



Stefano Boscutti

**Whoever Is Responsible Should
Be Fired: A Textual Analysis of
Australian Monopoly Airport
Reviews by Air Travellers**

Whoever Is Responsible Should Be Fired: A Textual Analysis of Australian Monopoly Airport Reviews by Air Travellers

This report is in response to the Productivity Commission, Economic Regulation of Airports, Draft Report.

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Title

Title quote comes from the following airport review:

0/10 **'Whoever is responsible should be fired.'** J Rose (Australia) 17th March 2015

Without a doubt the sorriest excuse for a major international airport. Just returned from an overseas visit to Tokyo, Hong Kong and Bangkok. Arriving back in Sydney on March 3 was by far the most excruciatingly painful, difficult, third world airport experience of the trip. There was nothing positive about the experience. The arrivals hall infrastructure is completely inadequate with thousands of arriving passengers queued up well back into the terminal. Half of the kiosks weren't working with the ones that were working with long painful queues. If you could successfully get the kiosk to work (I couldn't, necessitating a 60 minute wait in a service queue) it was likely the SmartGate wouldn't take the ticket. Overwhelmed customs agents were short tempered, screaming at incoming visitors. The temperature level was high. Baggage delivery was just as bad. And of course I missed my domestic connection as a result of the two hours it took me to get through. What a waste of time, money and energy. You call this a world-class international airport? I would suggest Australian regulators get on a plane up to Singapore, Hong Kong, Bangkok and Seoul for a look at the present. They have their head in the sand and whoever is responsible should be fired. The Sydney Airport is simply an embarrassment to all Australians.

Queuing Times 1/5
Terminal Cleanliness 1/5
Airport Shopping 1/5
Not Recommended

Cover photo

Air travellers at Melbourne Airport, February 2019

Stefano Boscutti

Stefano Boscutti is an award-winning writer based in Melbourne, Australia. Stefano is also an expert creative consultant specialising in world-changing creative projects and campaigns to help organisations across private, public, and social sectors create positive change. McKinsey & Co? Not after the consultancy's role in helping Saudi Arabia target online critics. Questions?

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Key points

Existing Australian monopoly airport regulation harms the community, fails to meet users' expectations and is no longer fit for purpose.

Since 2010, the four Australian monopoly airports monitored by the Australian Competition and Consumer Commission - Sydney, Melbourne, Brisbane and Perth - have systematically exercised their market power through increasing pricing and decreasing standards to the detriment of air travellers and the community.

- Each has generated consistently high returns without sufficient investment in enhancing the airport experience for domestic and international air travellers.
- Australia's monopoly airports have no incentive or regulatory obligation to invest in improving the airport user experience for air travellers.
- In the aviation sector, poor customer service is evidence of exercising and exploiting market power.
- Most indicators of the monitored airports' customer service performance are well below reasonable bounds and well below other international airports.
- Airport operators have become complacent, seeking to charge the most for the least or lowest standards possible.
- Airport service standards have systematically degraded over time with substandard overall ratings.
- Australian and international travellers are often confounded by falling Australian airport service standards with consistently lower than average ratings for Queuing Times, Terminal Cleanliness, Terminal Seating, Terminal Signs, Food Beverages, Airport Shopping, WiFi Connectivity and Airport Staff.
- As gateways to Australia and major capital cities, the community deserves airports of higher service standards and better user experiences.
- Australian monopoly airport reform must include universally accepted service quality monitoring that incorporates air traveller satisfaction, security queue times, air traveller operations and cultural value.
- Royal Commission into Australia's monopoly airports can investigate public issues regarding private airport operators and operations in the community's best interest.
- Airport Ombudsman can best represent the community's interest in the future by investigating and addressing complaints of maladministration by private airport operators.
- Revitalised airports can position Australia as a world leader and inspire civic pride.

Productivity Commission lowers standards

It's not as if the airport experience has improved for air travellers since the last inquiry into Australia's monopoly airports by the Productivity Commission in 2011.

In fact, Australian airports have gotten worse. Thanks to non-existent competition, no binding economic regulatory oversight and private owners hellbent on making as much money as possible from unsuspecting air travellers, going to an Australian airport these days is enough to make anyone wince.

Anyone who steps into any Australian monopoly airport is reminded of the fable of boiling a frog.

If a frog is dropped suddenly into a saucepan of boiling water, it will naturally leap out. But if the frog is placed in cool water which is slowly brought to a boil, it will not notice the danger and be cooked to death.

Air travellers are the frog. Airports are the saucepan. Degree by degree, the experience has become worse and worse until it's impossible to tell how bad it is. How easy it is to settle for less and less.

The Productivity Commission is complicit in lowering the customer service standards at Australian airports to embarrassingly low levels. Where filthy, broken toilets are reasonable. Where being yelled at by security guards is normal. Where extortion is the name of the game.

Where 160 million air travellers a year are being robbed blind.

Productivity Commission's Draft Report failures

By focusing merely on economic data, the Productivity Commission's Draft Report missed the bigger picture.

It's an understandable failure of economists who put data before behaviour, hubris before humanity. Aside from the quantitative mentions of passengers, the Draft Report doesn't mention air travellers once.

There's no human component. No examination of any reviews by air travellers. No qualitative data from the ultimate users of airports.

This is a pity because the terms of reference by the Australian Government for this inquiry specifically asked to 'determine whether the economic regulatory oversight of these airports remain in line with community and industry expectations.'

That is why this submission analyses real reviews of the four monitored airports from real air travellers from 2010 through to 2018. They're not pretty.

They show airports are so out of line with community expectations they're not even aware they're exploiting market power.

With a captured market of air travellers that have nowhere else to turn, Australian monopoly airports have become experts in upping prices while dropping standards to raise returns.

According to the Civil Aviation Authority, compromised service quality and poor customer service is evidence of airports exercising market power. (HAL CAP 1133 Appendix F: Evidence and analysis on indicators of market power <https://www.caa.co.uk/WorkArea/DownloadAsset.aspx?id=4294972474>)

Analysis of air travellers reviews of the monitored airports since the last inquiry in 2011 show most indicators of customer service performance are well below reasonable bounds and well below other international airports.

As airport operators have become complacent, seeking to charge the most for the least or lowest standards possible, airport service standards have systematically degraded over time with substandard overall ratings.

