

Hobart International Airport Pty Ltd

Quality of Service Report



This report provides quality of service information relating to the passenger terminal and airfield services provided at Hobart International Airport during the period June 2012 to 30 September 2012 (inclusive).

This report is structured around four sections, namely:

- I. Summary of customer feedback
- II. Summary of customer satisfaction survey
- III. Handling of complaints; and
- IV. Notifiable quality of service issues.

Information for this report is sourced directly from two areas

- 1 Customer Complaint Summary** - The actual complaints received by Hobart Airport through email, the website or phone. During this period Hobart International Airport had a through put of 565,000 passengers and received xx customer complaints.
- 2 Customer Satisfaction Survey** - This report sees the introduction of the Customer Satisfaction Survey for Hobart Airport. This quarterly survey questions passengers while in the Airport terminal about their experience at Hobart Airport. Overtime this information will provide a trend line of satisfaction levels at Hobart Airport and be used by management to best meet customer requirements.

Customer Complaint summary

The top three areas for improvement based on customer complaints received over the period are listed below with relevant detail and Hobart Airport's response. *Noting the small number of complaints from which this data has been drawn.*

1 Security screening process

The security processing theme comprised 25% of all complaints during the period – noting actual numbers this equates to 4 complaints over the period.

The primary concerns of passengers in regard to security processing were the interaction with security staff and customers and the apparent sensitivity of the security equipment.

In response to these concerns Hobart Airport continues to work with the Qantas Security – the security service provider to deliver good customer service.

2 Drop off Lane

The drop off lane theme comprised 25% of all complaints during the period – noting actual numbers this equates to 4 complaints over the period.

The primary issue identified was the interaction and friction between security staff and drivers when staff requested drivers to move on after two minutes in the drop off lane.

In response signage has been improved at the drop off area, this has had a positive impact on the management of the drop off lane.

3 Car Parking technical issues with parking equipment

The issues with the parking equipment comprised 18% of all complaints during the period – noting actual numbers this equates to 3 complaints.

The key area of concern was problems receiving change from the automated machines.

Further training has been undertaken with the car park operator in servicing the machines.

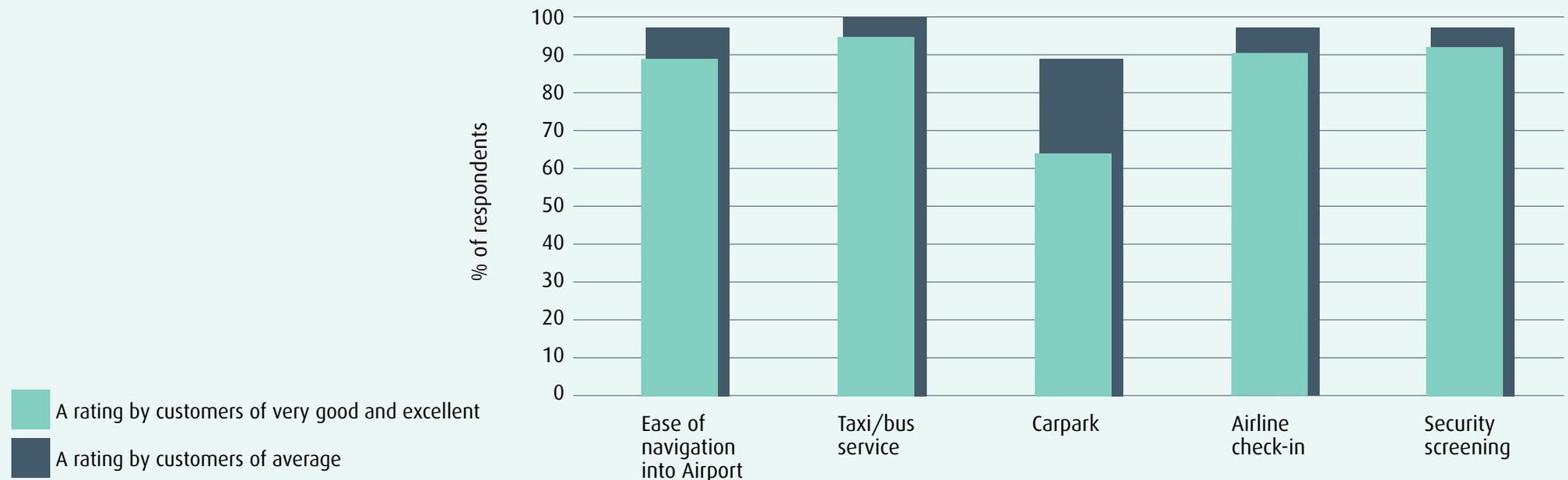
Customer Satisfaction Survey - conducted in September 2012

