

Quality of Service Report  
Canberra Airport  
December Quarter 2012

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 October 2012 to 31 December 2012 (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. Security
2. Signage
3. Car parking

### **Security**

- The 'security' theme represented approximately 20% of all negative feedback recorded during the period.
- The issues raised with security are twofold, frustration with the security process and dissatisfaction with the manner of the contracted security personnel.
- Canberra Airport conducts the security processes strictly in accordance with the requirements of the Office of Transport Security (OTS) and its regulations. The Airport understands and appreciates the frustration of passengers with some of the security processes and communicates this to the OTS at regular meetings and working groups.
- In terms of the manner of security personnel, the issue is well recognised by the Airport. Unfortunately, this is an industry-wide problem. Fortunately, we have a security provider that is equally cognisant of the issue and is working on a training and cultural change program, in addition to making changes to its recruitment practices. The Airport will continue to work with the security provider to achieve ongoing improvement in this area.

### **Signage**

- The 'signage' theme represented approximately 12% of all negative feedback recorded during the period.
- Issues relating to signage have emerged over the past two years in parallel with changes to the layout of the terminal (or associated facilities) as a result of construction activity.

- In response to signage concerns, Canberra Airport invests considerable time in the planning of changes to the layout of the terminal (to facilitate the construction activity), and continues to spend significant amounts on temporary signage during the staged construction works. In addition, regular signage audits are undertaken to monitor the appropriateness of signage (number, location and size). It is, however, expected that signage concerns will moderate once the terminal construction is largely complete from late March 2013, at which time there will cease to be changes to regular passenger movement flows.

### **Car parking**

- The 'car parking' theme comprised approximately 12% of all negative feedback received by Canberra Airport during the December quarter.
- With one exception, all the negative feedback on car parking during the quarter related to issues associated with the processing of credit card transactions.
- The fault was promptly rectified with the credit card transaction agent.

### **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.

<b>Top Positive Themes</b>	
1.	Customer service
2.	Website
3.	Car parking



### **Customer service**

- The 'customer service' theme continues to rate highly amongst the positive feedback provided by passengers and customers, with some 55% of positive feedback attributable to this theme.
- For the first time in a reporting period, the customer service theme outweighed all themes (both positive and negative).
- The positive feedback on customer service related primarily to the service provided by the Airport's customer service officers.
- Canberra Airport will continue to invest heavily in the recruitment and training of customer service officers, and is extending this investment beyond the customer service officers to other staff within the terminal (i.e. cleaners, retailers etc).

### **Website**

- The 'website' theme represented approximately 18% of the total positive feedback provided by passengers and customers during the reporting period.
- This follows the launch of a new website with an improved layout and detail that, amongst other things, places traveller information more prominently on the home page and provides for a more intuitive navigation of airport and terminal related information.

- The Airport will continue to monitor feedback on the new website and ‘tweak’ it to ensure it meets the needs of passengers and 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 December quarter Canberra Airport provided a written response to just over 95% 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.