Australian and international travellers are often confounded by falling Australian airport service standards with lower than average ratings for Queuing Times, Terminal Cleanliness, Terminal Seating, Terminal Signs, Food Beverages, Airport Shopping, WiFi Connectivity and Airport Staff.

Airport reviews by air travellers intensely negative

Air traveller reviews of the monitored airports from 2010 through to 2018 are largely negative.

The great majority of reviews do not recommend any of the airports. In some years, some airports received not even a single positive review. Not even a single recommendation.

Over the years, the overall tone has shifted from unfavourable to damning. From annoyed to angry at falling standards and degrading customer service.

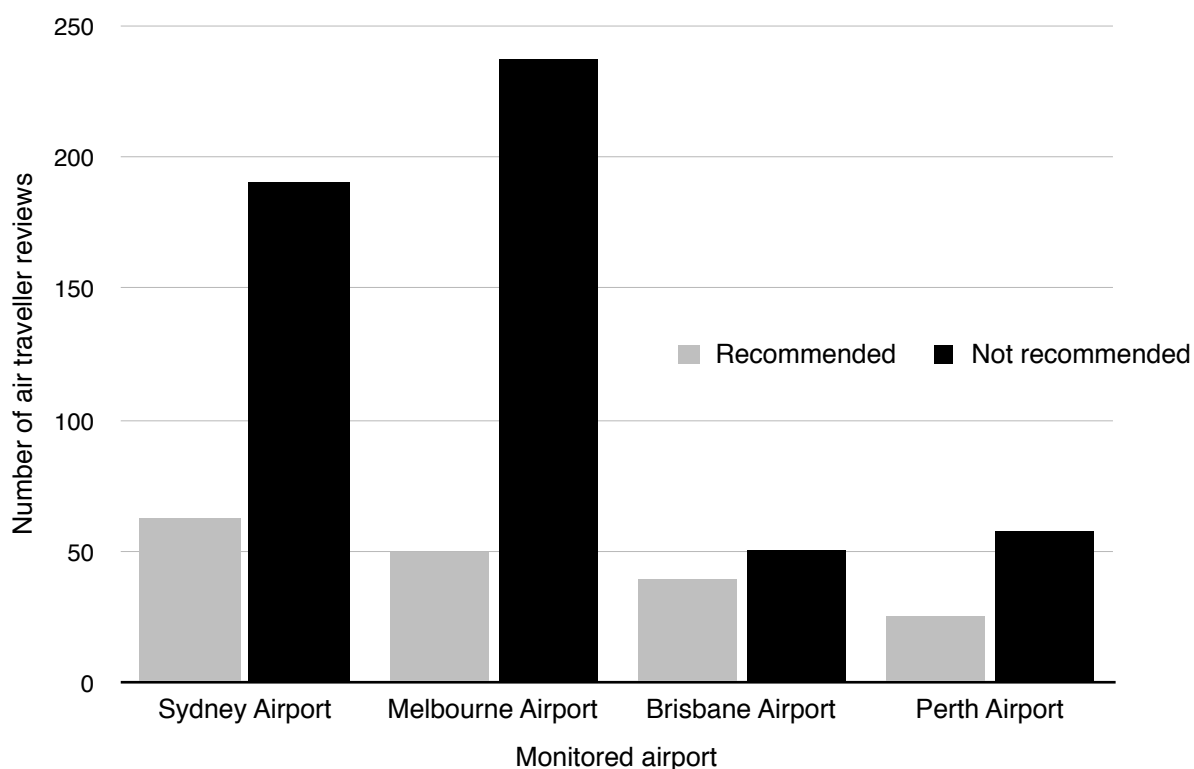
Airport car parking is seen as an extortion racket with lengthy travel times to terminals. Multiple reviews report inconvenience and terrible traffic management.

Airport terminals are seen as a disgrace with deficient, confusing design aimed at boosting retail spend at the expense of streamlining the travel experience. Multiple reviews detail lack of seating and filthy, smelly toilets.

Airport security staff are seen as rude, arrogant and unhelpful. Multiple reviews note aggressive security staff, shambolic queues and rising stress.

Airports as gateways to Australia and major capital cities are seen as civic embarrassments. Multiple reviews describe the shame of substandard design, facilities and experiences as well as lost opportunities to create world-class airports.

Figure 1 Monitored airports recommended / not recommended - 2010-2018



Numerous reviews complain of bad airport leadership and management, citing lack of innovation, lack of transparency and lack of mechanisms to air grievances.

Many reviews call for State or Federal Governments to take firmer control of airports to ensure better customer facilities, better customer service and better customer outcomes.

While the reviews analysed in this report concentrates on the four monitored airports, second-tier and smaller airports also consistently and systematically exercise market power via compromised service quality as evident by continued low ratings and poor reviews by air travellers.

Sample airport reviews by air travellers - Car parking

Airports exercising market power with substandard, inconvenient car parks that exploit air travellers are common themes.

Sydney Airport 2/10 **'Always such a let-down.'** Julia Kearney (Australia) 24th February 2019

It's always such a let-down to land back in Sydney after travelling through modern, clean, efficient Asian and European airports. Everything at SYD is stuck in the mid 90s, except for the prices, which are astronomical for just about everything. The arrivals area (immigration, baggage claim, customs) is particularly depressing, dreary and inefficient, the staff are grumpy more often than not, toilets are dirty, the two exits confusing. What a terrible first impression for first-time visitors to Australia! The parking is not only overpriced, but confusing and impractical too. Departure gates lack adequate seating and charging facilities. Some areas are randomly blocked off, making the place feel like a building site. Oh and get this, this is a privately owned, for-profit operation yet in certain areas such as the check-in hall they use volunteers to provide help & information to travellers! Kudos and respect to the volunteers doing this, but I think relying on volunteer labour speaks volumes about the greed of the management. Lift your game, Sydney Airport, this is embarrassing.

