

Quality of Service Report  
Canberra Airport  
June 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 April 2014 to 30 June 2014 (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. Passenger Pick-up
2. Retail
3. Terminal design

### **Passenger Pick-up**

- The 'passenger pick-up' theme represented approximately 20% of all negative feedback recorded during the period.
- The issues raised in relation to the pick-up were the restrictions on kerbside pick-up and the proximity to the terminal of the alternative pick-up location.
- A new passenger pick-up facility is currently under construction and scheduled to open in early September 2014. It is expected that this new facility will address a significant proportion of the concerns raised in relation to passenger pick-up, given its more proximate location and convenience features.

### **Retail**

- Negative feedback on the 'retail' theme represented approximately 15% of all negative feedback recorded during the period.
- The negative feedback on retail related to primarily to customer service and, to a lesser extent, the number of available retail outlets.
- The issues raised in relation to retail customer service over the past two quarters are isolated to one outlet. Canberra Airport has sought action from the retail operator in relation to the customer service deficiencies raised by passengers.

### **Terminal design**

- The 'terminal design' theme represented approximately 10% of all negative feedback recorded during the period.

- The concerns raised related to the ‘dehumanising’ feel of the terminal, the dislike for the presence of advertising in the design, and the want for more artwork.
- Due to the relatively isolated nature and timing of the concerns raised (and the fact that there has been 7 times more positive feedback on the terminal design in the reporting period), Canberra Airport will await further feedback on this theme before acting on the concerns.

## **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. Car Parking / Community Engagement

### **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 continues to be raised in the positive feedback.
- Canberra Airport is planning further facility and service enhancements to both the terminal and car parks, a number of which will be delivered before the end of the calendar year.

### **Staff**

- The ‘staff’ theme again rated highly in terms of customer feedback, representing approximately 21% 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, from customer service officers to security personnel and the car park management team.
- Canberra Airport will continue to invest in its customer service program to further promote the customer service culture throughout the airport.

### **Car Parking / Community Engagement**

- The ‘car parking’ and ‘community engagement’ themes each represented approximately 11% of all positive feedback received during the period.
- Positive feedback on car parking during the period again related to pricing and overall design. Positive feedback on the ‘community engagement’ theme reflected appreciation of the Airport’s schools program and the Airport Open Day (the latter being held during the period).
- Canberra Airport continues to have the cheapest car parking of the capital city and major regional airports in Australia, and this will be maintained for the foreseeable future. The Airport will similarly maintain the investment in its community engagement activities.

## **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 June quarter Canberra Airport provided a written and/or verbal response to 84% of the complaints and enquiries it received from passengers, other users of the Airport (i.e. 'meeters and greeters'), and the general public. The response rate was lower in this period due to the inclusion in the June Quarter report of periodic survey data, the respondents to which are anonymous, thereby nullifying any opportunity for the Airport to provide responses to the feedback provided.

## **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.