



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)



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. Feeling of being Safe and Secure
5. Availability of washrooms/toilets

What we are working on right now

- Terminal Toilet Refurbishment Project
- External Wayfinding Signage Improvement
- Ground Transport Facilities Improvements

Customer Feedback

Excellent Customer Service

- from Staff
- from volunteer Ambassadors

Security Staff Customer Service

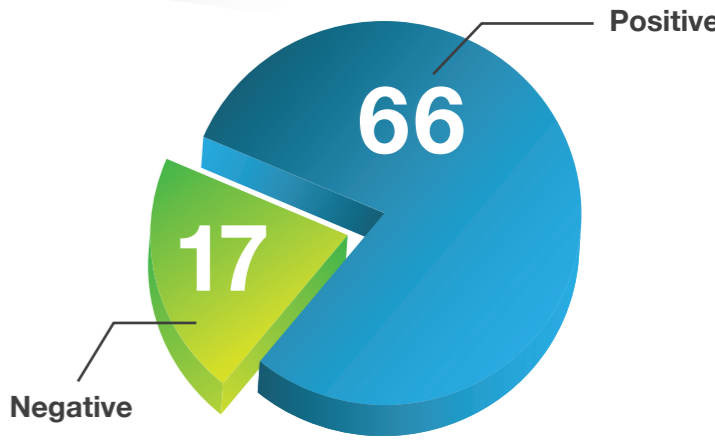
- Security Procedures
- Aircraft Noise

From 112 items of customer feedback

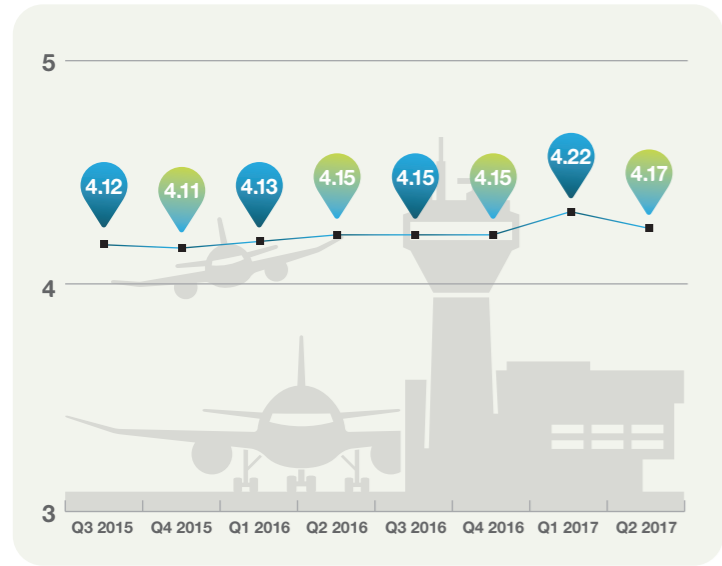
- Complaints: 98
- Compliments: 6
- Enquiries: 4
- Suggestions: 4

Social Media

83 customer reviews on Facebook

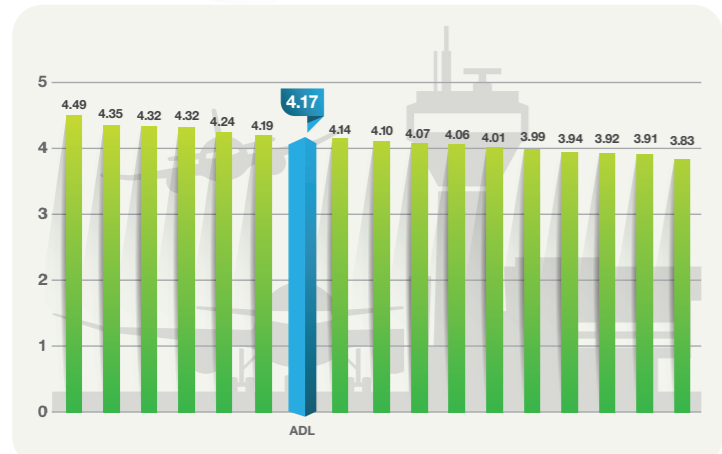


Adelaide Trend Graph



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

Our Performance in comparison to our peers



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44,350
Facebook Check-in
Apr 2017 - Jun 2017

Positive Feedback:

- "Friendly airport and quick service using technology that made the journey more enjoyable"
- "This is hands down the best airport in Australia. It's so organised, has a live music offering on Friday afternoons, great parking and a bridge to take you directly to departure area."

Negative Feedback:

- "There is a sign on escalators inside indicating that luggage isn't allowed on the escalator in an airport. Where it is safe to assume everyone has luggage."
- "No taxis at your taxi rank on a Friday night!"