Melbourne Airport 2/10 **'Could be more user-friendly.'** K Davis (Australia) 5th August 2018

Begins with the freeway getting there when you have to consider peak hour gridlock to get to the airport on time, this is very poorly designed access. Getting into the pick up, drop off or parking areas is very poorly signed and confusing. How hard would it be to put coloured lines to follow? Orange for Jetstar drop off, follow the orange line. Red for Virgin, etc. 1 minute pick up lanes need better signage - paint one green and one blue so people can call and say I am in the blue lane on the left or right. Entrance into security screening is poor, I left my wallet in the tray due to the pressure of getting through, no one called me back for it, lucky it was still there a few minutes later when I wanted to buy something in the food area and went back for it. I think there should be more toilets, having people line up behind you isn't very comfortable. Every part of the process could be much more user-friendly. Why is it so complicated? Unfortunately there aren't many options to go elsewhere.

Brisbane Airport 1/10 **'Worst airport on the planet.'** J Jackson (Australia) 22nd January 2019

Worst airport on the planet, disgusting service, rip off prices. They will rip you off every last cent they possibly can, avoid this airport at all costs. You can potentially save 100's of dollars avoiding the rip off parking fees, huge queues, overpriced toll routes/public transport systems attached to the airports.

Perth Airport 2/10 **'Bogus ten-minute free parking.'** Oksanna Zoschenko (Australia) 17th August 2018

Beware the bogus ten-minute free parking at Perth Airport. After parking the car, and greeting my relative at Arrivals, we stopped at the ticket machine kiosk to pay in advance. The machine stated "You are within the ten-minute free period", and returned my ticket. We walked straight to the car and drove to the boom gate exits. Three exits were under repair, leaving one functioning. Upon inserting the same ticket, the machine said "Fee \$8.00". There was no slot to insert cash, just a credit card slot. The traffic was queuing up behind us. I walked over to the man repairing the boom ticket machine. He said to press the intercom. There was a phone ringing and then someone answered. I explained what had happened. He said the ten-minute free period is strictly calculated from the time you enter the carpark, he was going to let me off this time. Obviously I was at fault. I should have known not to trust the kiosk machine, and regardless, why couldn't I have had my full deck of credit cards on hand, instead of lowbrow cash? The consultant who designed the parking regime would have had a bunch of credit cards in his kid leather wallet. Why couldn't I be like him? Irony is, I would have happily paid the \$8 at the kiosk. Shameful. Only in Perth.

Sample airport reviews by air travellers - Terminals

Airports exercising market power with deficient, confusing design and substandard facilities are common themes.

Following are four recent reviews by domestic and international air travellers of the monitored airports.

Sydney Airport '**Absolutely useless.**' I Brett (Australia) 19th February 2019

Absolutely useless. Had to wait 1 hour for bags, then endure a transit to the domestic terminal which intelligently uses a congested public road. Missed my connecting flight, which I had left 3 hours between to be sure I had plenty of time to make.

Melbourne Airport 1/10 '**Airport was designed by an idiot.**' M Ryan (United States) 20th February 2019

Terminal 3 is I think the worst airport terminal I've been to. There is one toilet for the whole terminal so there is a queue and it is dirty. There is one cafe which is hugely overpriced, \$14 for a sandwich. I also found out after security there is no information screen so you can't tell which gate the flight is leaving from if it changes, which mine did. You need to walk or each gate to read the screen. Honestly this airport was designed by an idiot that had no comprehension of what an airport needs to do. I can't think of any airport I've ever been to that has worse facilities.

Brisbane Airport 2/10 '**Expect long queues at the toilet.**' W Andrews (Singapore) 24th November 2018

I have been to many international airports and this is the one with the most unfriendly staff from check-in counter through immigration. Security clearance is messy. Instead of guiding passengers, officers keep shouting for people to hurry up. There's a lack of signage and proper instructions at the auto-gate thus leading to confused passengers especially those with young children. Expect long queues at the toilet as it is under maintenance and the lack of nearby toilets between departure halls. Brisbane international airport has been a disappointment. You can do better than this.

Perth Airport 1/10 **'Boring.'** Kieren Jackson (Australia) 1st February 2018

The price Perth International airport charge for food, drinks and parking is daylight robbery, \$10 for a sandwich and \$7 for a bottle of water is a joke, not to mention the price of parking. It also happens to be one of the most boring international airports I have been to in the world.

Sample airport reviews by air travellers - Security

Airports exercising market power with inferior service by security staff and unnecessarily long queue times are common themes.

Following are four recent reviews by domestic and international air travellers of the monitored airports.

Sydney Airport 4/10 **'One of the worst.'** R Rami (New Zealand) 23rd March 2019

Does anyone from the Airport ever really read the comments here? Whatever I want to say has been said plenty of times. If you are a traveller you can add this airport as one of the worst on your list. If the roadworks from the CBD does not annoy you enough, wait until you get to the airport and deal with customs/security staff. Early flight, early start of the day and it seems that the staff dreaded going to work. No smile on their faces, talks softly and expects you to hear them. When you asked them to repeat what they said they repeat it in a slow condescending tone, word by word, which is very offending. Went through the machines and out, staff said 'put your bag there and open it' waving a laminated piece of paper that he did not even give to me to read. Made me look and feel like a bad person plus my bags and I have just been through the x-ray, what is this for now? No information or explanation said continued whisking the device he is holding around my belongings. Then said, 'okay you may go'. I wish these people would show kindness and manners to their customers and should experience how people from other airports with the same job do the same thing a lot better. The airport itself is confusing, the signages will surely get you lost. Arrow for gate 30-50 points to a wall or Tiffany & Co. I hope next time I visit, I can say something nice about this place.

Melbourne Airport 1/10 **'Worst possible airport.'** Anindya Chattopadhyay (Australia) 1st March 2019

The worst possible airport in the world, after travelling around the world. They have got truckloads of quarantine rules with the lowest possible staff count. It takes 1 hr to clear customs and then another 1 hr to go out. Seriously? No one would even bother to visit Melbourne in few years time.

Brisbane Airport 2/10 **'Worst airport experience.'** T Ros (Australia) 18th January 2019

Encountered aggressive inflexible security personnel and in one case quite rude, 'you do have a choice. do XXX [I'm not sure it was legally required, in fact] or pack your bags and leave the airport'. I requested three staff to clarify their procedures, it was like talking to a stone wall and I was made to feel like I was in a prison to force compliance where alternatives to the lengthy 'trial' screening in place clearly existed but were repeatedly denied. Worst airport experience I have had for decades of flying. Also impossible to get a phone contact to complain in person about the situation or receive any information about their procedures. Email stonewalling also, no transparency.

