

**Quality of Service Report**

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**Canberra Airport**

**December 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 September 2011 to 31 December 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 three negative themes are listed below, together with a relevant detail on each theme.

### **Top 3 Negative Themes**

1. Passenger pick-up
2. Website content
3. Disability services

### **Passenger pick-up**

- The 'passenger pick-up' theme comprised approximately 20.0% 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
  - the walk distance.
- In response to these concerns the Airport reviewed the signage both for arriving passengers and vehicles entering the precinct for pick-up. Two signs were relocated and an additional large format road sign has been designed and is currently being manufactured. 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. In terms of the walk distance, this was only raised by one respondent, and at just over 100m, it is not considered to be too arduous (more proximate pick-up arrangements are available to the elderly and mobility impaired).

### **Website content**

- The 'website content' theme comprised approximately 12% 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 default setting on printing maps from the website was black and white, not colour.
- In response to the issues raised, the Airport has modified the update settings for the flight information on the website (to ensure greater compatibility with the web browsers of different users). The Airport was not able to address the second issue as this was specific to the settings on the individual's computer.

### **Disability services**

- The 'disability services' theme comprised approximately 12% of all negative feedback provided by passengers during the period.
- The two primary concerns of passengers in regard to disability services were:
  - the availability of disabled car spaces; and
  - the suitability of departure lounge seating for disabled patrons.
  - This is despite the fact that the Airport provides approximately 15% more disabled car spaces than required under the.
- The Airport is continuing to monitor utilisation and usage patterns associated with the disabled car parking spaces. Illegal parking in disabled spaces has reduced markedly since increased patrols were initiated. Beyond this, it appears that there are certain spaces that are preferred by patrons, with those on other levels deemed to be unsatisfactory by at least two patrons (notwithstanding the spaces are immediately outside a disabled compliant lift). The Airport will continue to monitor the situation, noting that more spaces are provided than required under the Disability Discrimination Act, and the available spaces are yet to be fully occupied. The single comment in regard to the suitability of departure lounge seating was not able to be appropriately interrogated as it came from a third party (advocacy group) who referred the matter to the Airport, but with no detailed information on the issue.

### **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.

<b>Top 3 Positive Themes</b>	
1.	Customer service
2.	Design
3.	Cleanliness



#### **Customer service**

- The 'customer service' theme continues to rate highly and comprised approximately 44% 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 33% of all positive feedback provided by passengers during the period.
- The positive feedback on design related to layout of the terminal generally, and the quality of building inclusions.
- Canberra Airport expects that the design theme will strengthen in the reporting with the opening of the next phase of construction on the new terminal.

## **Cleanliness**

- The 'cleanliness' theme comprised approximately 11% of all positive feedback provided by passengers during the period.
- The positive feedback in regard to cleanliness focussed on the toilet areas, the retail areas and gate lounges.
- Canberra Airport will continue to work with the contract cleaning company and retailers to sustain the current standard of cleanliness.

## **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.

For the first time, during the December quarter, Canberra Airport provided a written response to 100% of the complaints from passengers and other users of the Airport (i.e. 'meeters and greeters'). The Airport looks forward to maintaining a similar high standard in future.

## **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.