

Quality of Service Report  
Canberra Airport  
September Quarter 2015

## **Introduction**

This report provides quality of service information relating to passenger terminal and airfield services provided at Canberra Airport during the period 1 July 2015 to 30 September 2015 (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. Taxis
2. Fog/ delays
3. Security

### **Taxis**

- The 'Taxis' theme represented approximately 21% of all negative feedback recorded during the period.
- The concerns raised related to the availability of taxis to get both to and from the airport.
- Canberra Airport provides ample infrastructure for taxis but it is clear that there are not sufficient taxis in the network to service peak periods (both during airport peak periods as well as other peak periods in other locations in the city). Canberra Airport monitors taxi numbers in the rank and contacts the network as soon as shortages become apparent, but with no taxis available this proves to be a somewhat futile exercise. Canberra Airport subsidises a coach operation as an alternative to taxis with limited success. Beyond this, Canberra Airport continues to advocate for reform of the taxi industry in Canberra.

### **Airline delays**

- The 'airline delay' theme represented approximately 14% of all negative feedback recorded during the period.
- During the period the feedback on airline delays related exclusively to the incidence of fog and its impact on airline operations.
- Canberra Airport has undertaken a significant amount of work over the past 5 years to reduce the impact of fog on airline operations. The airport is currently seeking approval for a major investment in landing system upgrades (in partnership with airlines and Airservices Australia) that will further reduce the impact of fog on airline operations.

## Security

- Negative feedback on the 'security' theme represented approximately 14% of all negative feedback recorded during the period.
- The negative feedback on security related primarily to frustration with security processes, from the screening procedures to the inability to leave bags unattended, amongst others.
- Canberra Airport is sympathetic to the frustrations experienced by customers with the various security processes and procedures, but supports the work of the Office of Transport Security in its application of reasonable measures to protect the safety of air transport in Australia.

## 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. Customer Service
2. Live Music Program

### Customer Service

- The 'Customer Service' theme again rated highly in terms of customer feedback, representing approximately 42% 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 and innovate in the customer service space and has set a clear expectation for staff to continue to excel in the standard of service delivered to customers at the terminal.

### Live Music Program

- Canberra Airport's live music program, 'Airwaves', received positive feedback totalling approximately 29% of all feedback received during the period.
- Airwaves incorporates a program of diverse music acts from the local region performing in the terminal atrium for the pleasure of passengers, meeters and greeters and other terminal patrons.
- Airwaves, in its fourth year of operations, is now a permanent fixture on the entertainment program for the terminal and, for the second year running, it will be supplemented with Christmas focussed acts for the full month of December 2015.

### Other

- During the period the remaining positive feedback was sufficiently fragmented as to not allow for reasonable aggregation into other themes, but positive feedback was received on previously recorded top themes such as general cleanliness / standard of toilet facilities, terminal design, and quality of furnishings, amongst others.

## **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 97% 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.