

Media release

Newcastle Airport ranks amongst the best in the world for customer service

2011

In recent results from Airport Council International's 'Airport Service Quality Program' (ASQ), an international regional airport survey, Newcastle Airport was ranked amongst the best in the world. The survey results are based on an average passenger's 'on the day' experience at airports all around the world that have less than 2 million passengers annually.

Joint owners Newcastle City Council and Port Stephens Council are proud of the community-owned asset as Newcastle Airport's results indicate that the Airport is performing above the overall regional airport average for customer service standards.

In the period of October 2010 to February 2011 (the most recent period) Newcastle Airport ranked in the top 10 for the following services:

- > Availability of baggage carts / trolleys
- > Efficiency of check-in staff
- > Courtesy, helpfulness of check-in staff
- > Waiting time at security inspection
- > Feeling of being safe and secure
- > Ease of finding your way through airport
- > Value for money of shopping facilities
- > Internet access / Wi-Fi

Of particular note, the Airport ranked fifth for the delivery of customer service at the security screening point and sixth for internet access and Wi-Fi, which is provided free-of-charge at Newcastle Airport.

A corporate strategy of Newcastle Airport is to continually improve customer experiences. To achieve this goal, Newcastle Airport joined the ASQ regional program in August 2010, and has now undergone two survey periods. The results from round two indicated that overall customer satisfaction had improved when compared with the previous reporting period.

All profits the Airport makes are reinvested into the Airport and its developments. In a joint comment, Councillor John Tate of Newcastle City Council and Councillor Bob Westbury of Port Stephens Council said, 'As the gateway to our region, Newcastle

Airport is often the first or last impression of visitors to our region. To know that we rank amongst the best airports in the world (with less than 2 million passengers) makes us feel proud to be major stakeholders in this key community asset.'

Ends.

Further information

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Notes for the Editor:

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