



# WE ARE LISTENING

Adelaide Airport participates in a global airport benchmarking passenger survey program - Airport Service Quality (ASQ). We also welcome customer feedback and are always happy to hear your thoughts on the Adelaide Airport experience. An overview of our latest survey and feedback results can be seen below.

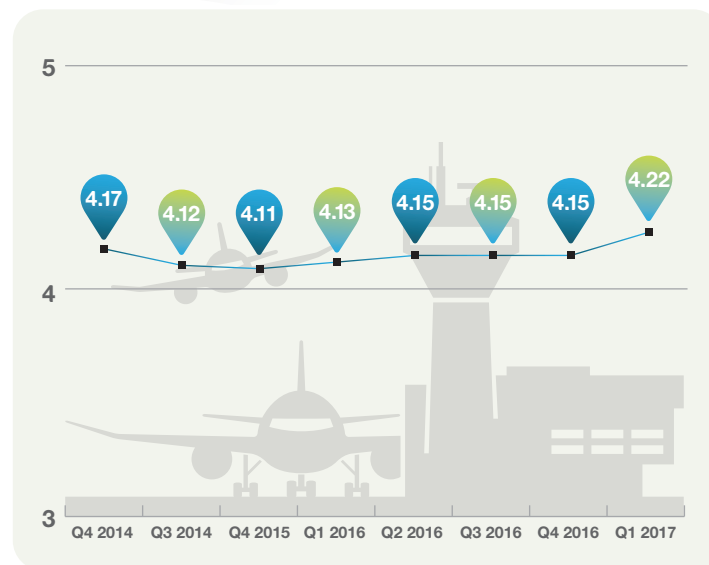
Quality of Service Report  
Jan - Mar 2017

## Airport Service Quality (ASQ)

# 4.22

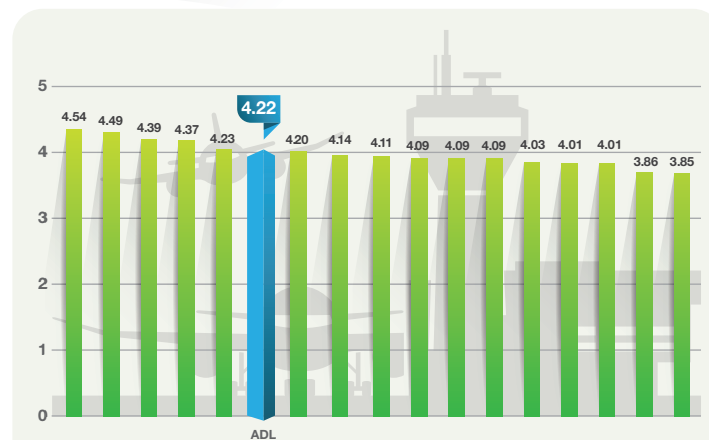
Overall Satisfaction  
Score out of 5

### Adelaide Trend Graph



\* ASQ uses a 1 to 5 point scoring system.  
1 = Poor 5 = Excellent

### Our Performance in comparison to our peers



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### Top 5 Key Drivers of Passenger Satisfaction (Rank of Most important)

- 1 Waiting time in check-in queue/line
- 2 Ease of finding your way through airport
- 3 Cleanliness of washrooms/toilets
- 4 Comfort of waiting/gate areas
- 5 Feeling of being Safe and Secure

### What we are working on right now



Terminal Toilet  
Refurbishment  
Project



New self service  
check-in and bag  
drop



Ground Transport  
Facilities  
Improvements

## Customer Feedback



- Staff Customer Service
- Terminal Facilities/Services
- Easy to use and informative website



- Security Procedures
- Lack of charging services
- Washroom cleanliness

### From 137 items of customer feedback

Complaints 100

Compliments 21

Enquiries 11

Suggestions 5

## Social Media

393 customer reviews on Facebook

