

Quality of Service Report  
Canberra Airport  
June 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 March 2013 to 30 June 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 a relevant detail on each theme.

### **Top Negative Themes**

1. Security
2. Signage
3. Website

### **Security**

- The 'security' theme represented approximately 26% of all negative feedback recorded during the period.
- Issues relating to security range from frustration with the requirements of the process, to the manner in which security staff treat passengers.
- In response to these security concerns, Canberra Airport is working closely with the security service provider to reengage staff in the customer service program. Further, the Airport will continue to communicate to the Office of Transport Security the issues associated with compliance with security regulations.

### **Signage**

- The 'signage' theme represented approximately 22% of all negative feedback recorded during the period.
- Issues relating to signage have emerged over the past 30 months in parallel with changes to the layout of the terminal (or associated facilities) as a result of construction activity.
- In response to signage concerns, Canberra Airport continues to invest considerable time in the planning of changes to the layout of the terminal that facilitate the construction activity, and continues to spend significant amounts on temporary signage during the construction activity. In addition, regular signage audits are undertaken to monitor the appropriateness of signage (number, location and size).

### **Website**

- Negative feedback on the website represented approximately 9% of all negative feedback recorded during the period.

- The negative feedback related primarily to updates of flight data on the newly relaunched website.
- The issues with flight updates were promptly addressed following which there were no further complaints.

## **Positive feedback**

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

### **Top Positive Themes**

1. Terminal design
2. Customer service
3. Aerobridges

### **Terminal design**

- The ‘terminal design’ theme continues to feature in the positive feedback provided by passengers and customers, representing some 58% of all positive feedback received on the terminal during the period.
- The layout, quality, aesthetic and ambiance of the new terminal and car parks is consistently raised in the positive feedback and, along with the customer service theme, these are the source of the vast majority of positive feedback in the past 18 months.
- Canberra Airport expects the dominance of this theme to wane as passengers become increasingly familiar with the new terminal.

### **Customer service**

- The ‘customer service’ theme continues to rate highly, representing approximately 17% of the positive feedback provided by passengers and customers during the period.
- The positive feedback on customer service related primarily to the service provided by the Airport’s customer service officers.
- Canberra Airport intends to continue to invest heavily in the recruitment and training of customer service officers, and has extended its customer service program to non-airport staff within the terminal precinct.

### **Aerobridges**

- The ‘aerobridges’ theme represented approximately 8% of the positive feedback provided by passengers and customers during the period.
- The positive feedback on the aerobridges related to the additional provision and quality of the product.
- Canberra Airport is working with the airlines to provide an additional two aerobridges before the end of the current calendar year.

## **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 September quarter Canberra Airport provided a written response to just over 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.