

Quality of Service Report  
Canberra Airport  
December Quarter 2016

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the Period 1 October 2016 to 31 December 2016 (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 enquires 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.

### **Top Negative Themes**

1. Retail
2. Airline Management

#### **Retail**

- The 'Food and Beverage' theme represented approximately 12% of all negative feedback recorded during this period.
- The items raised related to matters ranging from speed of service to the location of outlets.
- Canberra Airport continues to work with all retailers to enhance their offering. Canberra Airport arranged for hospitality staff to attend coaching sessions with an experienced Food and Beverage expert as an additional level of training to incumbents. The Airport will however monitor feedback on this issue.

#### **Airline Management**

- The 'Airlines Management' theme accounted for 11% of negative feedback recorded over this period.
- The feedback identified raised related to baggage services and general delays around processing.
- Canberra Airport will continue to work with Airlines and monitor performance and feedback on this issue.

### **Top Positive Themes**

1. International Operations
2. Terminal Amenities
3. Customer Service

#### **International Operations**

- The 'International Operations' theme rated highly in terms of customer feedback, representing approximately 26% of all the positive feedback received during this period.
- The feedback, as reported in the last period, was expected to increase as Singapore Airlines will be the first international airline to operate regularly scheduled international flights from Canberra. The new "Capital Express" route services two international destinations Canberra – Singapore and Canberra – Wellington.

#### **Terminal Amenities**

- The 'Terminal Amenities' theme rated highly in terms of customer feedback, representing approximately 24% of all the positive feedback received during this period.
- The positive feedback is focused around the themes of cleanliness, presentation, services, comfort and overall useability of the facility.
- Canberra Airport will continue to invest in the enhancement and innovation in and around the terminal.

#### **Customer Service**

- The 'Customer Service' theme continues to feature in the positive feedback provided by passengers and customers, representing some 10% of all positive feedback received on the terminal during the period.
- The positive feedback on customer service related primarily to the service provided by the Airport's customer service officers. In this period the security screening team also featured heavily in receiving thanks.
- Canberra Airport will continue to invest heavily in the recruitment and training of customer service officers, and is extending this investment beyond the customer service officers to other staff within the terminal (i.e. cleaners, retailers etc).

#### **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 response to 99% 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 and Transport 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.