

## ***Hobart Airport Quality of Service Report January 2018 to March 2018***

This report provides Quality of Service information relating to the passenger terminal and airport services provided at Hobart Airport during January 2018 to March 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 - 20 during this period.*)

### **Airline partners and ground handling agent**

During this period Hobart Airport had two baggage handling complaints, two complaints regarding baggage delays and one complaint addressing airline staff demeanour. Hobart Airport is working with our airline partners and their ground handling agent to minimise delays. We also include customer feedback in our ongoing discussions.

### **Terminal facilities and redevelopment**

There were eight complaints regarding amenities; two water fountain requests, one request for additional seating, one complaint regarding the distance to baggage collection, one complaint regarding the terminal layout, one complaint about visitors lying on the log benches, one request for aerobridges and one complaint about the lack of space in the departures lounge.

Note that there is a water fountain within the terminal at both arrivals and departures. Hobart Airport is currently reassessing our terminal redevelopment plans to be more in line with customer needs, including additional space and streamlined arrivals processes.

### **External providers / business partners**

During this period Hobart Airport received four 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 an aircraft delay due to operational reasons.

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

**Other**

One complaint regarding environmental concerns related to bottled water. Hobart Airport provides a drinking fountain in the arrivals hall and departures area for plastic free drinking and refilling personal drink bottles.

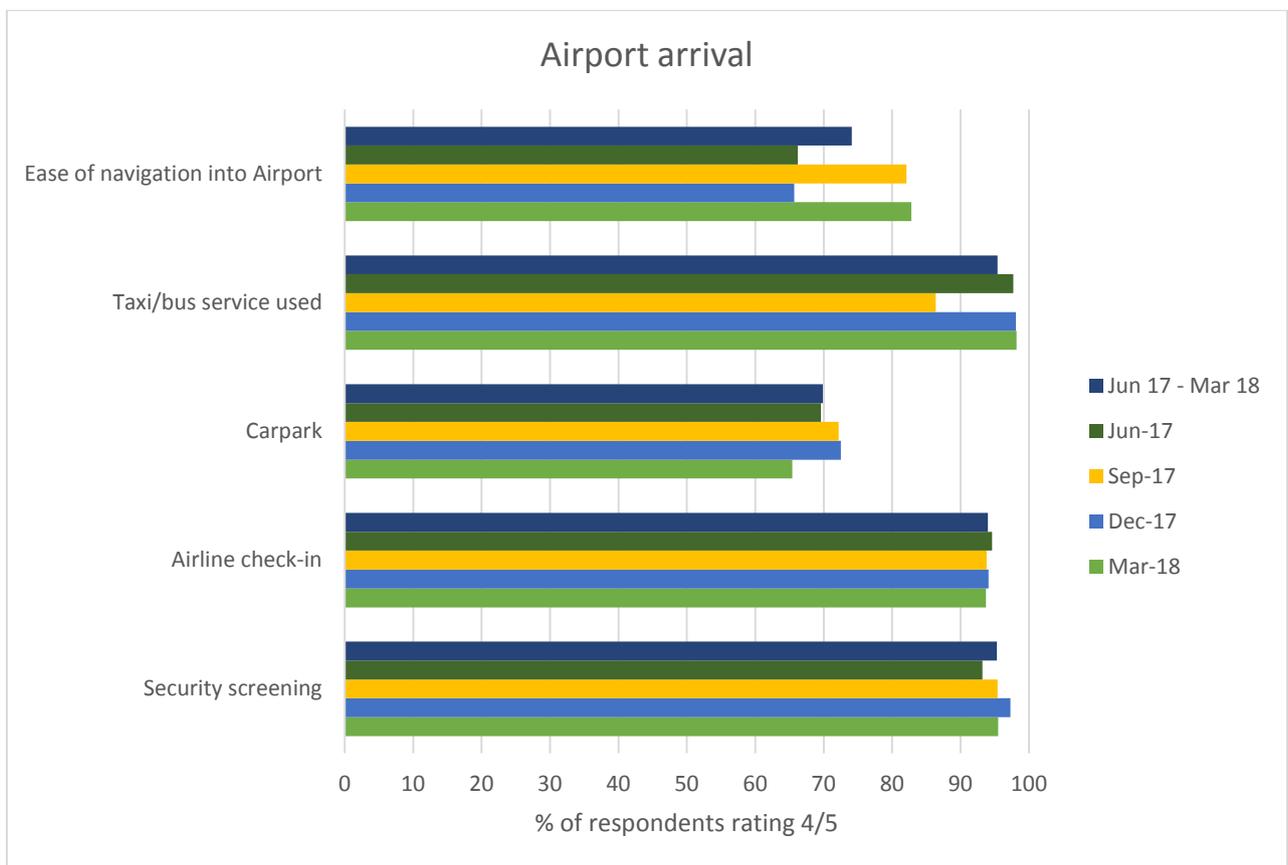
**Key indicators**

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.

