

Quality of Service Report

Canberra Airport

March 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 January 2011 to 31 March 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.

It is noted that the quality of service data for Canberra Airport in this quarter is heavily influenced by the opening of the new terminal in November 2010.

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. Signage
2. Kerbside Management
3. Retail Operations
4. Toilets / Amenities
5. Security Processing

Signage

- The signage theme comprised approximately 14.3% of all negative feedback provided by passengers during the period.
- The primary concern of passengers in regard to signage was that there was insufficient 'wayfinding' signage in the new terminal (which opened on 14 November 2010).
- In response to these concerns the Airport installed additional temporary signage in the new terminal between November 2010 and February 2011.
- It is noted that negative feedback on this issue declined during the period, in line with the installation of additional signage, to the point that there were no negative comments on this matter in the final month of the period (March 2011).

Kerbside Management

- The kerbside management theme comprised approximately 10.7% of all negative feedback provided by passengers during the period.
- The primary concern of passengers in regard to kerbside management was the prohibition on picking up passengers outside the terminal.
- In response to these concerns the Airport has sought to improve communications surrounding the security issues associated with kerbside management, and reinforced the availability of 10 minutes free car parking for vehicles picking up arriving passengers.

Retail operations

- The retail operations theme comprised approximately 8.9% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in relation to retail operations were the lack of new outlets and the hours of operation of one of the three food and beverage outlets.
- It is noted that 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, is scheduled to open in July 2011.

Security Processing

- The security processing theme attracted approximately 8.9% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in regard to security processing at the Airport were the overbearing nature of the security processes and the attitude of security personnel.
- In response to these concerns the Airport has worked with the complainants and the security service provider to identify security personnel in need of additional training such that they are better equipped to explain the need for security processes and to conduct themselves in a courteous manner at all times.
- It is noted that security processing continues to frustrate passengers, particularly infrequent flyers, but the training and conduct of security personnel has improved markedly since the transition to a new security service provider in July 2010.

Toilets / Amenities

- The toilets / amenities theme comprised approximately 7.1% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in regard to toilets and amenities at the Airport were the cleanliness of the toilets and the standard of baby change rooms.
- In response to these concerns the Airport has modified the male toilets to rectify problems with the urinals, increased the frequency of cleaning and tidiness checks of the toilets, and installed more comfortable seating, better change tables, and microwaves in all the baby change rooms.

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. Toilets / Amenities
5. Lounges

Design

- The design theme comprised approximately 34.7% of all positive feedback provided by passengers during the period.
- Feedback complimenting the design primarily noted the standard of the architecture in the new terminal and the user friendliness of the layout.
- 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 17.4% of all positive feedback provided by passengers during the period.
- 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 service, are lost, or encounter problems during their journey to, from or at the Airport.
- It is noted that Canberra Airport increased staffing in the customer service team by 14% during the period.

Parking

- The parking theme comprised approximately 13% 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.
- It is noted that further additional parking facilities are currently under construction, for completion in late 2011, which will further enhance the standard and availability of parking facilities at the Airport.

Toilets / Amenities

- The toilets / amenities theme comprised approximately 8.7% of all positive feedback provided by passengers during the period.
- The nature of compliments related primarily to the user-friendly layout of the toilets (spacious and without entry/exit doors) and the hygiene initiatives incorporated into the toilets ('hands free' flush, soap dispensing and hand drying).

Lounges

- The lounges theme comprised approximately 8.7% of all positive feedback provided by passengers during the period.
- The nature of compliments related to the improved service offered by the three club lounge areas (Qantas Club, Business Lounge and Chairman's Lounge) in the new terminal.
- 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).

Complaint handling

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

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 80% of customer complaints were provided by the Airport during the period.

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.