

Quality of Service Report  
Canberra Airport  
December Quarter 2013

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 October 2013 to 31 December 2013 (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 relevant detail on each theme.

### **Top Negative Themes**

1. Signage
2. Passenger Pick-up
3. Taxis

### **Signage**

- The 'signage' theme represented approximately 33% of all negative feedback recorded during the period.
- Issues relating to signage were typically the visibility of signs in the terminal and ground transport areas. In one instance, a sign was obscured, in the remaining instances, the grievance was generally a lack of signage.
- In response to customer feedback, Canberra Airport promptly rectified the obscured sign and has reviewed signage both in the terminal and the ground transport area, with an additional sign added in the ground transport area.

### **Passenger Pick-up**

- The 'passenger pick-up' theme represented approximately 22% of all negative feedback recorded during the period.
- The issues raised in relation to passenger pick-up were the restrictions on kerbside pick-up and the proximity to the terminal of the alternative pick-up location.
- While mindful of the security implications of stationary vehicles within close proximity to the terminal, and noting the current pick-up area is only approximately 100m from the terminal, Canberra Airport is investigating options for the location of the passenger pick-up area.

### **Taxis**

- Negative feedback on the 'taxi' theme represented approximately 11% of all negative feedback recorded during the period.

- The negative feedback on taxis persistently relates to the quality of service delivered by the taxi networks in Canberra.
- Canberra Airport refers all negative feedback received on the taxi service to the taxi networks and maintains an ongoing dialogue with the industry and the ACT Government to promote taxi service improvements.

## **Positive feedback**

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

### **Top Positive Themes**

1. Terminal design
2. Staff
3. Signage

### **Terminal design**

- The design of the terminal, general amenity and quality of built infrastructure continues to rate highly in terms of feedback received from passengers and other users of the terminal. This theme represented some 58% of all positive feedback received during the period.
- The layout, quality, aesthetic and ambiance of the new terminal and car parks is consistently raised in the positive feedback.
- Canberra Airport will continue to invest in new initiatives to improve the functionality and quality of service delivered in and around the terminal, and the airport generally.

### **Staff**

- The 'staff' theme represented approximately 16% of all the positive feedback received during the period.
- The positive feedback on staff relates to the helpfulness and approachability of staff within the terminal – both airport employees and contractors.
- The strength of this result has reinforced for the Airport the tangible benefits being achieved from the staff training and the other initiatives being undertaken to drive a customer service culture across all staff at the terminal.

### **Signage**

- The 'signage' theme represented approximately 16% of all positive feedback received during the period.
- Positive feedback on signage relates to the clarity of signage and the 'human scale' of the signage (including flight information) as it is floor mounted rather than ceiling mounted (and therefore easier to read).
- The positive feedback on signage is, in many instances, in direct conflict with the negative feedback received on signage. While the Airport is maintaining a watching brief on the signage theme, both positive and negative, it is expected that signage (and wayfinding generally) will be clearer once the new terminal is fully complete.

## **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 December quarter Canberra Airport provided a written and/or verbal response to 97% 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.