Perth Airport 2/10 **'Need to undertake some serious training.'** S Gordon (Australia)
31st March 2018

The women operating the screening point are disgraceful. Their aggressive attitude and behavior towards completely polite and patient travellers is unacceptable. The two women operating the X-ray point on the afternoon we passed need to undertake some serious training.

Sample airport reviews by air travellers - Gateway

Airports exercising market power with poor quality facilities in Australia and major capital cities are seen as civic embarrassments. Multiple reviews describe the shame of substandard design, facilities and experiences as well as lost opportunities to create world-class airports. Lack of ambition and world-class are common themes

Following are four recent reviews by domestic and international air travellers of the monitored airports.

Sydney Airport 1/10 **'Tiny and minimal signage.'** G Gordon (Australia) 24th January 2019

Tiny and minimal signage drowned out by overtly brightly lit and gawdy duty free outlets. Poorly laid out entry and exit through security screening staffed by incompetents who take no notice of people running back and forth and under the ropes or jump the queues or who have too much carry ons but insist on patting down with smelly unwashed hands and scanners more organised passengers because their x-ray jammed up. In my queue they even ran out of trays mainly because they only had half a dozen to begin with. Some of the security had long bleached hair or multiple studs in their ears and heavy and visible tattoos. Dirty seats await should you find one empty and you can forget about any phone charger socket. No sense of decoration for the time of year nor national identity unlike just about every other international airport. The shops and restaurants even close a couple of hours before last flights depart. I would give it zero stars if I could because no one is even close to being a star or respectable at this airport.

Melbourne Airport 1/10 **'A mass of unhappy, frustrated passengers.'** D Collett (Australia) 17th March 2019

Awful arrivals experience - probably the worst airport in the world for international arrivals. Poorly designed building and an attempt to use automatic photo booth gates that don't work, take too long and aren't enough of, just led to a mass of unhappy, frustrated passengers and nobody from security or Melbourne airport to help. Truly embarrassing - and I say that as a resident of Melbourne.

Brisbane Airport 3/10 **'Ashamed.'** Kartini Riedl (Australia) 10th November 2018

The most astonishingly rude staff I have ever come across. Yelling at people and speaking aggressively. I am from Brisbane and feel ashamed that this is the calibre of staff that they employ at the security check in. Shame!

Perth Airport 2/10 '**Absolutely unacceptable.**' Andrew Telling (Australia) 15th January 2019

I cannot understand why Perth immigration does not increase the counters knowing that during these seasons there will be lots of people coming in. It was absolutely unacceptable to let tourists to wait more than 1 hour in super long lines. I hope Perth Immigration listen to this, work with airlines and find out how many are due coming in and thereby increase the counters accordingly, simple as that. No wonder Perth is claimed to be "Tourist Unfriendly state"

Recommendations

Australian monopoly airports are currently incentivised to produce the worst air traveller experience to maximise record profits. Multiple reviews call for airports to invest record profits in enhancing the user experience.

Unlike many leading international airports, Australia's existing regulatory guidelines fail to subject Australian monopoly airports to air traveller service quality regulation.

To ensure better service quality for air travellers, Heathrow Airport implements the Service Quality Rebate (SQR) scheme as defined by the Civil Aviation Authority. (The Heathrow Service Quality Rebate Scheme https://www.heathrow.com/file_source/Company/Static/PDF/Companynewsandinformation/Heathrow_Service_Quality_Rebate_scheme_implementation_overview.pdf)

The scheme was implemented to make certain airport charges reflect the quality of service provided, and support the airport with a financial incentive to meet a set standard of service quality across a range of services. Air traveller reviews consistently rate Heathrow Airport higher than Australia's four monitored airports.

A similar scheme to promote and reward higher service quality should be introduced in Australia to boost air traveller satisfaction. Similar to the UK scheme, it should cover the following aspects of airport performance as well as culture:

Passenger facing elements

- Departure lounge seat availability
- Cleanliness
- Wayfinding
- Flight information
- Central Security queues
- Transferring passenger queues
- Arrivals reclaim baggage
- Passenger sensitive equipment
- Transit System
- Pier service

Airline facing measures:

- Stand availability
- Jetty availability
- Fixed electrical ground power
- Pre-conditioned air
- Stand entry guidance
- Staff search queues
- Control posts queues
- Aerodrome Congestion Term

Culture factors:

- Civic pride
- Staff engagement
- Communication
- Positioning
- Innovation

Beyond introducing such a scheme, a Royal Commission into Australia's monopoly airports should be called to investigate public issues regarding private airport operators and operations in the community's best interest.

Additionally, introducing a new independent Airport Ombudsman can best represent the community's interest in the future by investigating and addressing complaints of maladministration by private airport operators.

Airport reviews by air travellers - Key charts

Key charts focus on comparing annual overall ratings and recommendations of the four monitored airports by air travellers from 2010 to 2018.

