

Quality of Service Report
Canberra Airport
June 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 April 2012 to 30 June 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 three negative themes are listed below, together with a relevant detail on each theme.

Top 3 Negative Themes

1. Pet handling
2. Car parking
3. Security

Pet handling

- The 'pet handling' theme related to complaints received from passengers following the introduction of a new pet transfer policy by Virgin Australia and comprised approximately 23% of all negative feedback received during the period.
- In the first instance, Canberra Airport responded to all complaints and subsequently referred the complainants to Virgin Australia for further information.

Car Park

- After much positive feedback on the car parking operation at Canberra Airport, the car park emerged as a negative theme in the June quarter, solely as a result of grid power outages causing issues with the dispensing of receipts at the automatic pay stations.
- Fortunately, this single issue was a relatively isolated incident impacting only three customers, and was able to be readily rectified both with the system being restored within 5 minutes, and with receipts emailed to customers that were not in a position to await the return of power.
- In response to this incident, Canberra Airport is accelerating the migration of all automatic pay stations to the back-up power generation system.

Security

- The 'Security' theme comprised approximately 15% of all negative feedback received by Canberra Airport during the June quarter.

- Negative feedback on security was focussed on the appropriateness of the restricted items list mandated by the Commonwealth, and the manner in which security staff engaged with passengers at the security screening point.
- Canberra Airport remains in active dialogue with the Commonwealth Office of Transport Security (OTS) regarding the appropriateness of current and planned security measures at Canberra and other Australian airports, and has made the OTS aware of passenger concerns in relation to security measures.
- In response to concerns surrounding the manner of contracted security staff, Canberra Airport continues to work with the contractor and has key performance indicators against which its performance is assessed. Canberra Airport, its partner airlines and the contractor jointly invest in ongoing training for security staff.

Positive feedback

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

Top 3 Positive Themes

4. Terminal design
5. Customer service
6. Car parking

Terminal design

- The ‘terminal design’ theme comprised approximately 40% of all positive feedback received from passengers and customers during the period.
- Feedback received focussed on the integrity of the layout of the new terminal, associated car parks and the road system, as well as the attention to detail in so called ‘place-making’ (with the quality of landscape and the provision of public art).
- Canberra Airport is hopeful that, upon completion of the terminal development, more customers and passengers will appreciate the commitment to the planning and design of the new terminal and associated ground transport facilities.

Customer service

- The ‘customer service’ theme continued to rate highly amongst the positive feedback provided by passengers and customers during the current and previous periods.
- The positive feedback on customer service related to the service provided by the Airport’s customer service officers, and the contracted security personnel.
- Canberra Airport intends to continue to invest heavily in the recruitment and training of customer service officers, as well as the training of contracted security personnel in cooperation with the contractor and the airlines.

Car parking

- The ‘car parking’ theme comprised approximately 20% of all positive feedback provided by passengers during the period.
- The positive feedback on car parking followed the introduction of new parking guidance technology, installed in 2400 car spaces at Canberra Airport. The new parking guidance technology assists customers with locating available car parks, and also assists passengers

returning from their trip with locating their vehicle (through number plate recognition customers can be guided to their parked vehicle).

- Canberra Airport will complete the remaining car park developments in March 2013, which should provide the best possible facilities across a broad spectrum of car park products.

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 written response to 98% 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.