



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

What we are working on right now

- Terminal expansion project
- Art Installation in Hotel Link
- Airport road improvement works
- Online Car Park Booking improvements

Customer Feedback

From the total number of passengers through the terminal

2,078,376

Apr 2019 - Jun 2019

We received 190 items of customer feedback



Average time to close out feedback: 15.4 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, SNP Security staff
- Atmosphere and Entertainment in T1
 - Meet and Assist services

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

Social Media



Active conversations with our customers

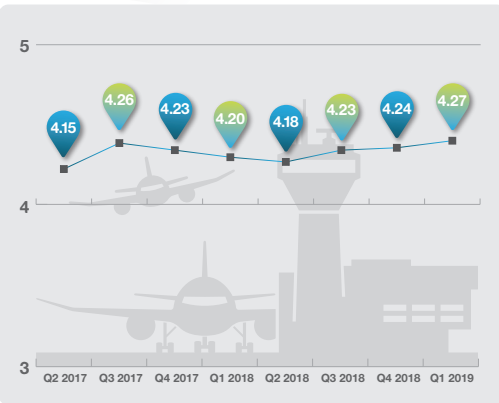


28,114
Facebook Check-in
Apr 2019 - Jun 2019

"Thank you to your team who were an immense help to me and my Mum this morning. Mum has recently had a fall and the guys who help out at the drop off/pick up point were just amazing. What a great impression this made of not just the airport, but for Adelaide."

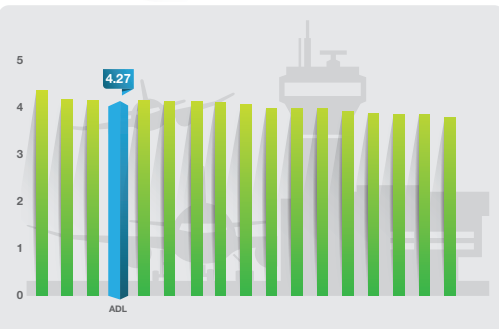
"Adelaide airport is very pleasant but for one thing yesterday afternoon we took our daughter in law and two grandsons to catch a Jetstar 2.05 pm flight to Melbourne we were there early gate 26 had two flights a Moomba leaving at the same gate area all seating was taken up. We had to sit on the floor as were a heap of other passengers there is plenty of room for more seating right at the end near the windows. Rather disappointed as the carpet area is not the most hygienic to have a 5 and 2 year old to sit. Any possibility of improving this situation please?"

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



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1 = Poor 5 = Excellent