

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.

Airport Service Quality (ASQ)



Adelaide Trend Graph



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

Our Performance in comparison to our peers



* ASQ uses a 1 to 5 point scoring system.

(Rank of Most important)

Top 5 Key Drivers of Passenger Satisfaction

Waiting time in check-in queue/

Ease of finding your way through airport

Cleanliness of washrooms/toilets

Comfort of waiting/gate areas

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

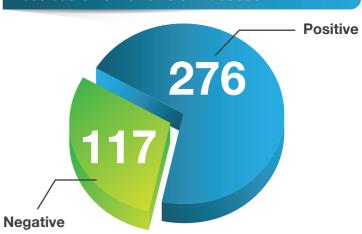
Enquiries

Suggestions

5

Social Media

393 customer reviews on Facebook



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46,273

Facebook Check-in

Jan 2017 - Mar 2017

"The more you go there, the better it becomes. Their always doing something to improve it"



"We found the airport welcoming right from the moment we dropped the hire car off. Then easy walk to the terminal quick check in and then good to go."

"Very efficient staff are friendly and the free trolleys are awesome"

"Arrived at 9.10 from Dubai needing assistance. From getting off the plane to collecting my luggage it was first class. They even took me out to my relatives. I was so appreciative. Thank you Adelaide Airport."



"Pick up and drop off, very chaotic at peak times. Clearly the terminal has out grown itself and is in urgent need of an extension"

"The seats on the waiting lounge need changing. They are getting torn and worn out. It is the gateway to Adelaide and our airport needs to say a lot about Adelaide."

"Hardly any phone or charging ports around and those that are on the wall where there are no seats."

