

Hobart Airport Quality of Service Report April 2018 to June 2018

This report provides Quality of Service information relating to the passenger terminal and airport services provided at Hobart Airport during April 2018 to June 2018 (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.
- 2) *Customer Satisfaction Survey* - This report introduces feedback from the Customer Satisfaction Survey for Hobart Airport. This quarterly survey had approximately 200 passenger respondents while in the Airport terminal about their experience at Hobart Airport. This information provides a trend line of satisfaction levels at Hobart Airport and be used by management to best meet customer requirements.

Customer Complaint summary

The top four areas for improvement based on actual customer complaints received over the period are listed below with relevant detail. (*Noting the small number of complaints from which this data has been drawn from - 30 during this period.*)

Airline partners and ground handling agent

During this period Hobart Airport had a reduced number of complaints compared to the last three survey periods. There was only one recorded complaint regarding baggage delays and one regarding the lack of lighting on aircraft stairs. Hobart Airport continues to work with our airline partners and their ground handling agent. We also include customer feedback in our ongoing discussions.

Terminal facilities and redevelopment

There were thirteen complaints regarding Hobart Airport amenities. These covered a range of items including; water fountains, Flight Information Display Screen ads, charging points, air conditioning, cleanliness, lighting, parking fees and the lack of high chairs.

All of these complaints have been addressed, and where appropriate, corrective action has been taken. Works are currently being completed in the airports departure lounge to further enhance the customer experience and improve passenger comfort.

External providers / business partners

During this period Hobart Airport received six complaints regarding customer service from contracted staff, one complaint regarding the limited selection of food and beverage, one complaint regarding taxi driver behaviour and one complaint regarding the Redline bus timetable.

Hobart Airport works alongside our contracted staff to address negative experiences and promote more positive customer experiences.

Other

Four complaints regarding access to Tower Hill post the implemented changes required for safety reasons, and one regarding a parking infringement notice.

