



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)

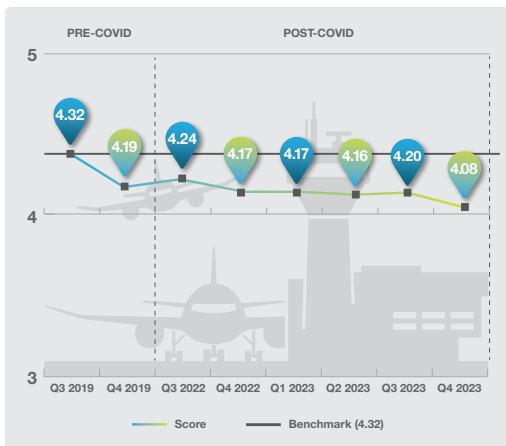
4.08

Overall Satisfaction Score out of 5

3.90

Overall Experience Score out of 5

How we have performed over time



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

What we are currently working on



Wayfinding improvements to International Departures



Enhancing our parking amenities



Improvements to special assistance meet & assist points



Main Runway & Taxiways Overlay Project

Overall Satisfaction - Category Scores



4.29

Check-In



4.13

Arrival at the Airport



4.13

Border/ Passport Control



4.01

Airport Atmosphere



3.88

Throughout the Airport



4.02

Security Screening



3.72

Gate Areas



3.45

Shopping/ Dining

Customer Feedback

From the total number of passengers through the terminal

2,187,147



October – December 2023

We received 729 items of customer feedback

Complaints 127

Compliments 117

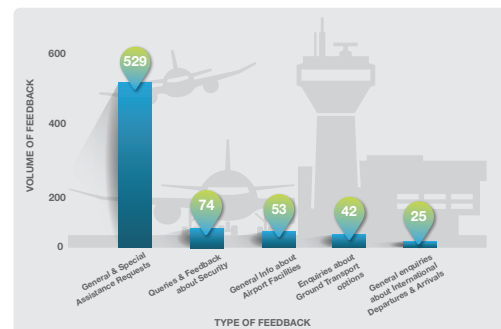
Enquiries 466

Suggestions 19

Average time to close out feedback

2.0 days

Top 5 feedback themes this quarter



Quality of Service Report Q4 October – December 2023

Net Promoter Score (NPS)

Based on a single survey question asking respondents to rate (out of 10) the likelihood that they would recommend Adelaide Airport to others.

70.9%

 | NPS October 2023

66.1%

 | NPS November 2023

71.0%

 | NPS December 2023

Social Media

Feedback



"I want to pass on my feedback to the wonderful security team during my connecting flight. I use a walking stick and have some mobility issues. The team were very supportive and helped me undertake the required checks while maintaining my dignity. I want to thank them for being lovely and professional."

"My mother was travelling overseas and required assistance. One of your security officers, Ajay, helped her guide through. Glad you have multilingual as well as helpful staff. Thank you!"



"I arrived early for my international flight so I could lodge my TRS claim, but there was a long queue and by the time I got to the counter, I was told my claim could not be processed."

"The public announcements in the international departures area today are completely garbled. It's not helpful. The only one I have understood is the warning about unattended baggage."

"The ladies toilets are not clean & the rubbish bin is overflowing. Adelaide Airport usually has better cleanliness than this."