

Hobart Airport Quality of Service Report April to June 2015

This report provides quality of service information relating to the passenger terminal and airport services provided at Hobart Airport during April to June 2015(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 passengers and received 8 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 actual 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 10 during this period.)*

New security screening operations commenced in March. This change was a physical relocation of Security screening, and a change of the security screening provider from Qantas Security to Hobart Airport. April also saw the release of the Airport Master plan and new terminal redevelopment

1. Aerobridges

The release of the Airport Master Plan and the announcement of the terminal redevelopment resulted in a group of complaints occurring regarding the need for aerobridges at Hobart Airport. These were addressed as part of the Master Plan process.

2. MONA signage

The Museum of Old and New Art has a sign in the arrivals areas of Hobart promoting the museum with a tongue in cheek advertisement playing on sex and drugs. The ad has been approved by the advertising standards of Australia. A small group of the public had issue with the sign and mounted a campaign to the airport to remove the advertisement.

3. Drop off Lane

The primary issue identified continues to be the inability for customer to park and wait in this area.

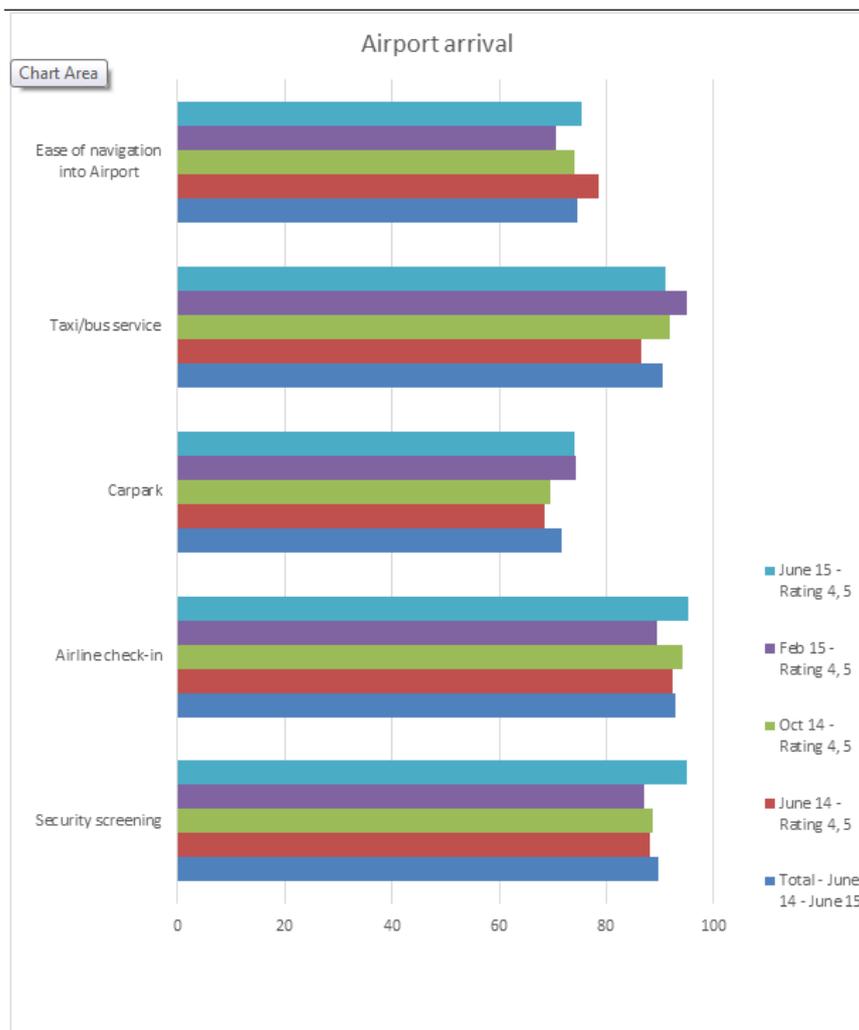
Key indicators

The survey looks at key indicator areas of the Airport. The charts below show the show the percentage of respondents rating their airport experience as excellent, good or average across a range of services at the airport over a period of time.

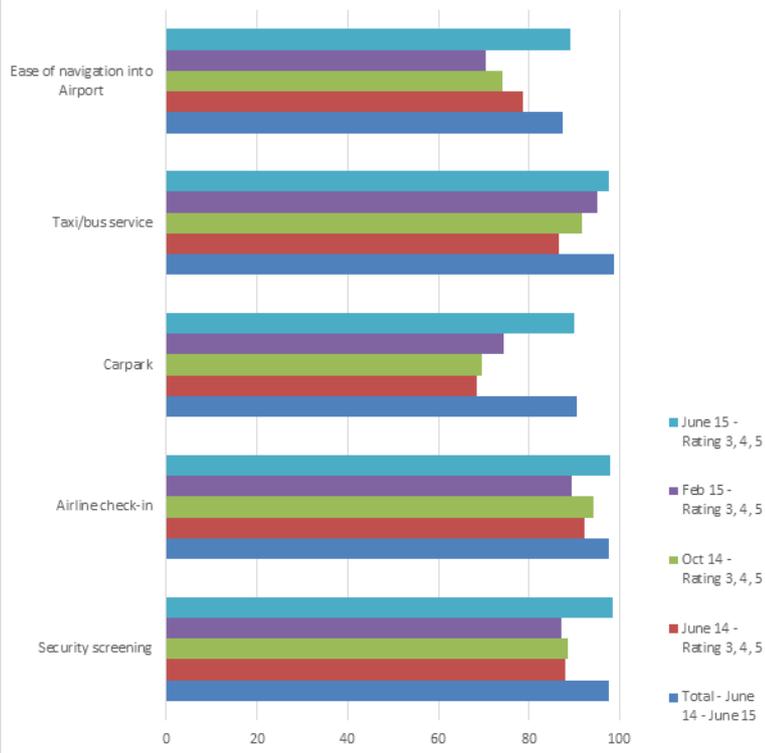
The charts below show ratings of the previous seven survey rounds and rolling average and the percentage of respondents rating each indicator as average or better (rating 3 plus out of 5);

