

CANBERRA AIRPORT – SURVEY SUMMARY & RESULTS

Survey questions touched upon various aspects of the quality of facilities & services at Canberra Airport and sought a rating based on the following scale:

1 = UNACCEPTABLE to 5 = AVERAGE and 10 = EXCELLENT

<u>Facility</u>	<u>Rating</u>
ROADS Rating of the current road system in terms of capacity and quality	6.3
CHECK-IN Rating of the capacity and quality of the check-in facilities	7.4
SECURITY Rating of the contracted security personnel in terms of courtesy and professionalism	7.7
DEPARTURES Rating of the capacity and quality of the departure lounges	7.1
BAGGAGE CLAIM Rating of the baggage hall in terms of its capacity and quality	6.8
CLEANLINESS Rating of the cleanliness of the terminal	8.4