



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)

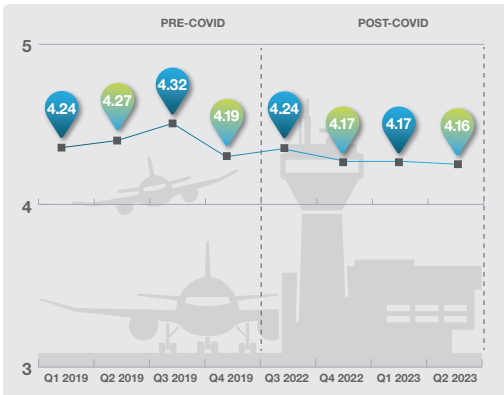
4.16

Overall Satisfaction Score out of 5

3.99

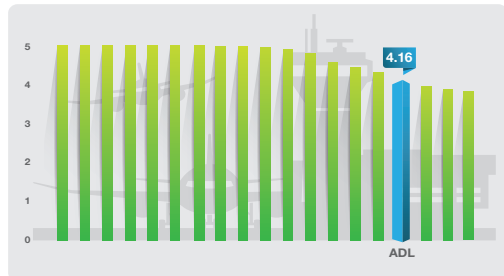
Overall Experience Score out of 5

How we have performed over time



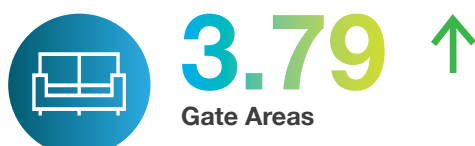
* ASQ uses a 1 to 5 point scoring system.
1 = Poor 5 = Excellent

Our Performance in comparison to our peers



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1 = Poor 5 = Excellent

Overall Satisfaction - Category Scores



Customer Feedback

From the total number of passengers through the terminal

2,015,946



April - June 2023

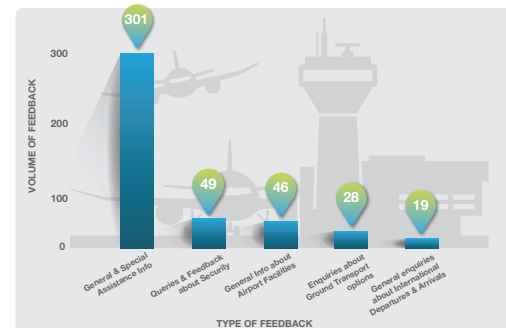
We received 459 items of customer feedback



Average time to close out feedback

2.5 days

Top 5 feedback themes this quarter



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.

73.2% | NPS April 2023

70.4% | NPS May 2023

64.9% | NPS June 2023

Social Media

Feedback



"The help received downstairs at your Welcome Desk was excellent! I got my lost phone back in and still made it for my flight! Very helpful!"

"Food selection varied, fresh and wholesome, toilets are clean, the dining areas are also pleasant."

"It's great to see an organics option included in your recycling bins! It made the decision about where to place my 'biocup' very easy and satisfying!"



"The directions to connecting domestic flights can be improved to help first time passengers, as the information counters were closed at 5:40am."

"We arrived rather early at the airport and were unable to check our luggage. We ended up just sitting around and had trouble finding anything to eat."

"The Wi-Fi signal was low and I only had access to a weak 4G network. This is pretty poor for an international airport."