

# AIRPORT FACT SHEET

## 2017 Snapshot: What Australia's airports have delivered for passengers

Australia's major airports invested significantly in customer experience initiatives in 2017, delivering a range of improvements to make your journey easier and more enjoyable. Here's just a few of the highlights.

### 1. Access

Improving access to and from the airport

- ✓ New ridesharing facilities (ADL, BNE, CNS, DRW, MEL, PER, SYD)
- ✓ New pick-up zones (BNE, SYD)
- ✓ New and upgraded roads (BNE, CNS, SYD)
- ✓ Opening of pedestrian / cycle path for staff and visitors (SYD)
- ✓ Installation of electric charging stations (ADL)



Cairns Airport

**Cairns Airport (CNS)** upgraded Airport Avenue in 2017, and created a dedicated space for ridesharing services

### 2. Check-in

Creating a more seamless check-in experience

- ✓ New check-in zones (BNE, MEL, SYD)
- ✓ Automated bag drops (ADL, BNE)
- ✓ Biometrics trials (BNE, SYD)



Brisbane Airport

**Brisbane Airport (BNE)** introduced new check-in counters and automated bag drop in 2017, with biometric trials also underway

### 3. Wayfinding

Making it easier to find your way through the terminal

- ✓ New wayfinding (DRW, SYD)
- ✓ Indoor Google Maps and Baidu maps (SYD)
- ✓ New welcome desk for arriving students (PER, SYD)



Darwin Airport

**Darwin Airport (DRW)** introduced new wayfinding to provide easier passage through the terminal

### 4. Terminals

Creating memorable and enjoyable airport experiences

- ✓ New retail precincts (BNE, MEL, SYD)
- ✓ Display of queue wait times to passengers (SYD)
- ✓ Opening of Changing Places - bathroom facilities for people with profound disabilities and their carers (BNE)
- ✓ Launch of dementia friendly airport guide (BNE)
- ✓ Gate lounge and dwell space expansion, arrivals concourse upgrades and new bathrooms (SYD)



Perth Airport

**Perth Airport (PER)** won the International Airport Review Awards' Terminal Operations: Passenger Experience category in 2017

## 5. Technology

Using technology to make your journey easier

- ✓ New SmartGates implementation or trial (CBR, SYD)
- ✓ BizTweet (SYD)
- ✓ New websites with information tailored to the customer (CNS, SYD)



Canberra Airport

### Canberra Airport (CBR)

has launched a trial of next generation SmartGates in partnership with Australian Border Force

## 6. Lounges and airline facilities

Providing dedicated spaces for you to relax before your flight

- ✓ Commonwealth Games lounge (OOL)
- ✓ Marhaba lounge and new commercial kitchen for in-flight meals (MEL)
- ✓ New lounge facilities (BNE, DRW)



Melbourne Airport

### Melbourne Airport (MEL)

opened a new Marhaba lounge for customers of all international airlines

## 7. Welcoming Chinese passengers

Connecting with the growing number of Chinese passengers travelling to Australia

- ✓ New social channels including WeChat (BNE, MEL)
- ✓ Baidu Maps (SYD)
- ✓ Chinese language wayfinding (ADL, BNE)



Adelaide Airport

### Adelaide Airport (ADL)

launched a new app focused on Chinese customers in response to growing tourism demand

## 8. Hotels

Creating on-airport accommodation to meet the needs of the busy traveller

- ✓ New hotel openings (BNE, SYD)
- ✓ Hotels in development (ADL, OOL)
- ✓ Launch of dedicated Pet Hotel (ADL)



Gold Coast Airport

### Gold Coast Airport (OOL)

announced it will welcome a new hotel with unique views of Kirra beach, the airfield and the hinterland in 2019

## 9. Community

Creating a vibrant airport community

- ✓ New planespotter facilities (SYD)
- ✓ Participation in major events (BNE, CBR, HBA, SYD)
- ✓ Christmas appeals and special projects to support local charities (ALL)
- ✓ Airside tours for schools, community groups and aviation enthusiasts (ALL)



Sydney Airport

### Sydney Airport (SYD)

officially opened the upgraded Shep's Mound planespotting site

## 10. Art

Investing in the arts

- ✓ Artists in residence (BNE, CBR, HBA)
- ✓ New arts partnerships (BNE, CBR, SYD)
- ✓ Orchestra, dance and other performances in-terminal (BNE, CBR, HBA)



Hobart Airport

### Hobart Airport (HBA)

hosted RJ Alexander as its artist in residence, in addition to a range of live performances throughout the year