

Media release

Newcastle Airport #1 in airport rankings after record-breaking 2017

Monday, 29 January 2018

Newcastle Airport welcomed a record 1.276 million passengers in 2017, further cementing its position as one of Australia's most significant regional airports.

Customer satisfaction is also at an all-time high, with results from a recent global airport benchmarking survey ranking Newcastle Airport number one in 18 of 31 categories across Australia and New Zealand.

"Less than one month into the new year and we have already kicked some major goals with yet another year of record passengers, debuting a new Adelaide direct domestic route and now being the most highly ranked airport across Australia and New Zealand by our passengers," Newcastle Airport CEO Peter Cock said.

Passengers passing through Newcastle Airport in the 2017 calendar year increased by 4.9% year-on-year, with the growth attributed to a thriving mix of business and leisure travellers.

Passenger throughput figures

Calendar year	Passenger throughput
2017	1,276,463
2016	1,216,624
2015	1,152,623

"This is a significant achievement and proof of the importance of Newcastle Airport as a significant economic enabler for our region," Peter said.

"We are excited about the groundswell of support shown by our travelling community and want to let people know we will continue to advocate and work with our airline partners for increased connectivity to and from Newcastle Airport."

The recent numbers were boosted by 25 consecutive months of growth, most recently a 3.7% year-on-year increase in passenger throughput for the month of December.

"When comparing domestic growth figures of other airports around the country we are performing really well. Newcastle Airport is rapidly rising; we broke the 1.25 million passenger mark at the start of this financial year and now, six months later we are once again soaring," he said.

"Not only are we well patronised, but our passengers are rating us as the best in Australia and New Zealand in areas such as check-in, way-finding, security and airport facilities," Peter added. Newcastle Airport ranked overall first in 18 of 31 categories when compared against

13 other participating airports in Australia and New Zealand in the Airport Service Quality (ASQ) survey. The world-renowned global benchmarking passenger survey measures passengers' airport experience whilst the passenger is at the airport. It is used in 84 countries and is available in 40 languages.

In the 2017 quarter-four results **Newcastle Airport ranked overall first** for:

- > Check-in, which measured satisfaction with:
 - o check-in wait times
 - o check-in efficiency, and
 - o helpfulness of check-in staff.
- > Finding your way, which measured satisfaction with:
 - o finding your way through the terminal
 - o the flight information screens, and
 - o walking distance inside the terminal.
- > Airport facilities, which measured satisfaction with:
 - o restaurant/eating facilities
 - o airport cleanliness (terminal and washrooms)
 - o courtesy and helpfulness of airport staff
 - o restaurant/eating value for money
 - o shopping facilities value for money
 - o availability of washrooms/toilets.
- > Airport environment, which measured satisfaction with:
 - o cleanliness of airport terminal.
- > Security, which measured satisfaction with:
 - o courtesy and helpfulness of security staff
 - o thoroughness of security inspection
 - o waiting time at securing inspection.
- > Overall satisfaction, which measured satisfaction with:
 - o overall satisfaction leisure
 - o overall satisfaction other + leisure.

Ends.

Further information

Stephen Crowe, Newcastle Airport Executive Manager Corporate Affairs
02 4928 9813 or 0418 763 800

Kate Bennett, Newcastle Airport Marketing and Communications Manager
02 4928 9856 or 0447 839 212

www.newcastleairport.com.au

Notes for the Editor:

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