

Quality of Service Report  
Canberra Airport  
September 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 July 2014 to 30 September 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. Retail / Food and Beverage
2. Aerobridges
3. Taxis

### **Retail / Food and Beverage**

- The 'Retail / Food and Beverage' theme represented approximately 11% of all negative feedback recorded during the period.
- The issues raised related to the diversity of offer (in terms of retail provision generally) and waiting times on meals (specific to one of the food and beverage outlets).
- Canberra Airport is continually assessing the level and mix of retail space in the terminal, and will seek to fill retail areas as and when supported by demand. In terms of the waiting times on meals, this matter has been addressed with the relevant operator and corrective actions are being monitored through the use of 'secret shoppers'.

### **Aerobridges**

- Negative feedback on the 'Aerobridge' theme represented approximately 11% of all negative feedback recorded during the period.
- The negative feedback on Aerobridges related to availability of Aerobridges, primarily for non-jet aircraft.
- The use of aerobridges on non-jet / turbo-prop aircraft is problematic due to building (disability) code compliance requirements in Australia and, as such, the problem is not unique to Canberra Airport. The issue emerges mainly in instances of inclement weather and, as a response, the Airport recently invested approximately \$15 million in extended covered walkways to the full extent of the apron. It is, however, acknowledged that this complaint was made after the investment had been made. Canberra Airport will assess any viable option to address the concern raised in this regard.

## **Taxis**

- The 'Taxis' theme represented approximately 5% of all negative feedback recorded during the period.
- The concerns raised related to the quality of service delivered by the Taxi network(s) in Canberra.
- Canberra Airport continues to advocate for reform on the taxi industry in the ACT. It is noted that the ACT Government has recently launched a review of the taxi industry and Canberra Airport will actively participate in this review, seeking the addition to supply of taxi plates and deregulation of services (including booking services and commissionaires) where appropriate and providing public safety is maintained.

## **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 / Customer Service
3. Cleanliness

### **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 43% of all positive feedback received during the period.
- The layout, quality, aesthetic and ambiance of the new terminal and car parks continue to be raised in the positive feedback.
- Canberra Airport is continuing to deliver facility and service enhancements to both the terminal and car parks, in anticipation that the terminal will continue to meet (or exceed) expectations of our customers.

### **Staff / Customer Service**

- The 'Staff / Customer Service' theme again rated highly in terms of customer feedback, representing approximately 14% 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.

## **Cleanliness**

- The 'cleanliness' theme represented approximately 14% of all positive feedback received during the period.
- Positive feedback on cleanliness ranged from presentation of the terminal generally, to the standard of cleanliness of the toilets.
- Canberra Airport will continue to invest in training and seek to maintain KPI's in service delivery, not only as they relate to cleaning.

## **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 and/or verbal response to 100% of the complaints and enquiries it received from passengers, other users of the Airport (i.e. 'meeters and greeters') and the general public, where contact details were available for respondents.

## **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.