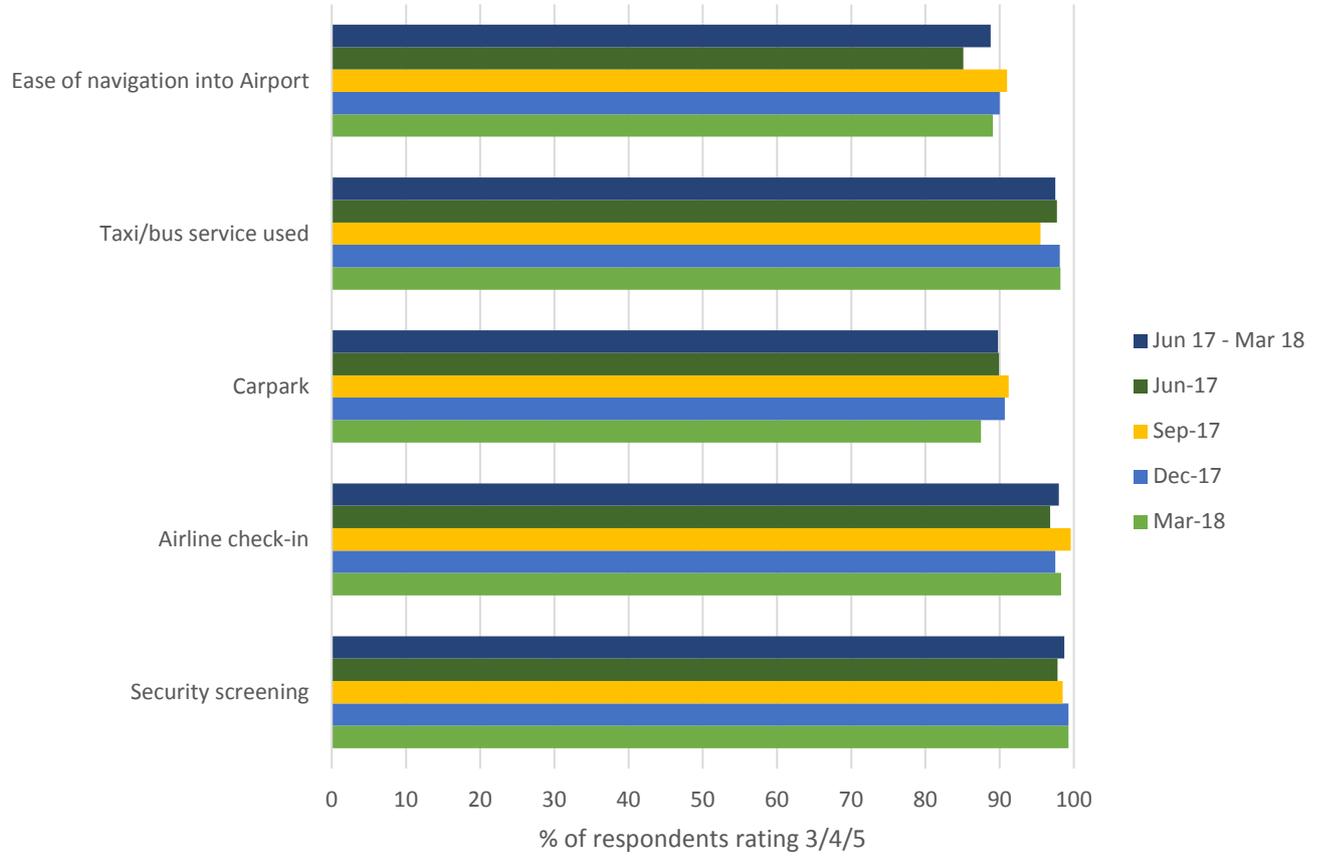
The charts below show ratings of the previous seven survey rounds and rolling average and the percentage of respondents rating each indicator as average or better (rating 3 plus out of 5);