Figure 2 Sydney Airport annual overall rating - 2010-2018

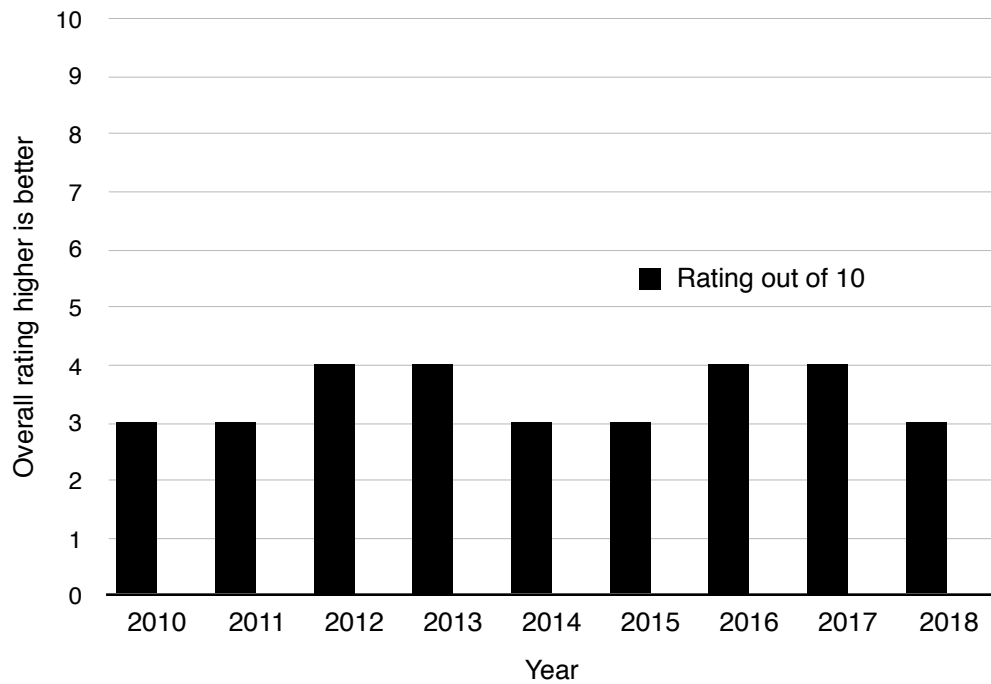


Figure 3 Melbourne Airport annual overall rating - 2010-2018

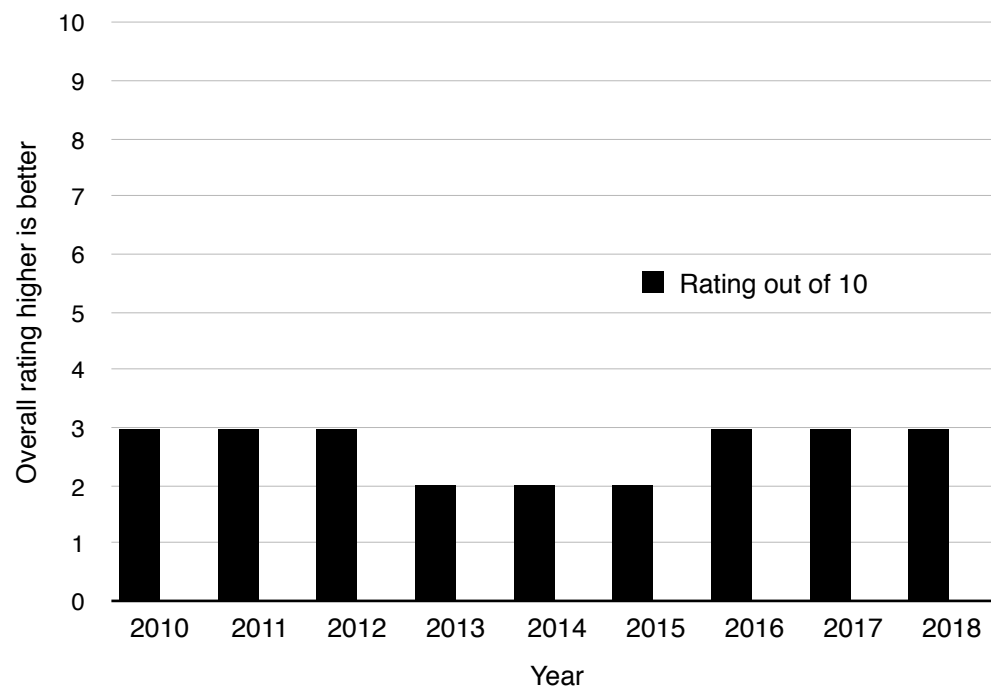


Figure 4 Brisbane Airport annual overall rating - 2010-2018

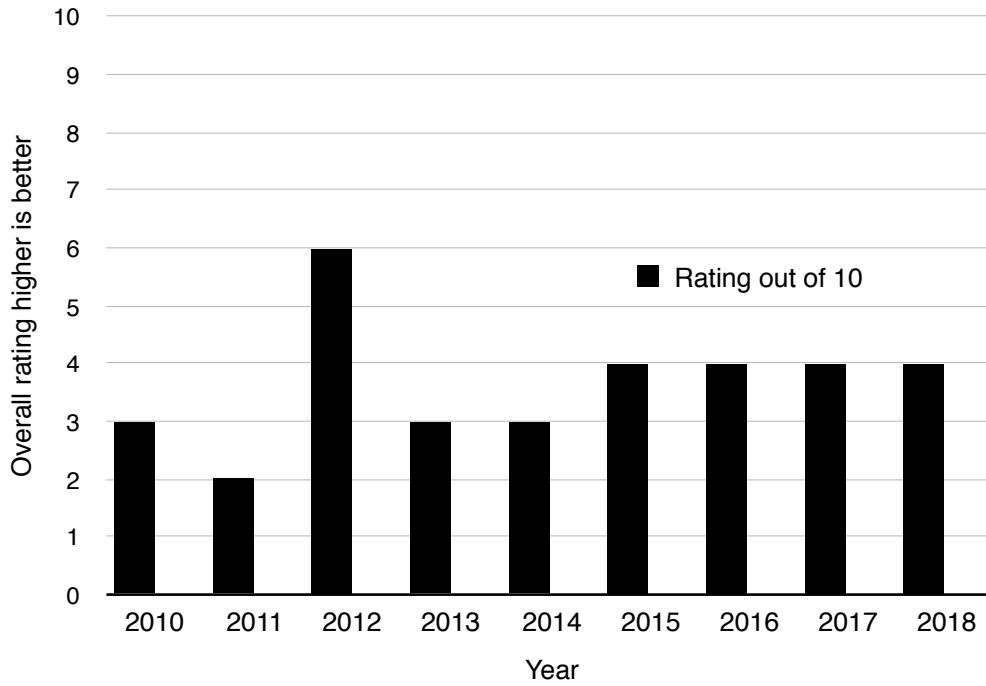


Figure 5 Perth Airport annual overall rating - 2010-2018

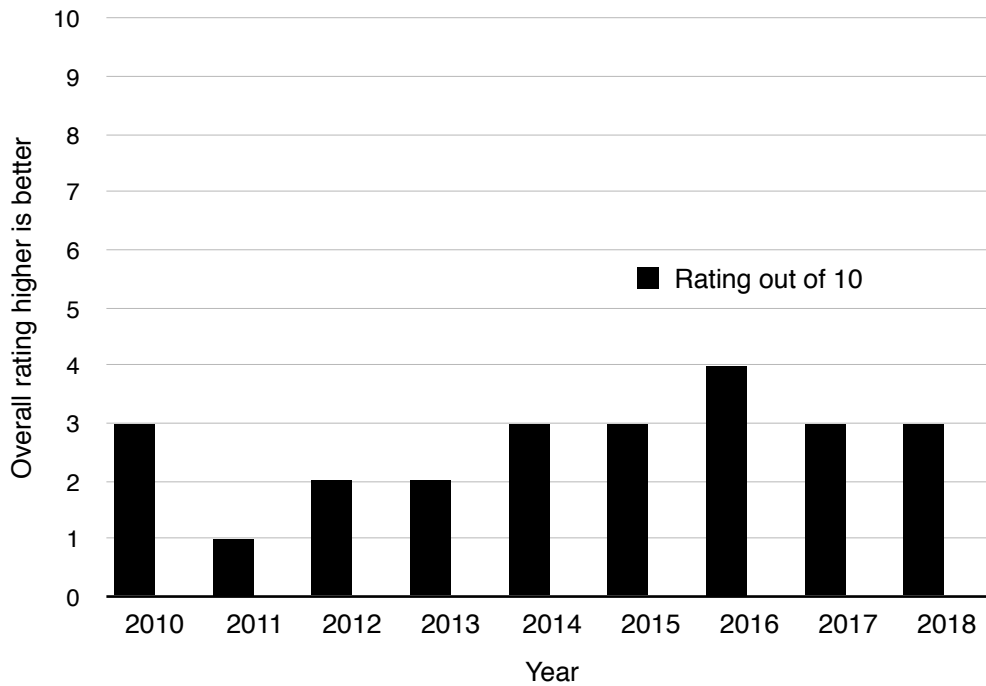


Figure 6 Sydney Airport recommended / not recommended - 2010-2018

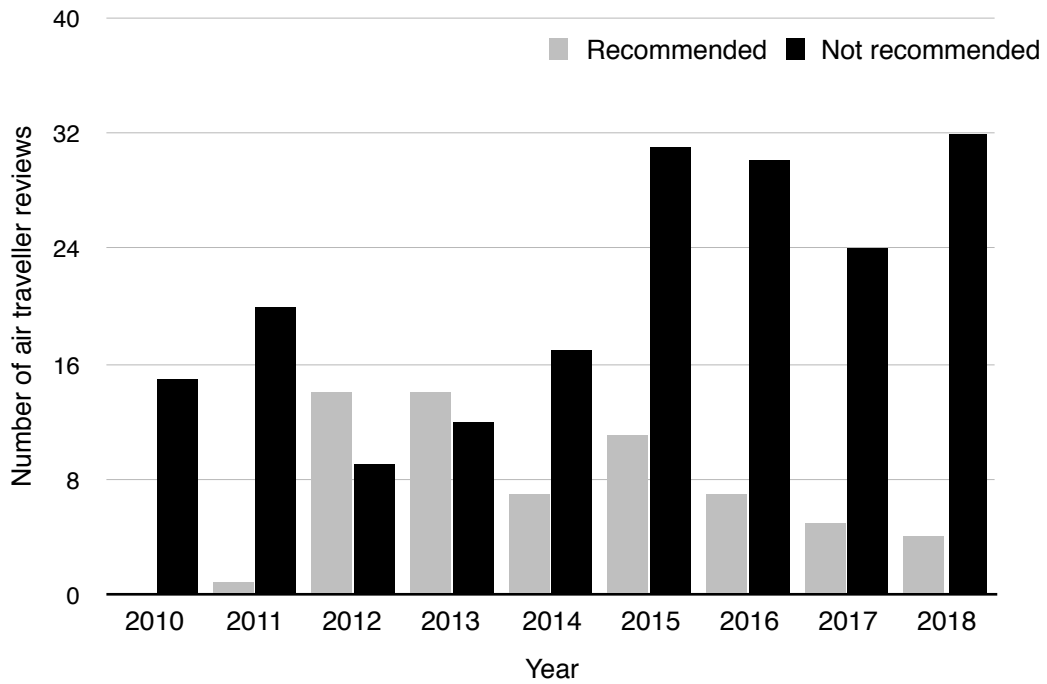


Figure 7 Melbourne Airport recommended / not recommended - 2010-2018

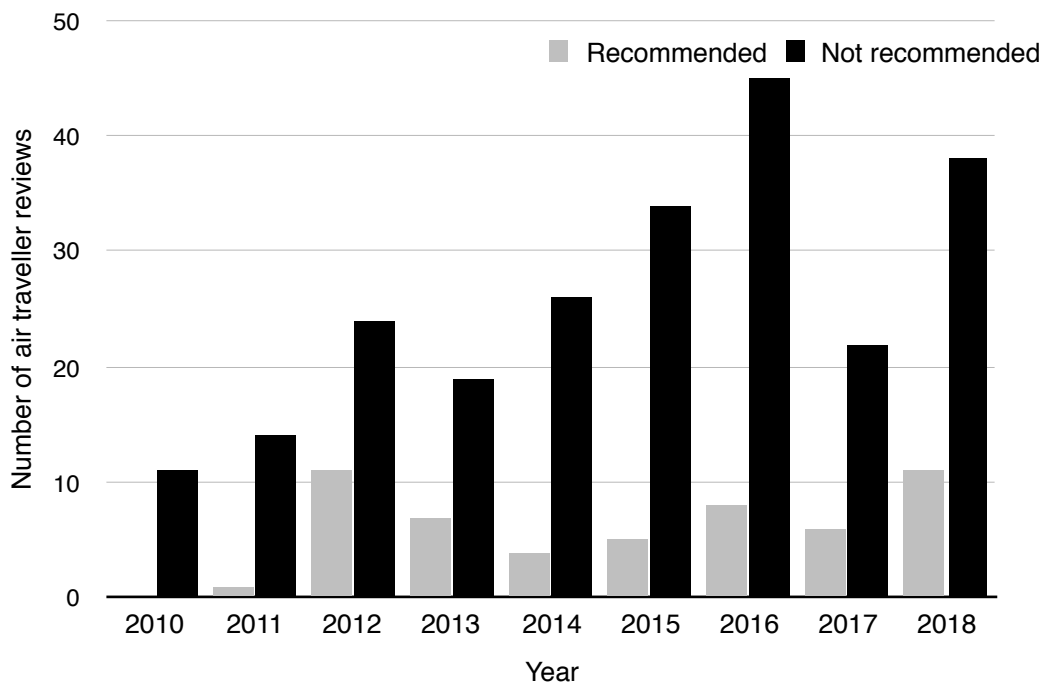


