



Australian
Competition &
Consumer
Commission

**Survey of quality of services
(landside) provided to taxis by Australian
monitored airports in 2013-14**

Brisbane Airport

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Executive summary

The purpose of this document is to invite state taxi associations to rate and provide comments on the quality of services and facilities at Brisbane, Melbourne, Perth and Sydney airports.

By way of background, the ACCC has a responsibility under Part 8 of the *Airports Act 1996* (Airports Act) to monitor and evaluate the quality of the aspects of airport services and facilities specified in the *Airports Regulations 1997* (Airports Regulations). To assist with the interpretation and analysis of the results, the ACCC surveys users of the monitored airports about the quality of those aspects of airport services and facilities.

The ACCC presents the quality of service monitoring information in an annual Airport Monitoring Report, which is provided to the Government in accordance with the requirements under part VIIA of the *Competition and Consumer Act 2010*. The ACCC also makes its report publicly available on the ACCC's website at www.accc.gov.au/aviation.

Further information on the ACCC's approach to quality of service monitoring and the information requirements from airports under the Airports Act and Airports Regulations is available in the ACCC's *Airport quality of service monitoring guideline*. A copy of the guideline can be found on the ACCC's website at www.accc.gov.au/aviation.

ACCC 2013 review into quality of service monitoring

On 30 March 2012, in response to the 2011 Productivity Commission (PC) inquiry into the economic regulation of airport services, the Government directed the ACCC to continue price and quality of service monitoring at Brisbane, Melbourne, Perth and Sydney Airports, until June 2020.¹ As part of its response to the 2011 PC review, the Government also asked the ACCC to review and update the objective criteria in its quality of services monitoring program.

The ACCC's review of the quality of service monitoring program included a consultative process and provided an opportunity for interested parties to provide input into the review at two stages. In November 2012, the ACCC released a discussion paper and invited interested parties to make written submissions to the issues raised and any other related matters. Following consideration of the submissions, the ACCC released in March 2013 its proposed changes to the guideline for quality of service monitoring at airports. This report provided a second opportunity for interested parties to make written submissions on the proposed changes to the quality of service monitoring program.

¹ Bradbury, D (Assistant Treasurer) and Albanese, A (Minister for Infrastructure and Transport), *Australian Government response to the Productivity Commission inquiry into the economic regulation of airport services*, media release, Canberra, March 2012.

In developing the revised guideline the ACCC considered submissions received in response to the discussion paper and the proposed guideline. The ACCC released a statement of reasons with the revised guideline for quality of service monitoring at airports which outlines the main issues raised by interested parties in relation to the two consultation papers. It also sets out the reasons for the ACCC's approach taken in its revised guideline. The revised guidelines and statement of reasons behind changes to the quality of service monitoring can be found in on the ACCC's website at <http://accc.gov.au/regulated-infrastructure/airports-aviation/review-of-the-airport-quality-of-service-monitoring-guideline-2013/final-guideline>.

Quality of service monitoring - landside

Airport operators control access to airport land. Further, this airport land is considered a bottleneck in the supply of services in downstream markets including operators of taxis, buses and off-airport parking services.

The ACCC currently collects and reports on information about charges imposed by airport operators on landside operators as a complement to its price monitoring role. However, the ACCC has not previously collected subjective survey information from landside² operators for the purposes of the quality of service monitoring program.

As per recommendations in the revised airport quality of service monitoring guideline, the ACCC will commence collecting landside operators views through surveys using a set of targeted questions on the availability and standard of services and facilities provided by monitored airports, including taxi facilities, kerbside space for pick-up and drop-off and the airport operators' overall responsiveness or approach to addressing quality of service problems or concerns.

Confidentiality of information provided in this survey

It is important to note that, in the Airport Monitoring Report, the ACCC treats the source of survey data and commentary provided by landside operators and their representative associations as confidential and does not attribute the information to specific individuals, businesses or organisations. As there is generally one taxi association per state, the ACCC will provide the taxi association with an opportunity to review the relevant section to ascertain whether it wants to claim confidentiality over the information before the report is published. It should be noted that the ACCC also provides airport operators with the opportunity to comment on their relevant chapter before the report is published.

The ACCC's information policy sets out its general policy on the collection, use and disclosure of information. A copy of the ACCC's information policy can be found on the ACCC's website at <http://accc.gov.au/publications/accc-aer-information-policy-collection-and-disclosure-of-information>.

² Landside at an airport usually refers to the area that provides access to the airport terminal. This can include parking lots, public transportation such as train stations, access roads, drop-off and pick-up points, areas for taxis, hire car operators, valet services and general holding areas.

1 Taxi association and airport details

This section requests some information about the taxi association completing this survey and the contact details of the person co-ordinating the response.

The ACCC notes that the comparison of airport quality of service results over time is a key purpose of monitoring. Therefore, the ACCC requests that taxi associations ensure that the basis of their survey responses is as consistent as possible from year to year.

