

## ***Hobart Airport Quality of Service Report July 2017 to September 2017***

This report provides Quality of Service information relating to the passenger terminal and airport services provided at Hobart Airport during July to September 2017 (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 sees the introduction of the Customer Satisfaction Survey for Hobart Airport. This quarterly survey questions approx. 200 passengers while in the Airport terminal about their experience at Hobart Airport. This information provides a trend line of satisfaction levels at Hobart Airport to 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 13 during this period.)*

#### **1. Security Screening Point**

There were three complaints regarding the security screening point including types of objects confiscated, randomness of ETD tests and perceived concerns with treatment by screening staff. Hobart Airport talks with the security screening provider about all matters raised by the public. The Airport also receives a number of positive messages from travellers on the friendly efficient nature of the Airports screening.

#### **2. Sustainability**

There were three complaints regarding sustainability at the airport including lack of sustainability by food providers, lack of recycling facilities and the absence of bike racks. Matters of sustainability are starting to occur more frequently and are being addressed through planning and with relevant business partners.

#### **3. Other**

There were seven complaints that fell into the area of other. Two of these were in regard to flight and luggage delays and another two in regard to kerb side security.

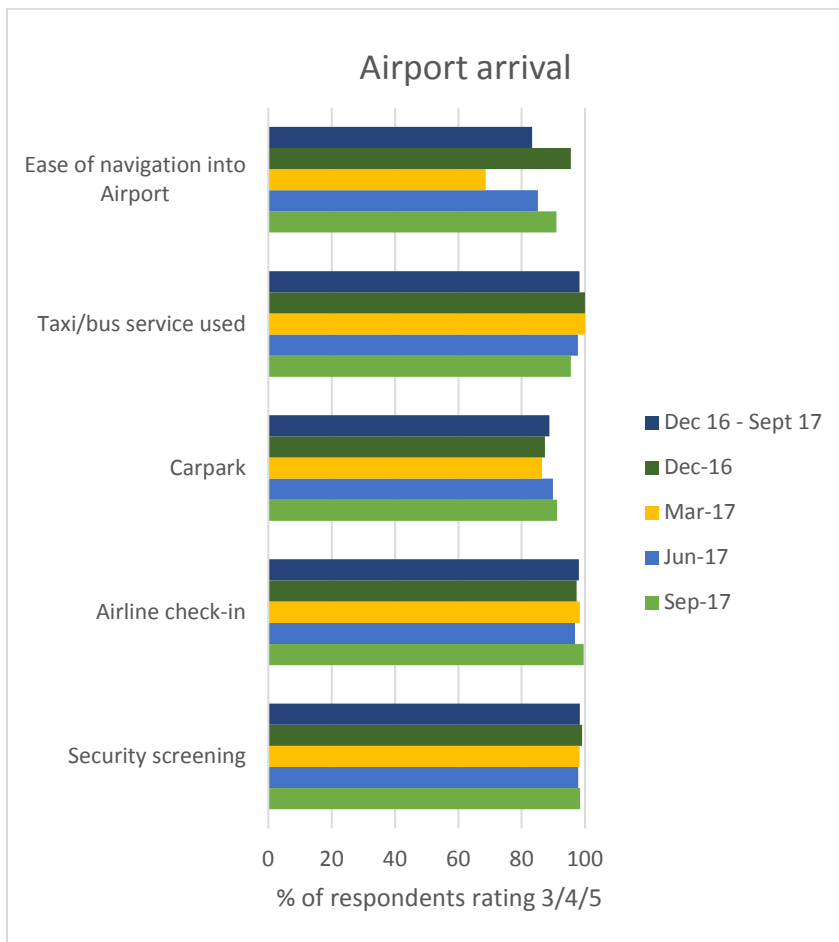
## Key indicators

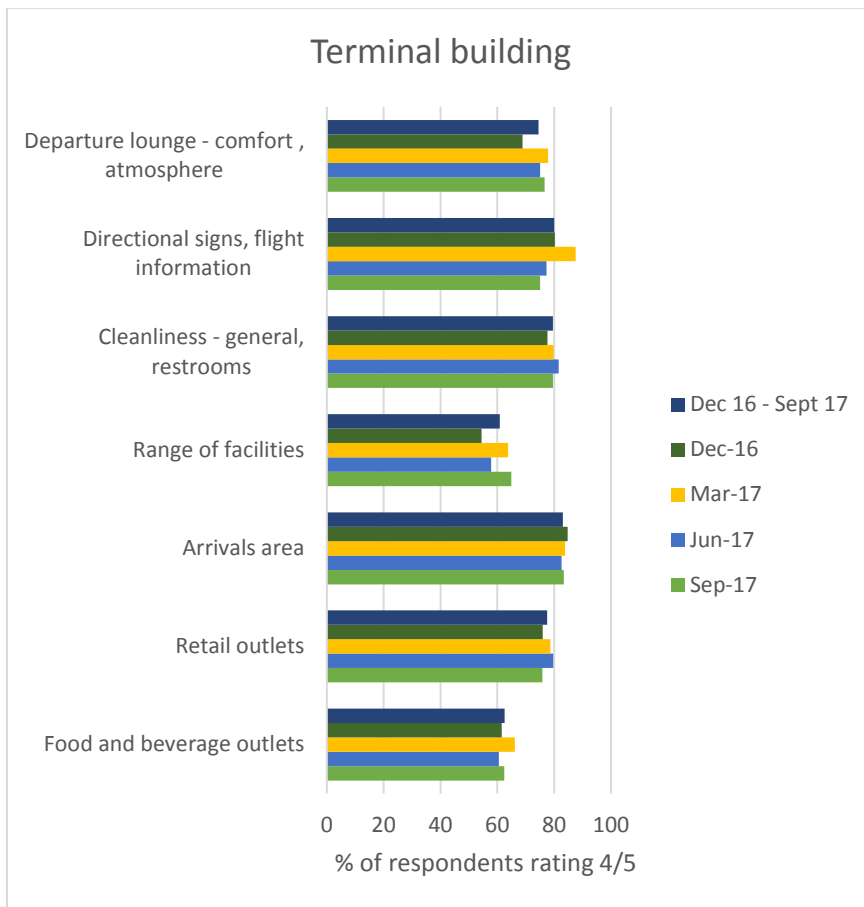
The survey looks at key indicator areas of the Airport. The charts below show the percentage of respondents rating their airport experience as excellent, good or average across a range of services at the airport over a period of time.

The charts below show ratings of the previous seven survey rounds. the 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 September 2017***





*\*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 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.