

Quality of Service Report  
Canberra Airport  
March 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 January 2013 to 31 March 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. Recycling
3. Retail

### **Security**

- The 'security' theme represented approximately 18% of all negative feedback recorded during the period.
- Issues relating to security remain dominated by frustration with the requirements of the process and, to a lesser extent, issues experienced with contracted security screening personnel.
- Canberra Airport, through the Australian Airports Association, is seeking industry consensus on the efficacy of the current security processes at Australian airports with a view to requesting a review be conducted by the Commonwealth Government. In relation to the issues with contracted security staff, the Airport has initiated a number of additional processes with the contracted security provider and scheduled monthly reviews to assess the need for further actions to be taken by the parties.

### **Signage**

- The 'recycling' theme represented approximately 9% of all negative feedback recorded during the period.
- The issues raised in relation to recycling were exclusively the adequacy (or lack thereof) of recycling bins in the terminal.
- New recycling facilities are currently in development for installation at part of stage 2 of the new terminal, which the Airport expects will fully address the concerns raised.

### **Retail**

- Negative feedback on the retail facilities within the new terminal represented approximately 9% of all negative feedback recorded during the period.

- The negative feedback related to two issues – the perceived premature closing of food and beverage outlets at 10.30pm, and an isolated issue relating to the availability of glassware.
- The issue with glassware was promptly addressed by the Airport with the retailer, however, the issue of closing time is one more of airline scheduling than it is of the retailer. There is currently one flight that lands well after 11pm, whereas all other aircraft have arrived by approximately 10pm, or departed by approximately 9pm. Given that most retail activity is associated with outbound flights, and the fact that servicing the last arriving flight would extend the retail operating hours by 1 ½ hours, it is not a viable proposition for the retailers to remain open to service the last arriving flight of the evening. It is noted that this is the first time this quality of service issue has been raised, despite this situation being in existence for four years. The Airport will, however, monitor feedback on this issue.

### **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.

<b>Top Positive Themes</b>	
1.	Terminal design
2.	Artwork



#### **Terminal design**

- Although the second stage of the new terminal is yet to open (is scheduled to open on 13 March 2013), passenger feedback on terminal design has dominated not only the positive feedback received by passengers (representing some 86% of feedback received), but it has far exceeded all other themes, both the positive and negative.
- The layout, quality, aesthetic and ambiance of the new terminal and car parks is consistently raised in the positive feedback.
- Canberra Airport expects this theme to peak in the next reporting period (following the opening of the next stage of the terminal) before moderating as passengers become increasingly familiar with the new terminal.

#### **Artwork**

- The 'artwork' theme was a distant second to the terminal design theme. While it is one that is consistently raised, the instances of feedback are often not sufficient for it to rate in the top themes in a period.
- The positive feedback on artwork relates to the appreciation of one or more of the 4 pieces of art currently in or around the new terminal.
- It is noted that there are a further 5 pieces of art that have been commissioned as part of the next stage of the terminal.

### **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 March quarter Canberra Airport provided a written response to 98% 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.