

***Hobart Airport
Quality of Service Report
October 2017 to December 2017***

This report provides Quality of Service information relating to the passenger terminal and airport services provided at Hobart Airport during October 2017 to December 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 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 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 and Kerbside Security

There were three complaints regarding the security screening point process. Generally, these complaints related to being unable to carry certain items through the screening point, and the screening process.

There was one complaint regarding front of house security processes.

The Airport also received a number of positive messages from travellers on the friendly efficient nature of the Airports screening processes.

Hobart Airport raises all feedback received from members of the public with our security services providers.

2. Baggage/Airlines

There were five complaints that fell into these areas.

Of these the majority related to baggage delivery delays and subsequent congestion, while another complaint received related to a failure to display current detail on a Flight Information Display screen (FIDs). One further complaint related to aircraft stairs, this complaint was written directly to the airline concerned, with Hobart Airport being provided with a courtesy copy.

Hobart Airport continues to work with our airline partners and their ground handling agent regarding customer service initiatives.

3. Services

There were four complaints that fell into the area of services. Two complaints regarding perceived shuttle bus inefficiency, a website malfunction on the flight information page, and a complaint regarding the sale of bottled water.

4. Other

There was one complaint that fell into the area of 'other'. This related to concerns due to the flight path redirection over Dunalley.

