

Quality of Service Report

Canberra Airport

June Quarter 2011

Introduction

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 April 2011 to 30 June 2011 (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 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 five negative themes are listed below, together with a relevant detail on each theme.

Top 5 Negative Themes

1. Toilets
2. Security Processing
3. Kerbside Management
4. Signage
5. Retail

Toilets / Amenities

- The toilets theme comprised approximately 13.9% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in regard to toilets at the Airport were their cleanliness and the smell of the urinals. Water and paper on the floor was also a complaint commonly identified.
- In response to these concerns the Airport has modified the male toilets to rectify problems with the urinals – this work is ongoing but has fixed the problem with the design.
- In addition, the cleaning rosters and resources have substantially been increased with a particular focus on the toilets – again, this has made a significant difference.

Security Processing

- The security processing theme attracted approximately 12.7% of all negative feedback provided by passengers during the period.
- Passengers appeared to regard the security processing at the Airport as overbearing and time consuming. As noted previously, security processing continues to frustrate passengers, but the training and conduct of security personnel has improved markedly since the transition to a new security service provider in July 2010.

Kerbside Management

- The kerbside management theme comprised approximately 11.5% of all negative feedback provided by passengers during the period.

- The primary concern of passengers in regard to kerbside management was again the prohibition on picking up passengers outside the terminal.
- We are continuing to advertise and push the availability of 10 minutes free car parking for vehicles picking up arriving passengers.

Signage

- The signage theme comprised approximately 8.2% of all negative feedback provided by passengers during the period – a substantial reduction on the previous quarter.
- In response to concerns about wayfinding, the Airport installed additional signage in the new terminal which has contributed to the reduction in complaints.

Retail

- The retail operations theme comprised approximately 7.7% of all negative feedback provided by passengers during the period.
- Again, the major concerns of passengers in relation to retail operations were the lack of outlets, the scope of the offering and the hours of operation of one of the three food and beverage outlets.
- As previously reported, additional retail outlets (both food and beverage and non-food and beverage) will be opened as part of the next phase of construction on the new terminal. One of these outlets, an Asian food outlet, Tuk Chop opened in July, after the survey period.

Positive feedback

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

Top 5 Positive Themes

1. Design
2. Customer Service
3. Parking
4. Lounges
5. Toilets

Design

- The design theme comprised approximately 26.4% of all positive feedback provided by passengers during the period.
- Feedback complimenting the design again focused on the standard of the architecture in the new terminal.
- While wayfinding in the terminal was also complimented by some respondents, it is noted that the fully integrated nature of the design will not be fully appreciated until construction work is complete on the new terminal in 2013.

Customer Service

- The customer service theme comprised approximately 22.8% of all positive feedback provided by passengers during the period.
- As with our previous report, the positive feedback in this regard is attributed by passengers to the customer service officers employed by the Airport who render assistance to those that are in need of special assistance during their journey to, from or at the Airport. This is particularly at the kerbside.
- It is noted that Canberra Airport increased staffing in the customer service team during the previous period.

Parking

- The parking theme comprised approximately 14.2% of all positive feedback provided by passengers during the period.
- The positive feedback in regard to parking relates primarily to the quality and convenience associated with the new parking areas built at the Airport – but also the new 10 minute free pick up zone.
- It is noted that further additional parking facilities are currently under construction, for completion in March 2012, which will further enhance the standard and availability of parking facilities at the Airport.

Lounges

- The lounges theme comprised approximately 12.1% of all positive feedback provided by passengers during the period.
- Most respondents complimented the new service offering in the three club lounges and note the significant improvement from the previous lounge.
- It is noted that, while the base building was built by the Airport, the lounges themselves are operated by the airlines (in each of the above circumstances the lounges were operated by Qantas).

Toilets

- The toilets theme comprised approximately 5.3% of all positive feedback provided by passengers during the period.
- The nature of compliments related primarily to hygiene initiatives incorporated into the toilets ('hands free' flush, soap dispensing and hand drying) and also the quality of the finishes - hotel like, etc.

Complaint handling

Canberra Airport targets a 100% response rate for in its handling of customer complaints.

During the period, Canberra Airport provided a written response to the vast majority of complaints from passengers and other users of the Airport (i.e. 'meeters and greeters'). Written responses to over 92% of customer complaints were provided by the Airport during the period and almost all of these were provided within 10 calendar days.

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.