

Quality of Service Report
Canberra Airport
March 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 January 2012 to 31 March 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. Public Address (PA) system
2. Website content
3. Passenger pick-up

Public Address (PA) system

- The 'public address' theme comprised approximately 12.5% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in regard to the PA system were:
 - the sound is too loud;
 - the sound is too quiet; and
 - dislike of the style of music played.
- The Airport acknowledges that there is some variability in the volume of PA announcements, resulting from differences in the manner in which individual airline staff deliver their announcements. To counter this problem, the Airport is investigating an automated message function for the PA system. It is noted that, when previously investigated by the Airport, this function was resisted by airlines due to the lack of flexibility it afforded them in the content of their announcements.
- The more common complaint related to the style of music played by the PA system. The current music would be classified as 'soft' or 'easy listening' in style, but some passengers have promoted a move toward more classical music, while others toward more contemporary music. Recognising that the individual tastes of all passengers cannot be accommodated, the Airport plans to continue with the current, albeit generic, easy listening music playlist.

Website content

- The 'website content' theme comprised approximately 12.5% of all negative feedback provided by passengers during the period.

- The two main concerns raised by passengers were:
 - the time taken for flight information to update; and
 - the accuracy of a route destination map.
- Following detailed investigation, the minor delays in updating the flight information on the website have proven to be a result of the time taken for the airline databases to be updated. The source data for the airline FIDS (flight information display system) and the airport FIDS is the same. While these systems update simultaneously, the concerns seem to be raised by passengers in the terminal, awaiting updates on their mobile devices. Updates to the FIDS (airline or airport) will continue to be subject to the time taken for the airline databases to be updated (i.e. it will not necessarily be instantaneous).
- One complaint was received that the route destination map on the website had not been updated to reflect the fact that Tiger Airways was no longer flying to any destinations from Canberra (as a result of the airline's grounding). The Airport subsequently amended the plan to temporarily remove Tiger Airways from the map.

Passenger pick-up

- The 'passenger pick-up' theme comprised approximately 12.5% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in regard to passenger pick-up were:
 - the level of signage;
 - the level of weather protection; and
 - in one instance, queues to exit the free pick-up area.
- In response to concerns relating to signage from the last quarter, the Airport has recently installed additional signage directing passengers and drivers to the pick-up area. The Airport proposes to review feedback on the recent signage additions before making any further changes to signage (noting that some comments were received before the recent signage additions had been completed).
- In terms of weather protection, the walkway to the car park is undercover, but the vehicles themselves are not necessarily undercover (although the option is available). An option for locating the pick-up vehicles entirely undercover, upon completion of current construction works, is currently under consideration.
- The one complaint relating to queues at the exit to the pick-up area was a result of a vehicle breakdown at the exit point during a peak period which, while only blocking one lane, also caused congestion in the passing lane. In the circumstances, there is little that could have been done by the vehicle owner or the Airport to ameliorate the situation.

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. Customer service
5. Terminal design
6. Disability services

Customer service

- The 'customer service' theme continues to rate highly and comprised approximately 60% of all positive feedback provided by passengers during the period.
- Most feedback is attributable to the role of the Airport's customer service officers, particularly in the area of assistance with luggage, disabled persons and those experiencing extreme difficulties with their travel arrangements.
- Canberra Airport intends to continue to invest heavily in the recruitment and training of customer service officers.

Design

- Like the 'customer service' theme, the 'design' theme continues to feature prominently in the positive comments received from passengers. This quarter, the design theme comprised approximately 20% of all positive feedback provided by passengers during the period.
- The positive feedback on design related to ease of use of the terminal facilities, the quality of surrounding landscape, and the layout of the toilets.
- Canberra Airport expects that the design theme will strengthen in the reporting with the opening of the next phase of the new terminal development.

Disability services

- The 'disability services' theme comprised approximately 20% of all positive feedback provided by passengers during the period.
- The positive feedback on disability services related primarily to the quality of the disabled pick-up service offered by the Airport.
- The Airport has established procedures for providing assistance to mobility impaired passengers. Awareness of these procedures is increasing through word of mouth, website promotion and dissemination through advocacy groups.

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 96.6% 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.