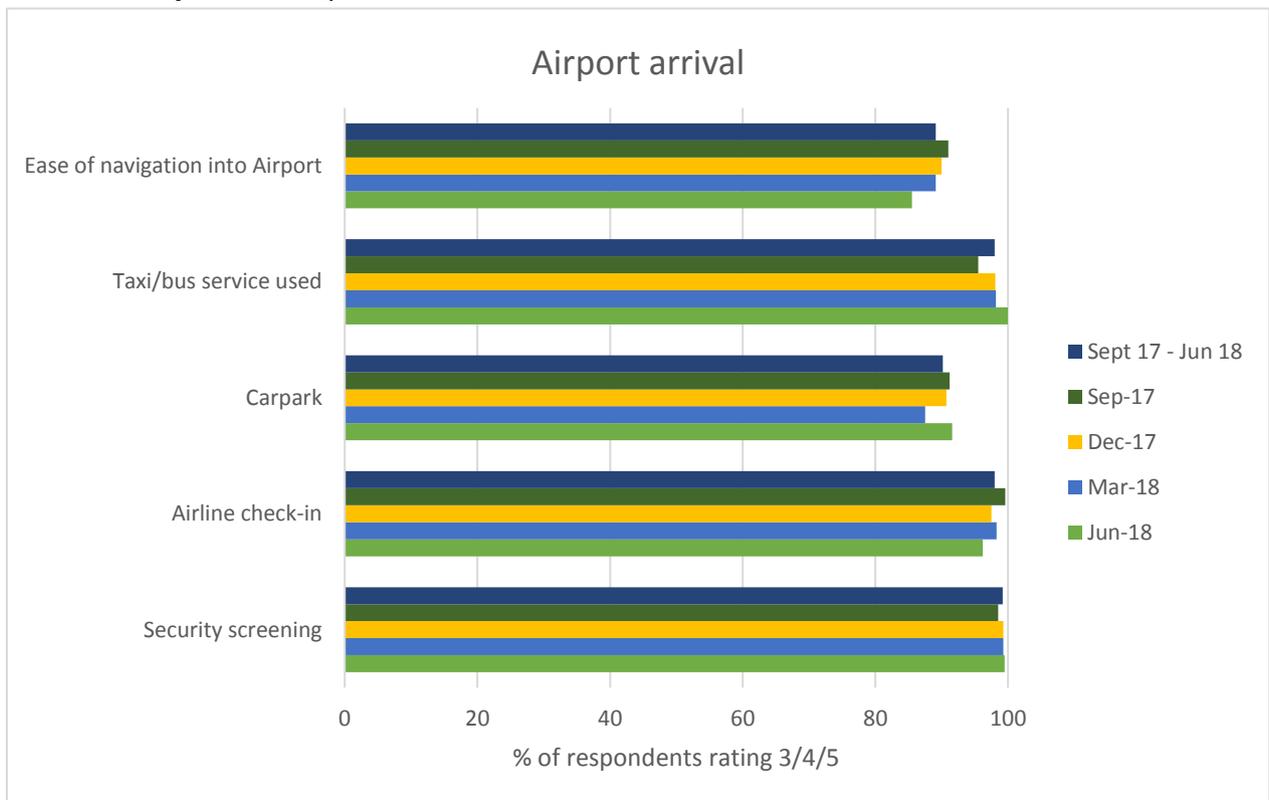
Key indicators

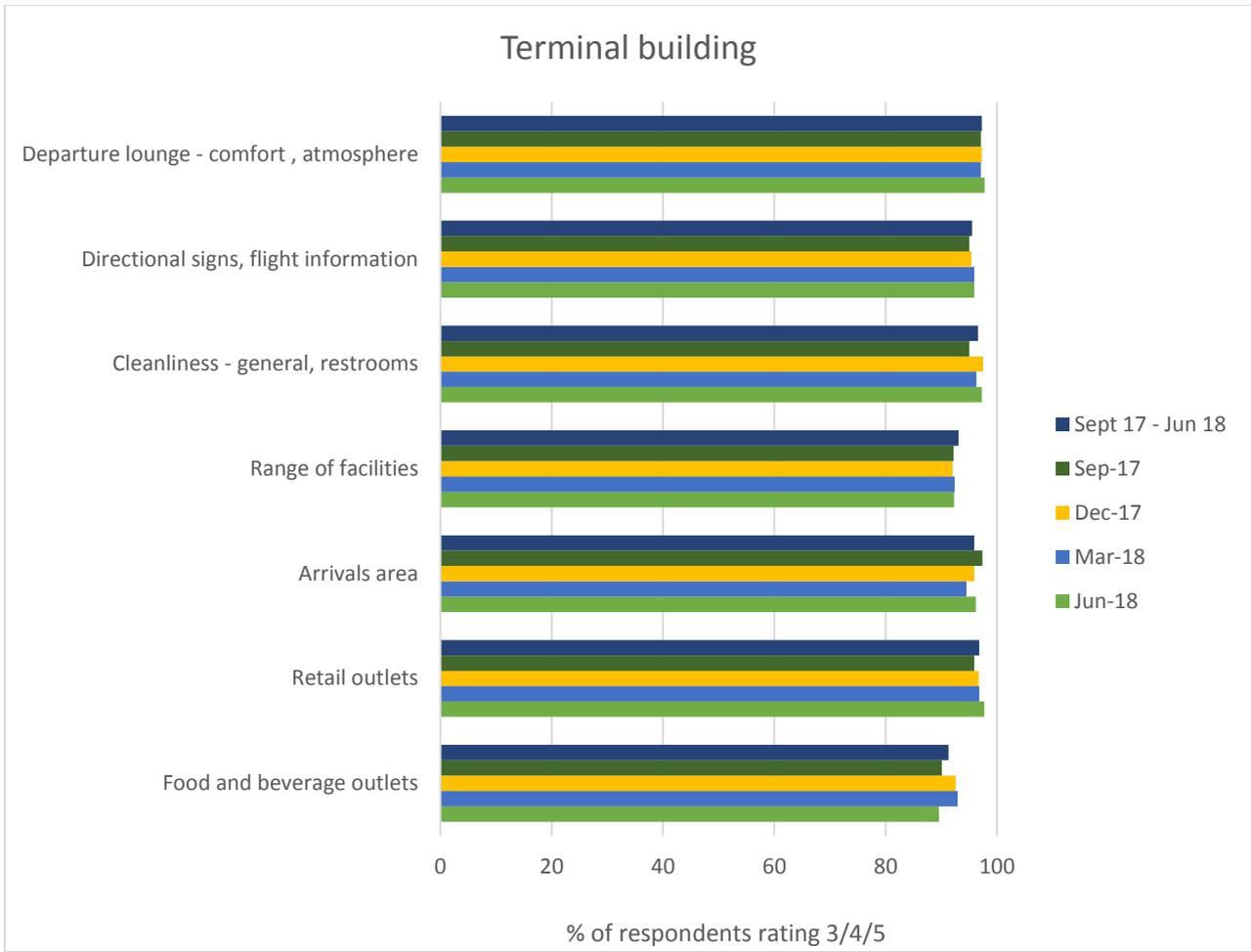
The survey looks at key indicator areas of the Airport. The charts below show the show the percentage of respondents rating their airport experience as excellent, good or average across a range of services at the airport over a period of time.

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 2018





**Note change in research methodology of questioning food and beverage and retail experiences separately*

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 throughout. 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.