negative feedback on Airline Management related primarily to customer service issues raised by passengers in their interaction with airline staff and the pricing practices of airlines on routes to/from Canberra.
- Canberra Airport meets regularly with airlines to review customer feedback and present opportunities for improvements in service provision. All airline management issues raised during the period have been shared with the airlines.

Retail

- The 'Retail' theme represented approximately 14% of all negative feedback recorded during the period.
- The issues raised in relation to retail generally related to the proficiency of staff, especially in the areas of ordering and table cleaning.
- Canberra Airport has raised these issues with the operator of the food and beverage outlets and changes have been made in staff and supervisory personnel to address the issues experienced.

Website

- The 'Website' theme represented approximately 10% of all negative feedback recorded during the period.
- The concerns raised in relation to security were problems with loading one of the maps, an errant link and a spelling mistake.
- Canberra Airport has fully addressed each of the issues raised in relation to its website.

Positive feedback

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

Top Positive Themes

1. Terminal design
2. Customer Service
3. Cleanliness

Terminal design

- The design of the terminal, general amenity and quality of built infrastructure continues to rate highly in terms of feedback received from passengers and other users of the terminal. This theme represented approximately 57% of all positive feedback received during the period.
- The layout, quality, aesthetic and ambiance of the new terminal and car parks are consistently raised in the positive feedback.
- Canberra Airport will continue to invest in maintenance activities to ensure the high standard of terminal facilities continues, and also continue its investment in the Innovation Program to promote continuous improvement in our product offer.

Customer Service

- The 'Customer Service' theme represented approximately 29% of all the positive feedback received during the period.
- The positive feedback on customer service related to the responsiveness of the Customer Service Officers to passenger requirements and their preparedness to go above and beyond to address customer needs.
- Canberra Airport intends to continue its investment in its Customer Service Program as it is paying in dividends in terms of passenger satisfaction and performance monitoring.

Cleanliness

- The 'Cleanliness' theme represented approximately 14% of all the positive feedback received during the period.
- The positive feedback on cleanliness relates to the general presentation of the terminal, often with specific reference to the high standard of presentation of the terminal toilets.
- Canberra Airport is committed to maintaining the high standard of presentation of the terminal as it appears to be highly valued by our customers.

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 96% 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.