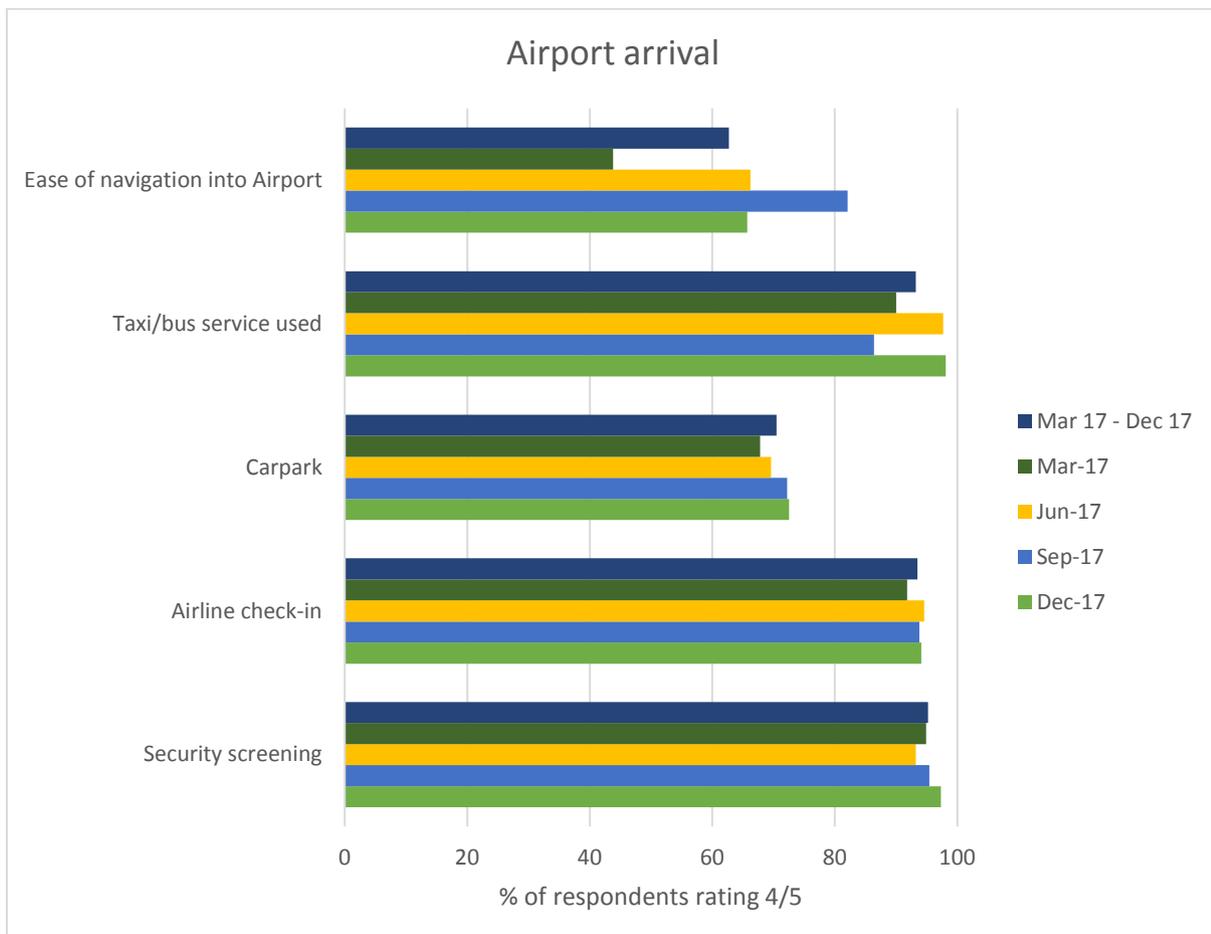
Key indicators

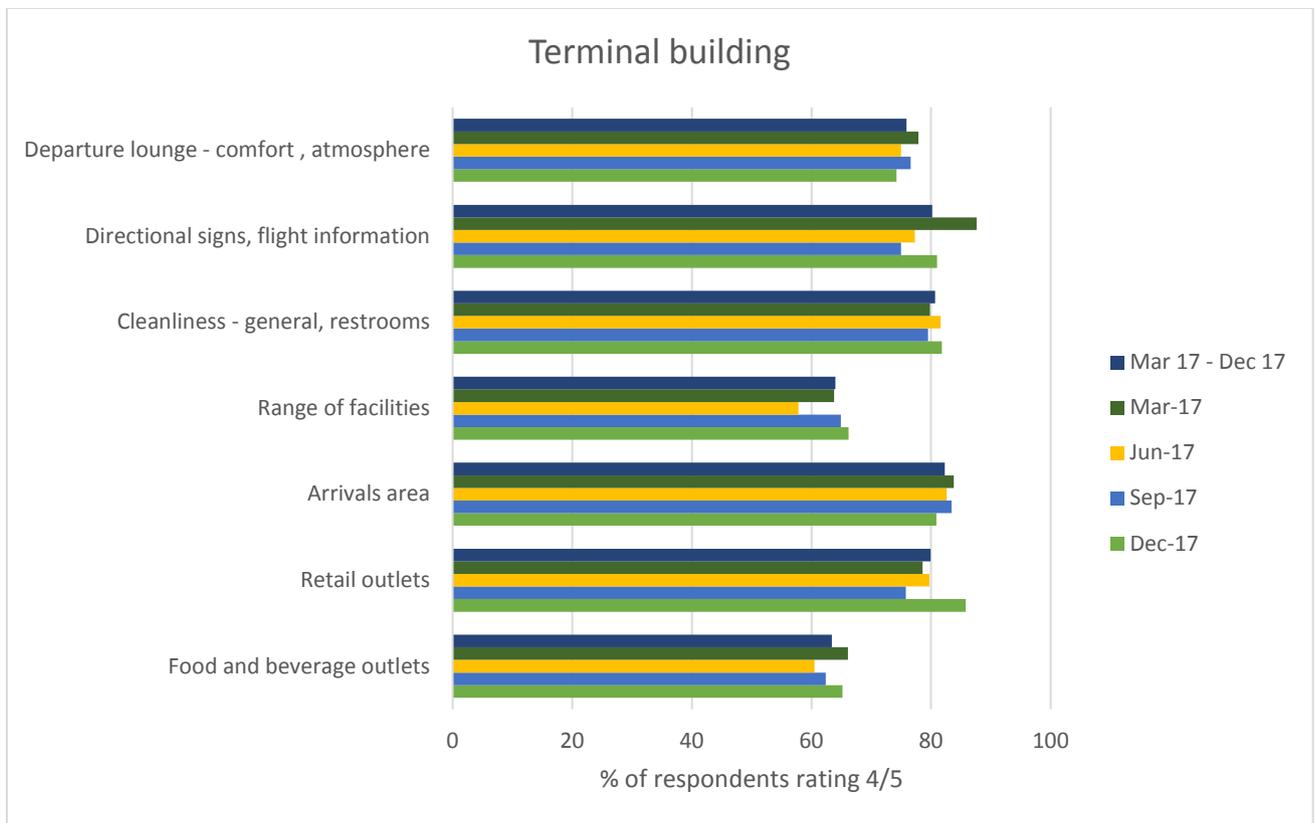
The survey looks at key indicator areas of the Airport. The charts below show the show the percentage of respondents rating their airport experience as excellent, good or average across a range of services at the airport over a period of time.

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 December 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.