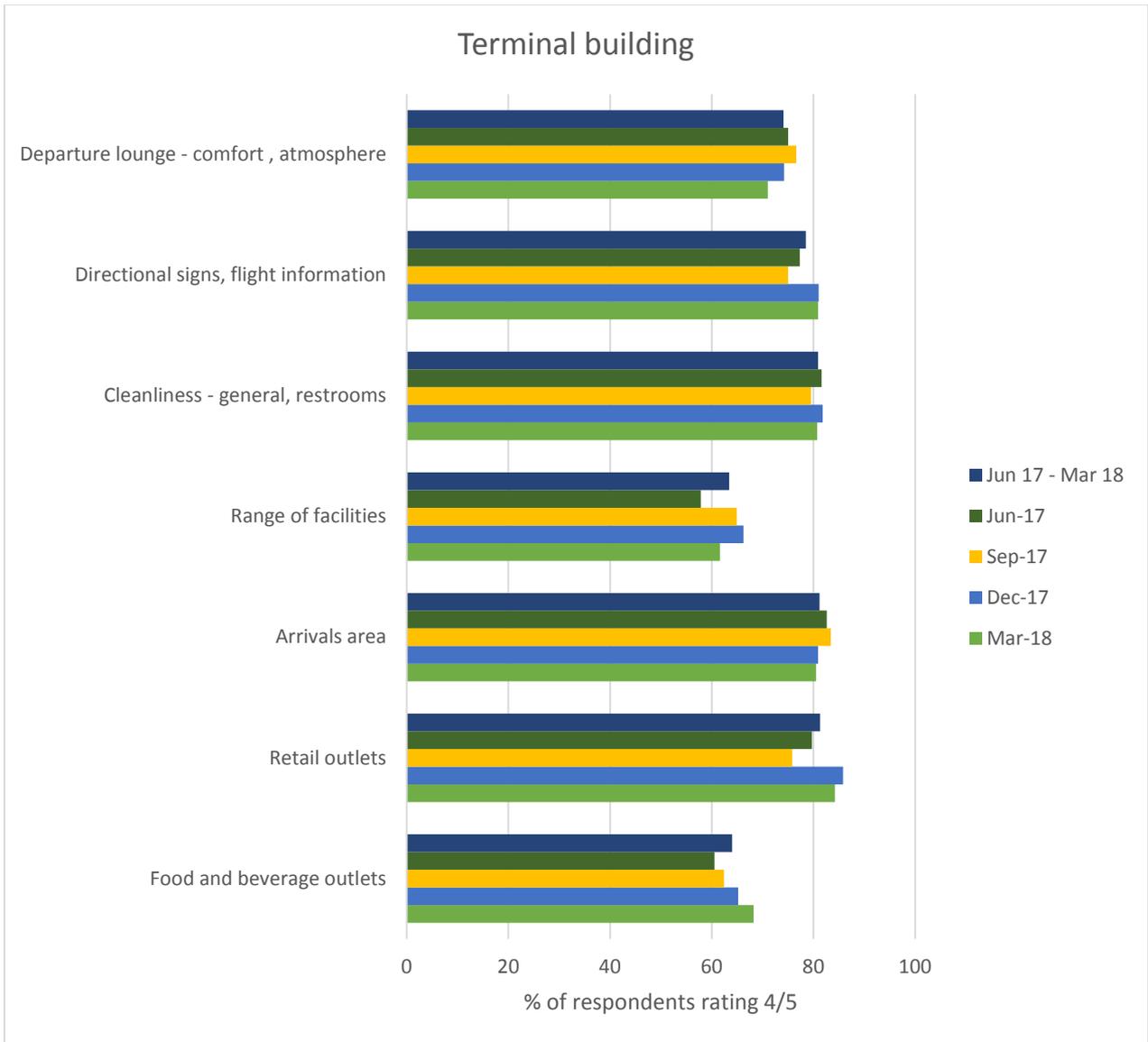
The charts have been split into key passenger experience areas at Hobart Airport.

**Customer Satisfaction Survey –undertaken March 2018**



## Airport arrival





*\*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.