

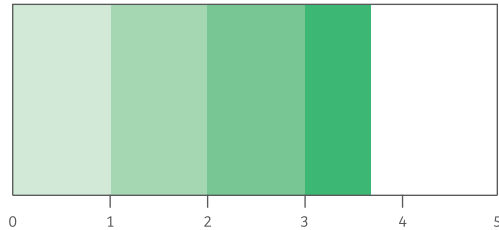
# Your thoughts

Hobart Airport participates in a global airport benchmarking passenger survey program - Airport Service Quality (ASQ). Delivering a product and service that our community can be proud of is of utmost importance to us. We strive to create an experience that is reflective of Tasmania and value our community's input as we build for our future.

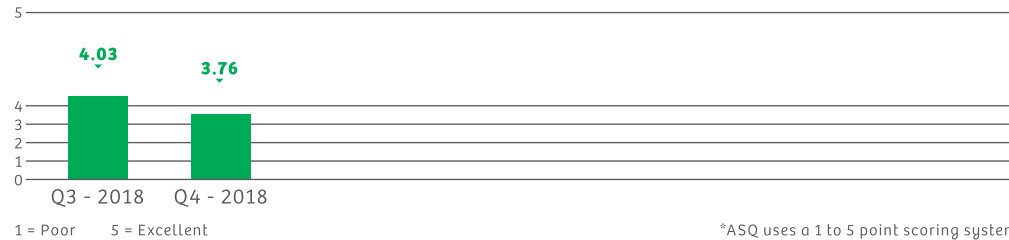
## Airport Service Quality (ASQ)

### Overall Satisfaction Score

3.76



### How we have performed over time



### Top 5 Key Drivers of Passenger Satisfaction (Rank of Highest Satisfaction)



### Top 5 Drivers of Conversation and Customer Feedback (Rank of Most important)



## Customer Feedback

Oct 2018 - Dec 2018 we had a total of

**741,633**

passengers walk through the terminal. We received 172 items of customer feedback.

- 56 Positive**
  - Departures Lounge refurbishment
  - Corporate Social Responsibility activities
- 52 Neutral**
  - Airline responsibilities
  - International flight enquiries
- 64 Negative**
  - Disposable waste and lack of recycling facilities
  - Cleanliness and crowds

## Social Media

