

Darwin International Airport, Quality of Service Report

Quarter One 2019

This report provides Quality of Service information relating to the passenger terminal and airport services provided at Darwin International Airport.

The report is structured into four sections;

1. Summary of customer feedback
2. Summary of Airport Service Quality (ASQ) results
3. Handling of complaints
4. Notifiable quality of service issues

The information in this report is sourced from;

1. feedback received by Darwin International Airport through email, website or telephone, and
2. passenger satisfaction outcomes from the ASQ survey.

Summary of Customer Feedback

Customer feedback is categorised into the area that the feedback relates to and separated into positive and negative. In total there were 20 items of feedback.

Feedback received relating to airlines, their staff and contractors

During this period there were no negative items of feedback. There was one positive item of feedback regarding the quality of service at check-in.

Feedback received relating to facilities operated by the airport

During this period there were seven negative items of feedback. These related to opening hours of food and beverage, quality of a lounge, lack of charging facilities for mobile devices, difficult to use water bubbler, no uber available, lack of management of the forecourt pick-up and drop-off. There was one positive feedback regarding excellent service from an airport staff member.

Feedback relating to contractors and service providers engaged by the airport

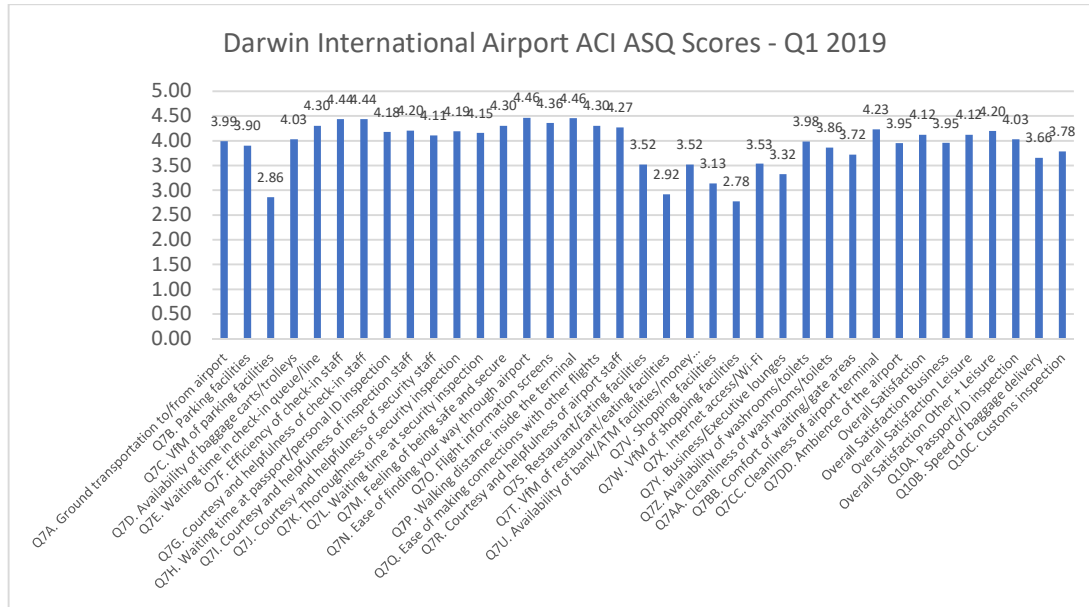
There were seven negative items of feedback relating to security screening staff, communication of security rules, failure to deal with humbugging, damage to property at security screening. There was no positive feedback regarding service providers.

Feedback relating to businesses and government agencies operating on the airport.

There were four items of negative feedback, one relating to broadcasting the same content on televisions in the same area. The others related to retail operating hours (2 feedback items) and availability of gluten free options,

Summary of ASQ Results

The ASQ survey is run by Airports Council International and has more than 280 participating airports in 70 countries. It is the world’s largest managed airport quality of service program. The results are statistically significant due to the rigorous methodology employed by ASQ. The survey is published quarterly.



Handling of feedback

Darwin International Airport targets a 100% response rate for feedback received via the outlined sources of feedback.

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 is 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 the corrective action being undertaken to address the quality of service issue.

There were no notifiable quality of service issues during the reporting period.