1.1 Taxi association completing this survey and contact details

The ACCC may need to seek further comments or clarification from your taxi association. Please provide the contact details for the person co-ordinating the survey response and to which requests for further information should be directed.

Taxi association name	Taxi Council Queensland Inc
Contact name	Wayne Crookes
Position within the association	Chief Operating Officer
Telephone number	07 3434 2100
Email address	coo@tcq.org.au
Airport	Brisbane Airport

2 Survey responses

For the purposes of completing this survey, the following definitions apply:

- **Availability** refers to the size and/or number of the equipment or infrastructure. This includes the occurrence of delays in gaining access to the services and facilities.
- **Standard** refers to the ability of the equipment or infrastructure to perform the intended function. This includes the reliability and the probability of the services and facilities breaking down.

The following scale should be used for **rating** the availability and standard of services and facilities:

Rating of service or facilities at airport	1	2	3	4	5	N/A
	Very poor	Poor	Satisfactory	Good	Excellent	Not applicable

3 Brisbane Airport

3.1 Landside services and facilities ratings for Brisbane Airport

In the following sections, please provide ratings (out of 5)³ on the availability and standard of the landside facilities:

- Taxi facilities (table 3.1).
- Kerbside space for pick up and drop off – *international terminal* (tables 3.2 and 3.3).
- Kerbside space for pick up and drop off – *domestic terminal* (tables 3.4 and 3.5).

Further to the rating provided, the ACCC would also like landside users to include any commentary with the ratings. Any further information about the influences on the results for individual services and facilities assists the ACCC with interpretation and analysis of the data.

Table 3.1: Taxi facilities⁴

Availability	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the availability of taxi facilities during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the availability of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the availability of this service.
No issues to report, all issues should there be any are addressed a Taxi Industry working group	
Standard	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the standard of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the standard of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the standard of this service.

³ See instructions at the start of section 2 for further detail on the ratings scale.

⁴ Taxi facilities at an airport usually refer to the holding bays and feeder / access ways, as well as other facilities such as restrooms, cafes, prayer rooms, fuel pumps, and washing equipment.

No Issues to report as stated above they are addressed prior to becoming an issue or problem

Table 3.2: International terminal - kerbside space for pick up

Availability	
Rating out of 5	3
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the availability of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the availability of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the availability of this service.
Kerb side space and taxi feeder areas are limited in size and at times have the potential to cause problems, through high levels of communication BAC and TCQ has controlled the situation this issue is currently under investigation with the taxi industry working group.	
Standard	
Rating out of 5	3
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the standard of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the standard of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the standard of this service.
In its current format and at the time it was constructed it was more than suitable, however over time the need has come to upgrade, however land area has been a concern, again the issue is currently under investigation with the taxi industry working group	

Table 3.3: International terminal - kerbside space for drop off

Availability	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the availability of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the availability of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the availability of this service.
There is sufficient space and is operationally sound, however at times the backlog of private vehicles and commuter busses can cause minor delay issues, this is under constant discussion as we seek a suitable outcome	
Standard	
Rating out of 5	4

Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the standard of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the standard of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the standard of this service.

Table 3.4: Domestic terminal - kerbside space for pick up

Availability	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the availability of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the availability of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the availability of this service.
Nil	
Standard	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the standard of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the standard of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the standard of this service.
Nil	

Table 3.5: Domestic terminals - kerbside space for drop off

Availability	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the availability of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the availability of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the availability of this service.
Nil	
Standard	
Rating out of 5	4
Comments	Provide details of any issues or problems that the taxi association raised with the airport in relation to the standard of this service during the 2013-14 financial year, and the steps taken by the airport to address the areas of concern. Is the standard of this service set by commercial negotiations between the taxi association and the airport operator? Also, provide details on how the taxi association and/or other parties can influence the standard of this service.
Nil	

3.2 Airport management ratings for Brisbane Airport

Management relates to the airport operator's responsiveness or approach to addressing problems and concerns in relation to the services and facilities outlined in the above sections.

Further to the ratings provided, the ACCC would also like landside users to include any commentary with the ratings. Any further information about the influences on the results for individual services and facilities assists the ACCC with interpretation and analysis of the data.

Table 3.6: Overall responsiveness or approach to addressing quality of service problems or concerns

Availability	
Rating out of 5	4
Comments	Provide details of the ease of access to management for raising problems and concerns during the 2013-14 financial year. If the availability of management changed during the period, please provide information on how as well as the effect.
Any and all issues are directed to a highly efficient team who are always open to a discussion without judgement	
Standard	
Rating out of 5	5
Comments	Provide details on how responsive management was in addressing problems and concerns raised by the taxi association during the 2013-14 financial year. If management's responsiveness or approach to dealing with problems or concerns changed during the period, please provide details on how as well as the effect.
More than adequate to cater for the issues raised no matter what, this team also form part of the taxi industry working group	