

## Media release

### Newcastle Airport ranked as the best in Australia and New Zealand

Thursday, 30 March 2017

In a recent global airport benchmarking survey, Newcastle Airport's passengers ranked its check-in processes and wayfinding as the best in Australia and New Zealand.

Newcastle Airport also ranked overall first in six sub-categories when compared against participating airports in Australia and New Zealand.

Airport Service Quality (ASQ) is a world-renowned global benchmarking passenger survey that 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 2016 quarter-four results, when compared against participating Australian and New Zealand airports, Newcastle Airport ranked overall first for:

- > Check-in, which measured satisfaction with:
  - check-in wait times
  - check-in efficiency, and
  - helpfulness of check-in staff.
- > Finding your way, which measured satisfaction with:
  - finding your way through the terminal
  - the flight information screens, and
  - walking distance inside the terminal.

Newcastle Airport ranked amongst the top three airports for courtesy and helpfulness of airport staff, feeling of being safe and secure, value for money of restaurants/eating facilities, and for cleanliness of airport terminal, and cleanliness of washrooms.

"Great results like this require every cog of the airport to be operating at optimum levels. And, what these results mean are that, when you come to Newcastle Airport, you can expect to have a great experience at check-in, a great experience at the security screening point, and again when you interact with our retail partners and front-of-house teams.

"These recent results are proof that what we're doing is working and it's a real credit to our on airport partners: the airline staff, our security screening providers, our retail staff, and our cleaners," said Newcastle Airport's CEO, Dr Peter Cock.

“These are exciting times for Newcastle Airport. We’re actively working towards providing our region an airport it deserves. These recent results are proof that we’re well on our way to delivering this vision,” concluded Peter.

**Ends.**

**Further information**

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**Notes for the Editor:**

Newcastle Airport <https://www.newcastleairport.com.au/>

Newcastle Airport Facebook Page: <https://www.facebook.com/ntlairport/>

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Newcastle Airport Master Plan: <https://www.newcastleairport.com.au/corporate/about/masterplan>

Astra Aerolab <https://astraerolab.com.au/>