



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 your experience at Adelaide Airport. An overview of our latest survey and feedback results can be seen below.

Airport Service Quality (ASQ)



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. Comfort of waiting/ gate areas
4. Waiting time at security inspection
5. Cleanliness of washrooms/ toilets

What we are working on right now

- Terminal expansion project
- New taxi drop off area
- New Retail offering in T1
- Hidden Disabilities Program

Customer Feedback

From the total number of passengers through the terminal

2,080,807

Jan 2019 - Mar 2019

We received 188 items of customer feedback

- Complaints** 148
- Compliments** 18
- Enquiries** 17
- Suggestions** 5

Average time to close out feedback: 13.8 days

To view our customer feedback and complaint handling process, please [click here](#).

- Excellent customer service provided by: Adelaide Airport customer service officers, Volunteer ambassadors, Academy cleaning staff
- Terminal shower facilities

- Ground transport drop off/ pick up area
- Security procedures and delays at screening point

Social Media

11,403 **47,354**

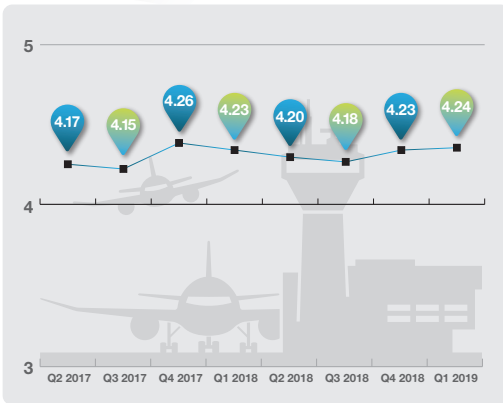
Followers reached

Page likes

Active conversations with our customers

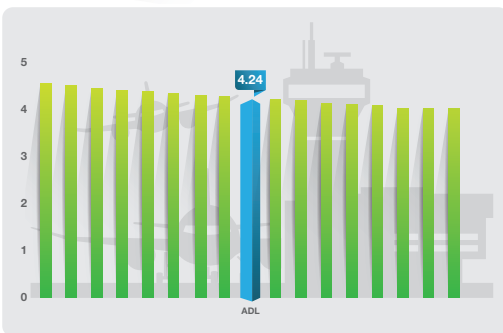
195

How we have performed over time



* 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.
1 = Poor 5 = Excellent

27,979
Jan 2019 - Mar 2019

"Had an issue with the online car park booking system, they had it all sorted by 8.10am, and they open at 8am. I couldn't ask for friendlier staff and so helpful"

"Very efficient airport, easy to navigate, professional staff"

"The busker is SO loud can't hear a thing. Too bad if there was an announcement for our flight"