Figure 8 Brisbane Airport recommended / not recommended - 2010-2018

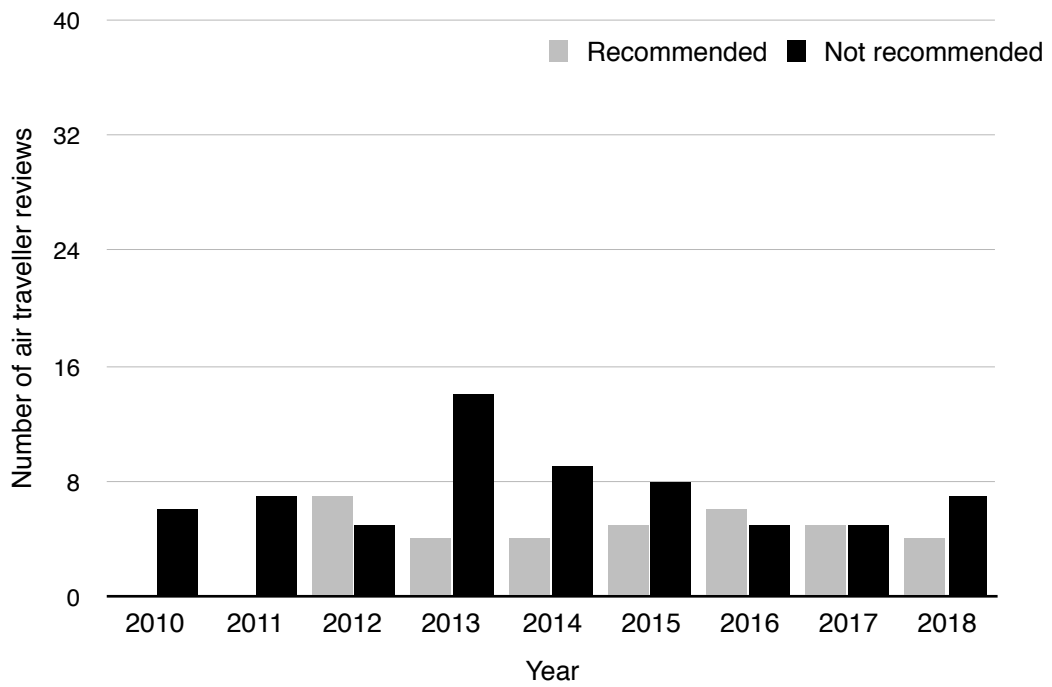
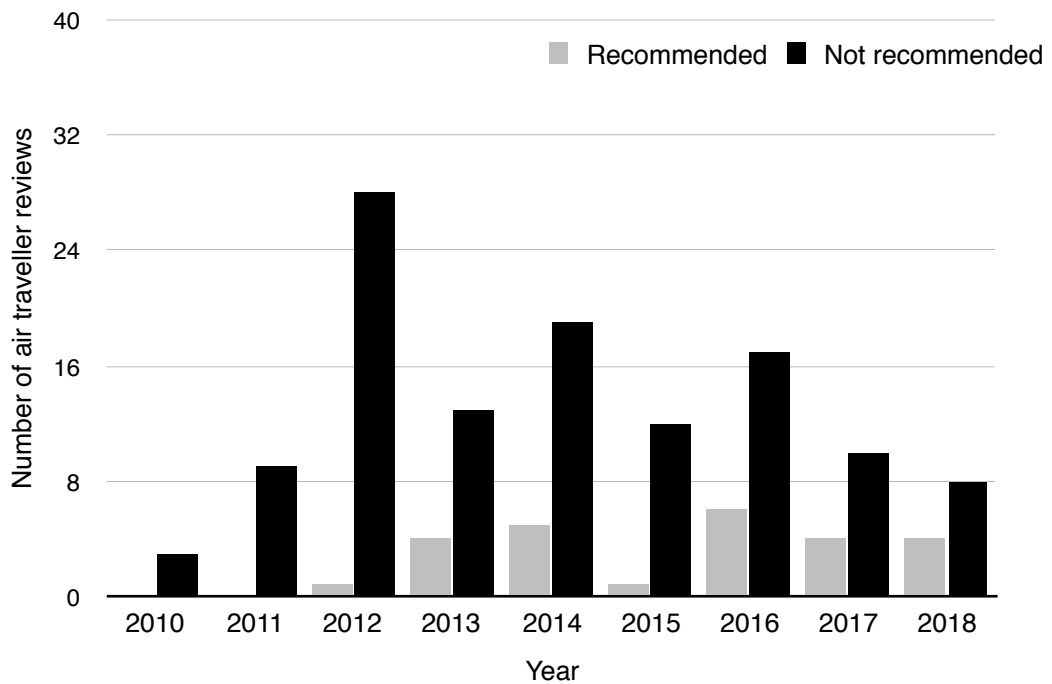


Figure 9 Perth Airport recommended / not recommended - 2010-2018



Airport reviews by air travellers - Key words and phrases

Definitions from the Collins English Dictionary of key words and phrases commonly used in reviews by air travellers.

Abysmal (adjective) From Middle English abysm + -al

1. of or like an abyss; bottomless; unfathomable
2. wretched to the point of despair; immeasurably bad

Appalling (adjective) From Old French apalir, become or make pale

1. causing extreme dismay, horror, or revulsion
2. very bad

Awful (adjective) From Old English egefull

1. very bad; unpleasant
2. inspiring dread

Bully (noun) From Middle High German buole

1. a person who uses threats or violence in an attempt to harm or intimidate others, often repeatedly
2. a person who ruthlessly exploits a physical or technical advantage
3. a hired ruffian

Bully (verb) From Middle High German buole

Word forms: -lies, -lying or -lied

1. to use threats or violence, often repeatedly, in an attempt to harm or intimidate (other people)
2. to make someone do something by using force or repeated questioning
3. to exploit a physical or technical advantage

