

Quality of Service Report
Canberra Airport
September 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 July 2012 to 30 September 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 a relevant detail on each theme.

Top Negative Themes

1. Signage
2. Website
3. Pet handling

Signage

- The 'signage' theme represented approximately 20% of all negative feedback recorded during the period.
- Issues relating to signage have emerged over the past 24 months 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 that facilitate the construction activity, and continues to spend significant amounts on temporary signage during the construction activity. In addition, regular signage audits are undertaken to monitor the appropriateness of signage (number, location and size).

Website

- Negative feedback on the website was relatively isolated to one issue with the time taken to update the section of the website dealing with information on the new terminal project.
- Although the information was not out-of-date, Canberra Airport recognises the need to refresh web pages for regular visitors with a keen interest in the airport or aviation generally.
- Canberra Airport will shortly launch (within the next 4-6 weeks) an entirely new website, which should address any concerns in relation to this matter.

Pet handling

- The 'pet handling' theme comprised approximately 10% of all negative feedback received by Canberra Airport during the September quarter.

- This theme first emerged in the June quarter following the introduction of a new pet handling policy by Virgin Australia. The policy is unique to Virgin Australia (no Qantas customers have been impacted). Feedback from passengers to the airport indicates that passengers are as concerned with the communication of the policy (or lack thereof) as they are with the policy itself.
- Negative feedback has dissipated markedly in the time since the immediate introduction of the new policy, as Virgin Australia’s communication of the policy has improved.

Positive feedback

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

Top Positive Themes	
1.	Customer service
2.	Terminal design

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|----|------------------|
| 1. | Customer service |
| 2. | Terminal design |

Customer service

- The ‘customer service’ theme continues to rate highly amongst the positive feedback provided by passengers and customers, with some 80% of positive feedback attributable to this theme.
- The positive feedback on customer service related primarily to the service provided by the Airport’s customer service officers.
- Canberra Airport intends to continue to invest heavily in the recruitment and training of customer service officers, and is in the process of extending this investment beyond the customer service officers to other staff within the terminal (i.e. cleaners, retailers etc).

Terminal design

- The ‘terminal design’ theme continues to feature in the positive feedback provided by passengers and customers.
- The layout and quality of the new terminal and car parks is consistently raised in the positive feedback and, along with the customer service theme, these are the source of the vast majority of positive feedback in the past 12 months.
- Canberra Airport expects this theme to strengthen in the positive feedback as the new terminal development works are progressively completed in 2013.

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 response to just over 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.