

Quality of Service Report
Canberra Airport
September Quarter 2013

Introduction

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 July 2013 to 30 September 2013 (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 relevant detail on each theme.

Top Negative Themes

1. Taxis
2. Delays
3. Car parking

Taxis

- Negative feedback on the 'taxi' theme represented approximately 27% of all negative feedback recorded during the period.
- The negative feedback on taxis persistently relates to the quality of service delivered by the taxi networks in Canberra, namely due to a lack of availability of taxis and poor driver interaction with customers.
- Canberra Airport refers all negative feedback received on the taxi service to the taxi networks. The Airport is actively pursuing the ACT Government to release more plates and persistently raises quality of service issues with both the taxi networks and the government.

Delays

- The 'delays' theme represented approximately 27% of all negative feedback recorded during the period.
- Delays were driven by adverse weather during the period, with both fog and storms causing delays to aircraft and resulting inconvenience to passengers.
- For the past 3 years Canberra Airport has been working with Airservices Australia and the major airlines on reducing the decision height for low visibility (fog) operations at the Airport. While meaningful inroads have been made in this regard (with two significant reductions in the decision height), the impact of adverse weather on airline operations cannot be fully mitigated.

Car parking

- The 'car parking' theme represented approximately 18% of all negative feedback recorded during the period.
- The issues raised in relation to the car parks were the functionality of car park equipment and the walk distance to the terminal.
- The issue in relation to equipment functionality was isolated and attributable to incorrect understanding of instructions for the issuing of a receipt at a pay station. In terms of the walk distance, some 94% of all car parks are as close or closer to the terminal now than what they were prior to the construction of the new terminal and car parks in 2007. The remaining 6% are a negligible further distance (15m) from the terminal than the previous outlying car parks. Canberra Airport offers a variety of car park products, all of which are available for the shortest of stays to the longest, and are differentiated by convenience (proximity, cover) and price.

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. Car Parking
3. Website

Terminal design

- The 'terminal design' theme represented some 33% of all positive feedback received during the period.
- Feedback has commended the architecture, ease of use and quality inclusions in the new terminal and car parks.
- Canberra Airport expects this theme to strengthen as work on the new terminal progresses toward its conclusion in March 2014.

Car parking

- The 'car parking' theme represented approximately 20% of all the positive feedback received during the period.
- The positive feedback on car parking has related to the ease of access and convenience, and the technology innovations that have been adopted (space-by-space parking guidance system).
- Canberra Airport has further plans for improving its car park offer, with a range of new initiatives in development and under construction (and planned for progressive implementation from August 2014 to May 2016).

Website

- The 'website' theme represented approximately 13% of all positive feedback received during the period.

- Positive feedback on the website relates to the presentation, functionality and availability of information. There appears to be a correlation between the incidence of (weather) delays and positive feedback on the website.
- In addition to streamlining access for time-poor travellers (or simplifying information for display on mobile devices), Canberra Airport is continually adding new features to the website. Canberra Airport's investment in its website has increased threefold over the past 3 years and this trend is set to continue in FY14.

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 and/or verbal response to over 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 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.