Quality of Service Report
Canberra Airport
December Quarter 2014

Introduction

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 October 2014 to 31 December 2014.

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.   Airline Management
3.   Security

Signage

- The 'signage' theme represented approximately 33% of all negative feedback recorded during the period.

- The issues raised in relation to signage were the lack of signage on the roads leading up to the Airport and around the ground transport area.

- Canberra Airport continues to periodically review signage in response to customer feedback, changes in layout to the terminal and ground transport area, and any anomalies identified by CCTV.

Airline Management

- Negative feedback on the 'Airline Management' theme represented approximately 22% of all negative feedback recorded during the period.

- The negative feedback on Airline Management related primarily to customer service issues raised by passengers in their interaction with Airport staff.

- Canberra Airport meets regularly with airlines to review customer feedback and present opportunities for improvements in service provision. All airline management issues raised during the period have been raised with the airlines, and the airlines have undertaken corrective actions.

Security

- The 'Security' theme represented approximately 22% of all negative feedback recorded during the period.

- The concerns raised in relation to security were the lack of express service for premium class passengers and a general criticism of the overall design.

- Canberra Airport has reviewed with the airlines the opportunity of an express lane for premium passengers, however it is unlikely to deliver the premium passenger experience given the profile of the market (i.e. most passengers will meet the premium classification, and therefore any premium security lane will have patronage equal to or greater than the non-premium lanes, thereby not delivering the premium processing experience desired by the airlines, and the passengers).

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. Cleanliness
3. Security

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 approximately 40% of all positive feedback received during the period.

- The layout, quality, aesthetic and ambiance of the new terminal and car parks are consistently raised in the positive feedback.

- Canberra Airport has invested approximately $1.8m over the past 6 months on improvements to facilities and service delivery, with further similar investments planned as part of its innovation programme!

Cleanliness

- The 'Cleanliness' theme represented approximately 20% of all the positive feedback received during the period.

- The positive feedback on cleanliness relates to the general presentation of the terminal, often with specific reference to the high standard of presentation of the terminal toilet.

- Canberra Airport is committed to maintaining the high standard of presentation of the terminal as it appears to be valued by our customers.

Security

- The 'Security' theme represented approximately 20% of all positive feedback received during the period.

- Positive feedback on Security during the period related to the layout and processing times achieved by the passenger screening point at the terminal.

- Canberra Airport seeks to ease the process of security screening at the Airport by focussing on process engineering, space ambiance and processing times while maintain compliance with the ever-changing regulatory requirements.

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 94% 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.