The charts have been split into key passenger experience areas at Hobart Airport.

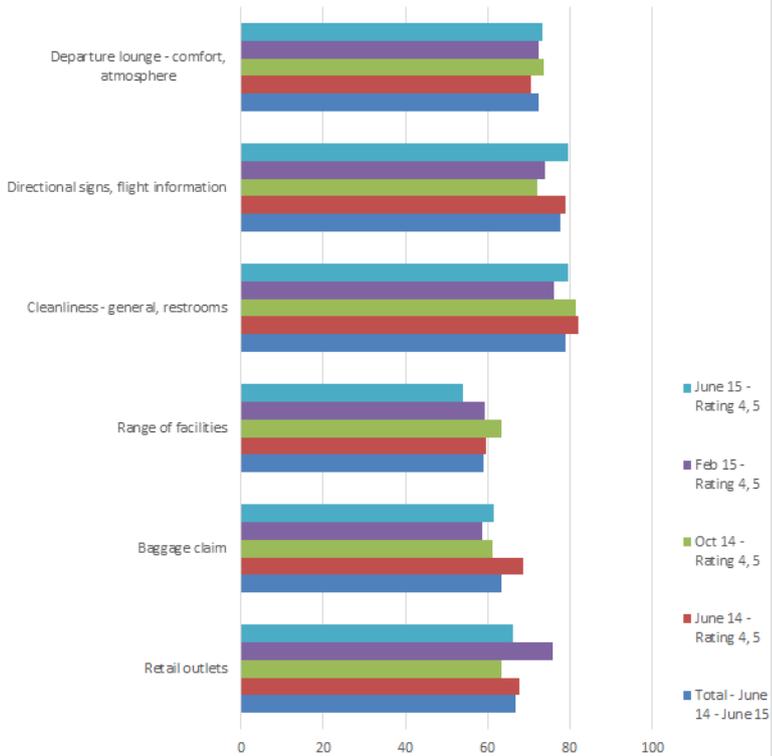
Customer Satisfaction Survey –undertaken June 2015

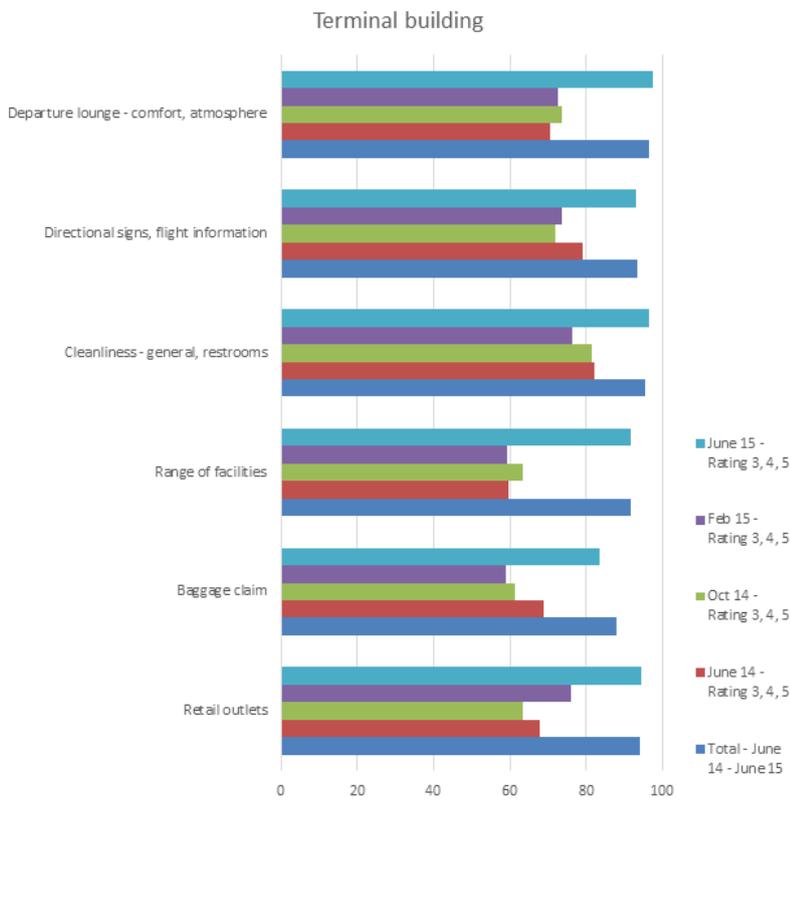


Airport arrival



Terminal building





III) 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.

IV) 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 was no notifiable quality of service issues during the reporting period.