

Quality of Service Report

Canberra Airport

September Quarter 2011

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 July 2011 to 30 September 2011 (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 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 five negative themes are listed below, together with a relevant detail on each theme.

### **Top 5 Negative Themes**

1. Security processing
2. Disability services
3. Bus operations
4. Public address system
5. Construction activity

### **Security processing**

- The 'security processing' theme comprised approximately 12.9% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers in regard to security processing were:
  - An objection to the security process; and
  - Inconsiderate and/or rude security personnel.
- In response to these concerns the Airport has worked with the security service provider to improve customer service techniques and training, and to improve the communication skills of security personnel.

### **Disability services**

- The 'disability services' theme comprised approximately 12.9% of all negative feedback provided by passengers during the period.
- The concerns of passengers in regard to disability services can be almost entirely attributed to the availability of disabled car spaces. This is despite the fact that the Airport provides approximately 15% more disabled car spaces than required under the Disability Discrimination Act.
- In response to these concerns the Airport has increased patrols of the disabled car spaces to reduce the incidence of illegal parking, and is seeking information from the ACT Government in regard to any trends in the number of disabled parking passes being issued in the ACT.

## **Bus operations**

- The 'bus operations' theme comprised approximately 9.7% of all negative feedback provided by passengers during the period.
- The primary concerns of passengers related to the cessation of services by Deane's Bus Lines, a private operator of bus services between the Airport and the City Centre, as a result of sustained losses on the service. This service was immediately replaced by a similar service by another operator which, when communicated to the complainants, appeared to address the concerns in full.

## **Public address system**

- The 'public address system' theme attracted approximately 9.7% of all negative feedback provided by passengers during the period.
- The concerns of passengers varied from the public address system being too loud, too quiet, to complaints regarding the style of background music.
- In response to these concerns the Airport has checked the settings on the dynamic sound amplifier and, while it appears to be working as intended, it will be monitored. Interestingly, the majority of complaints can be isolated to a four day period, although no anomalies during this period have yet been identified.

## **Construction activity**

- The 'construction activity' theme attracted approximately 6.5% of all negative feedback provided by passengers during the period.
- This theme captures complaints associated with mess, noise or inconvenience associated with temporary works for construction of the next phase of the new terminal.
- The Airport has addressed each of the matters raised with the construction company, and monitor the effectiveness of corrective actions imposed on the company.

## **Positive feedback**

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

### **Top 5 Positive Themes**

1. Customer service
2. Toilet amenities
3. Cleanliness
4. Design
5. Security processing

## **Customer service**

- The 'customer service' theme comprised approximately 35.7% of all positive feedback provided by passengers during the period.

- Most feedback is attributable to the role of the Airport's customer service officers, particularly in the area of assistance with luggage, disabled persons and those experiencing extreme difficulties with their travel arrangements.
- Canberra Airport intends to continue to invest heavily in the recruitment and training of customer service officers.

### **Toilet amenities**

- The 'toilet amenities' theme comprised approximately 14.3% of all positive feedback provided by passengers during the period.
- This positive feedback on the toilets has now overshadowed the negative feedback recorded in the first 3-6 months of operation of the new terminal. It became quickly apparent that both the Airport and the contract cleaning company had underestimated the resources required to maintain the high standard of cleanliness expected by the parties, and our passengers.
- Canberra Airport has since worked hard with the contract cleaning company to recruit additional experienced cleaners and increase productivity through joint investment in new cleaning equipment and technology. The success of this approach is demonstrated by both the 'toilet amenities' theme and the 'cleanliness' theme being included in the top five themes for the current reporting period.

### **Cleanliness**

- The 'cleanliness' theme comprised approximately 14.3% of all positive feedback provided by passengers during the period.
- The positive feedback in regard to cleanliness focussed on areas outside the toilets (typically the target of both positive and negative feedback on cleanliness), in general terminal areas such as the concourse and gate lounges.
- Canberra Airport will continue to work with the contract cleaning company to sustain the current standard of cleanliness.

### **Design**

- The 'design' theme has consistently rated in the top five positive comments since the opening of the new terminal. This quarter, the design theme comprised approximately 14.2% of all positive feedback provided by passengers during the period.
- The positive feedback on design related to layout of the terminal generally, and the quality of building inclusions.
- Canberra Airport expects that the design theme will strengthen in the reporting with the opening of the next phase of construction on the new terminal.

### **Security processing**

- The 'security processing' theme represented approximately 7.1% of all positive feedback provided by passengers during the period.
- The feedback in this area focussed on the polite and friendly nature of security personnel.
- While pleasing, it is recognised that there was more negative feedback than positive feedback on security personnel during the period. While the negative feedback reinforces

the need for investment in additional customer service and conflict resolution training for security personnel, the positive feedback demonstrates that meaningful inroads can be made in this area.

### **Complaint handling**

Canberra Airport targets a 100% response rate for in its handling of customer complaints. 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.

During the period, Canberra Airport provided a written response to the vast majority of complaints from passengers and other users of the Airport (i.e. 'meeters and greeters'). Responses to approximately 93.3% of customer complaints were provided by the Airport during the period.

### **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.