

Hobart Airport Quality of Service Report December 2016 to February 2017

This report provides Quality of Service information relating to the passenger terminal and airport services provided at Hobart Airport during December to February 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. During this period Hobart International Airport passengers and received customer complaints.
- 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 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 32 during this period.)*

1. Security Screening Point

There were seven complaints regarding the security screening point including types of objects confiscated, randomness of ETD tests, 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. Terminal Facilities

There were seven complaints regarding terminal passenger facilities including availability of an ATM, power points in departures and water fountain. The matters were varied with no real trend appearing, all have been addressed.

3. Other

There were seven complaints that fell into the area of other. Four of these were about an evacuation of the terminal. Traveller concerns we all noted and formed part of the internal review that occurs as result of events such as a terminal evacuation.

Comments

The December to February period was the busiest period in the Airport's History with over 697,000 passengers using HBA during this time. The redevelopment of the arrivals hall was completed, with a number of positive comments being received over this period.

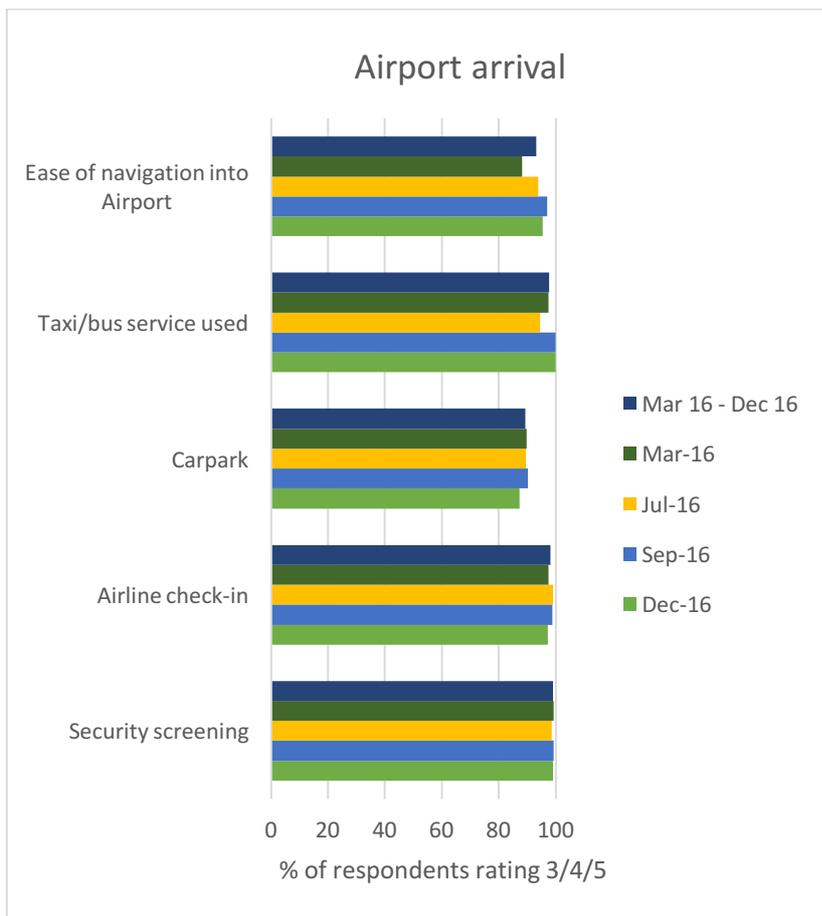
Key indicators

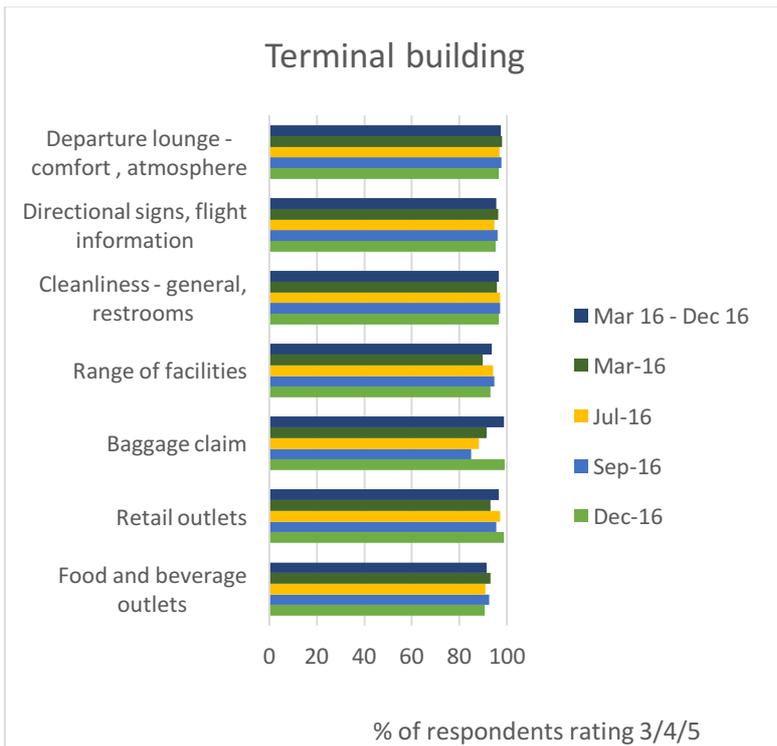
The survey looks at key indicator areas of the Airport. The charts below show the show the percentage of respondents rating their airport experience as excellent, good or average across a range of services at the airport over a period of time.

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 2016





**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.