Key indicators

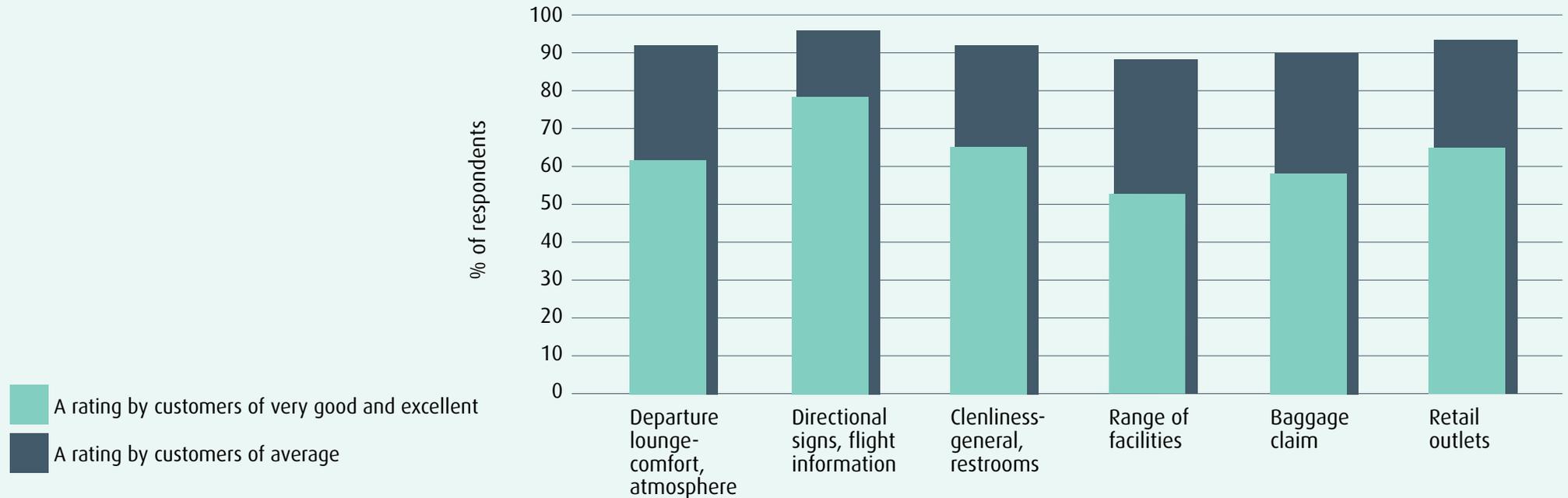
The survey looks at key indicator areas of the Airport. As this is the first of an ongoing survey the results show a snap in time. The charts below show the percentage of respondents rating their airport experience as excellent, good or average across a range of services at the airport.

For example, 89% of customers rated *ease of navigation* as very good or excellent with another 7% of customers rating it as average.

Airport arrival - signage, transport services, check in, security screening



Hobart Airport Terminal



Key areas of the Airport Terminal of mention were;

Departure lounge comfort and cleanliness. Many of the comments from respondents were around the state of the state of the seating in the departure lounge. New seating is being installed in the Departure lounge in early December.

The range of facilities available in the terminal and baggage claim areas are currently being investigated as part of the terminal redevelopment planning that is underway.

Handling of complaints

Hobart Airport targets a 100% response rate for handling of customer complaints. This is not always achievable due to the way in which passengers deliver their complaints, with a number electing not to provide contact details. For those providing contact details all complaints were responded to.

Notifiable quality of service issues

A notifiable quality of service issue is triggered when, in a given period, the number of complaints on a quality of service theme is equal to or greater than 0.1% of passenger throughput. Where this occurs, the Airport has 60 days to notify the Commonwealth Department of Infrastructure of the quality of the issue and provide details of corrective action being undertaken to address the quality of service issue.

There were no notifiable quality of service issues during the reporting period.