



ASQ Results

July – September 2018

The Airports Council International (ACI), Airport Service Quality (ASQ) aims to be the world's best airport customer service analysis and benchmarking program. ASQ monitors the opinions of thousands of passengers at departure gates around the world. The survey is conducted year-round and is based on a standard questionnaire that covers 31 key service items

Hobart Airport has only recently commenced the ASQ process, with Q3 delivering our first round of results.

There were no works or planned disruptions in our terminal during this reporting period. There were however several announcements made during this time which drove conversation and feedback.

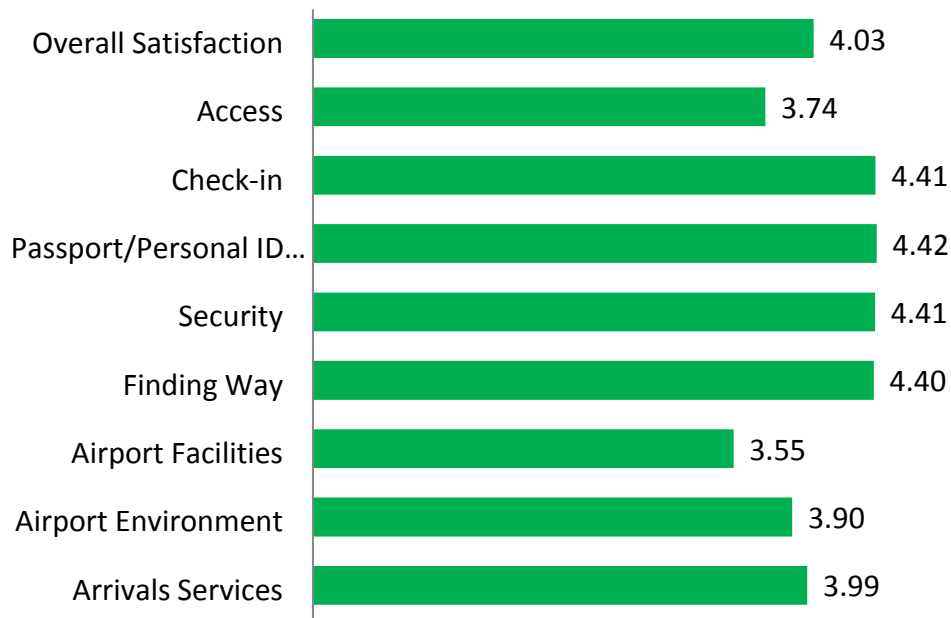
- The release of the Enhanced Departures Project (EDP) artist impression and announcement of the \$4.5m works
- Commencement of EDP
- HBA – Perth Announcement and first flight
- HBA – OOL Announcement and \$1 flight deal
- Freight Facility and first tenant + Link Logistics
- Corporate Social Responsibility: Social stories, Airport Safety Week, Community Giving program

Connecting Communities



The ASQ Survey Questionnaire is comprised of 55 questions which are broken into eight key themes. Passengers are asked to rate specific service related topics and their overall satisfaction with the airport on a scale of 1 (poor) to 5 (excellent);

Hobart Airport Q3 2018 Scores:



Connecting Communities