Confusing (adjective) From Old French confus or Latin confusus

1. causing bewilderment; difficult to follow; puzzling

Daylight robbery (noun) blatant overcharging, a situation in which you are charged a lot of money for something that should cost a lot less or even nothing at all

Disappointed (adjective) From Old French, originally meaning to remove from office

1. Saddened by the failure of an expectation, etc

Disgrace (noun) From disgrâce < It disgrazia < dis- (Latin dis-), not + grazia, favor < Latin gratia: see gracea

1. a condition of shame, loss of reputation, or dishonour
2. a shameful person, thing, or state of affairs
3. Exclusion from confidence or trust he is in disgrace with his father
4. Bring shame upon; be a discredit to
5. Treat or cause to be treated with disfavour

Dismal (adjective) From Old English list of 24 unlucky days in the year < Medieval Latin diēs malī bad days < Latin diēs day + malus bad

1. causing gloom or depression
2. causing dismay or terror
3. of poor quality or a low standard; feeble

Dreadful (adjective) From Middle English dredeful

1. extremely disagreeable, shocking, or bad
2. causing dread, terrible
3. very bad, offensive, disagreeable, etc

Dump (noun) From Middle English dompen, to plunge, throw down; prob. < Danish dumpe, Swedish dompa

1. a place or area where waste materials are dumped, rubbish dump
2. a pile or accumulation of rubbish
3. the act of dumping
4. a dirty or unkempt place
5. an act of defecation

Embarrassment (noun) From Old French < embarrass + -ment < French embarrassment < embarrasser.

1. the state of being embarrassed
2. something that embarrasses
3. a financial predicament

Filthy (adjective) From Middle English fulthe, corrupt, sinful, < filth + -y

Word forms: filthier or filthiest

1. characterized by or full of filth; very dirty or obscene
2. offensive or vicious
3. extremely unpleasant
4. extremely; disgustingly

Foul (adjective) From Old English fūl; related to Old Norse fūll, Gothic fūls smelling offensively < Latin pūs pus < Greek puol pus

1. offensive to the senses; revolting
2. offensive in odour; stinking
3. charged with or full of dirt or offensive matter; filthy
4. putrid; rotten
5. morally or spiritually offensive; wicked; vile
6. obscene; vulgar
7. not in accordance with accepted standards or established rules
8. unpleasant or adverse
9. blocked or obstructed with dirt or foreign matter
10. entangled or impeded
11. (of the bottom of a vessel) covered with barnacles and other growth that slow forward motion
12. unsatisfactory or uninteresting; bad
13. ugly

Foul (noun) From Old English *fūl*; related to Old Norse *fūll*, Gothic *fūls* smelling offensively < Latin *pūs pus* < Greek *puol pus*

1. violation of the rules
2. something foul
3. an entanglement or collision

Foul (verb) From Old English *fūl*; related to Old Norse *fūll*, Gothic *fūls* smelling offensively < Latin *pūs pus* < Greek *puol pus*

1. to make or become dirty or polluted
2. to become or cause to become entangled or snarled
3. to disgrace or dishonour
4. to defecate on

Harass (verb) From French *harasser*, variant of Old French *harer* to set a dog on < Old German

1. to trouble, torment, or confuse by continual persistent attacks, questions, etc

Horrible (adjective) From Old French < Latin *horribilis* < *horrere*

1. causing horror; dreadful
2. disagreeable; unpleasant
3. cruel or unkind

Ignorant (adjective) From Old French < L *ignorans*, of *ignorare*: see ignore

1. lacking in knowledge or education; unenlightened
2. lacking in awareness or knowledge
3. resulting from or showing lack of knowledge or awareness

Insufficient (adjective) From Latin insufficiens

1. not sufficient; inadequate or deficient
2. not enough

Loathe (verb) From Middle English lothen < OE lathian, to be hateful

1. to feel strong hatred or disgust for

Nickel and dime (verb) to wear or bring someone down by small-scale incursions, penalties, etc

Rabbit warren (noun) an overcrowded area or dwelling

Rude (adjective) From Old French < Latin rudis coarse, unformed

1. insulting or uncivil; discourteous; impolite
2. lacking refinement; coarse or uncouth
3. vulgar or obscene
4. unexpected and unpleasant

Self-important (adjective) having or showing an unduly high opinion of one's own abilities, importance, etc

Shambles (noun) From Old English, originally meaning table used by meat vendors, from Late Latin scamellum a small bench, from Latin scamnum stool

1. a place of great disorder the room was a shambles after the party
2. a place where animals are brought to be slaughtered
3. any place of slaughter or carnage

Shame (noun) From Old English scamu; related to Old Norse skömm, Old High German skama

1. a painful emotion resulting from an awareness of having done something dishonourable, unworthy, degrading, etc
2. a capacity to feel such an emotion
3. an ignominy or disgrace
4. a person or thing that causes this
5. an occasion for regret, disappointment, etc

Smelly (adjective) From Middle English smell + y

1. having a strong, unpleasant or nasty smell

Sour taste (noun) distasteful or unpleasant, disagreeable, etc

Tardy (adjective) From Old French tardif < Latin tardus slow

1. occurring later than expected tardy retribution
2. slow in progress, growth, etc

Terrible (adjective) From Middle English < Latin *terribilis*,

1. very serious or extreme
2. of poor quality; unpleasant or bad

Third World (noun) the less economically advanced countries of Africa, Asia, and Latin America collectively, especially when viewed as underdeveloped in the East-West alignment

Toxic (adjective) From Latin *toxicus* < Latin *toxicum* poison < Greek *toxikon* (pharmakon) (poison) used on arrows (toxon)

1. of, relating to, or caused by a toxin or poison; poisonous
2. harmful or damaging

Worst (adjective) From Old English *wierrest* < related to Old Frisian *wersta*, Old Saxon, Old High German *wirsisto*, Old Norse *verstr*

1. the superlative of bad
2. in the most extreme or bad manner or degree
3. least well, suitably, or acceptably
4. (in or to the smallest degree or extent; least

Worst (noun) From Old English *wierrest* < related to Old Frisian *wersta*, Old Saxon, Old High German *wirsisto*, Old Norse *verstr*

1. the worst
2. the most poor, unpleasant, or unskilled quality or condition
3. the greatest amount of damage or wickedness of which a person or group is capable
4. the weakest effort or poorest achievement that a person or group is capable of making