

## **Hobart Airport Quality of Service Report September to December 2014**

This report provides quality of service information relating to the passenger terminal and airport services provided at Hobart Airport during September to December 2014(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 8 customer complaints.
- 2) *Customer Satisfaction Survey* - This report sees the introduction of the Customer Satisfaction Survey for Hobart Airport. This quarterly survey questions passengers while in the Airport terminal about their experience at Hobart Airport. Overtime this information will provide 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 9 during this period.)*

*A new car park and car park equipment was installed in August this has seen a marked drop into complaints regarding equipment.*

#### **1. Drop off Lane**

The drop off lane theme comprised 33% of all complaints during the period – noting actual numbers this equates to 3 complaints over the period.

The primary issue identified continues to be the inability for customer to park and wait in this area. The new website will provide better information on the drop off lane for customers.

#### **2. Security screening process**

The security processing theme comprised 22% of all complaints during the period – noting actual numbers this equates to 2 complaints over the period.

The primary concerns were the apparent sensitivity of the equipment at Hobart and customer satisfaction matters.

In response to these concerns Hobart Airport continues to work with the Qantas Security – the security service provider on addressing customer concerns.

### 3. Complaints on Saver carpark prices

The issues with the car parking pricing for the new saver carpark 22% of all complaints during the period – noting actual numbers this equates to 2 complaints.

Core problem was misunderstanding of the product with customers, advertising and web content has been amended to alleviate this confusion.

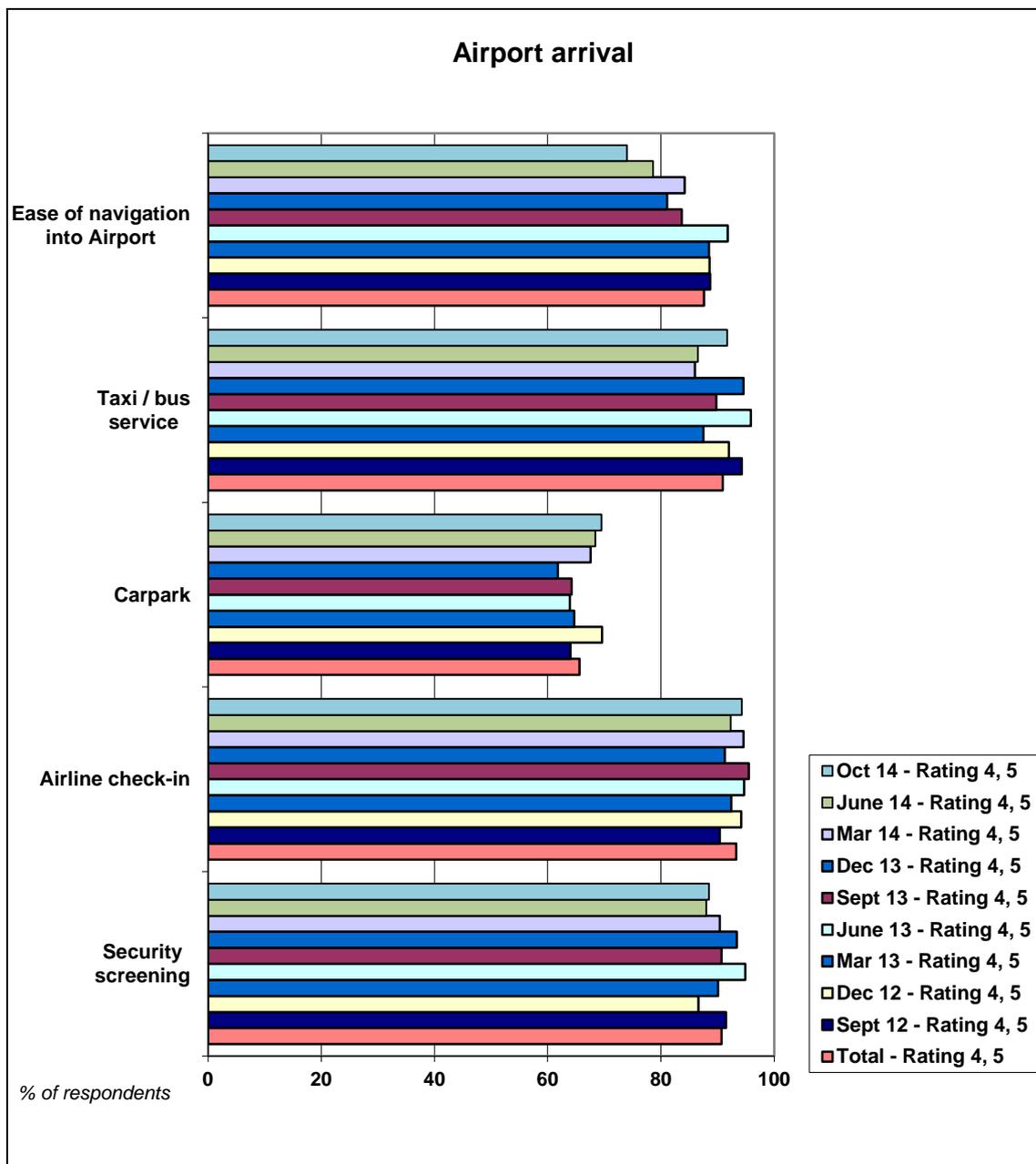
#### Customer Satisfaction Survey – conducted in September/October 2014

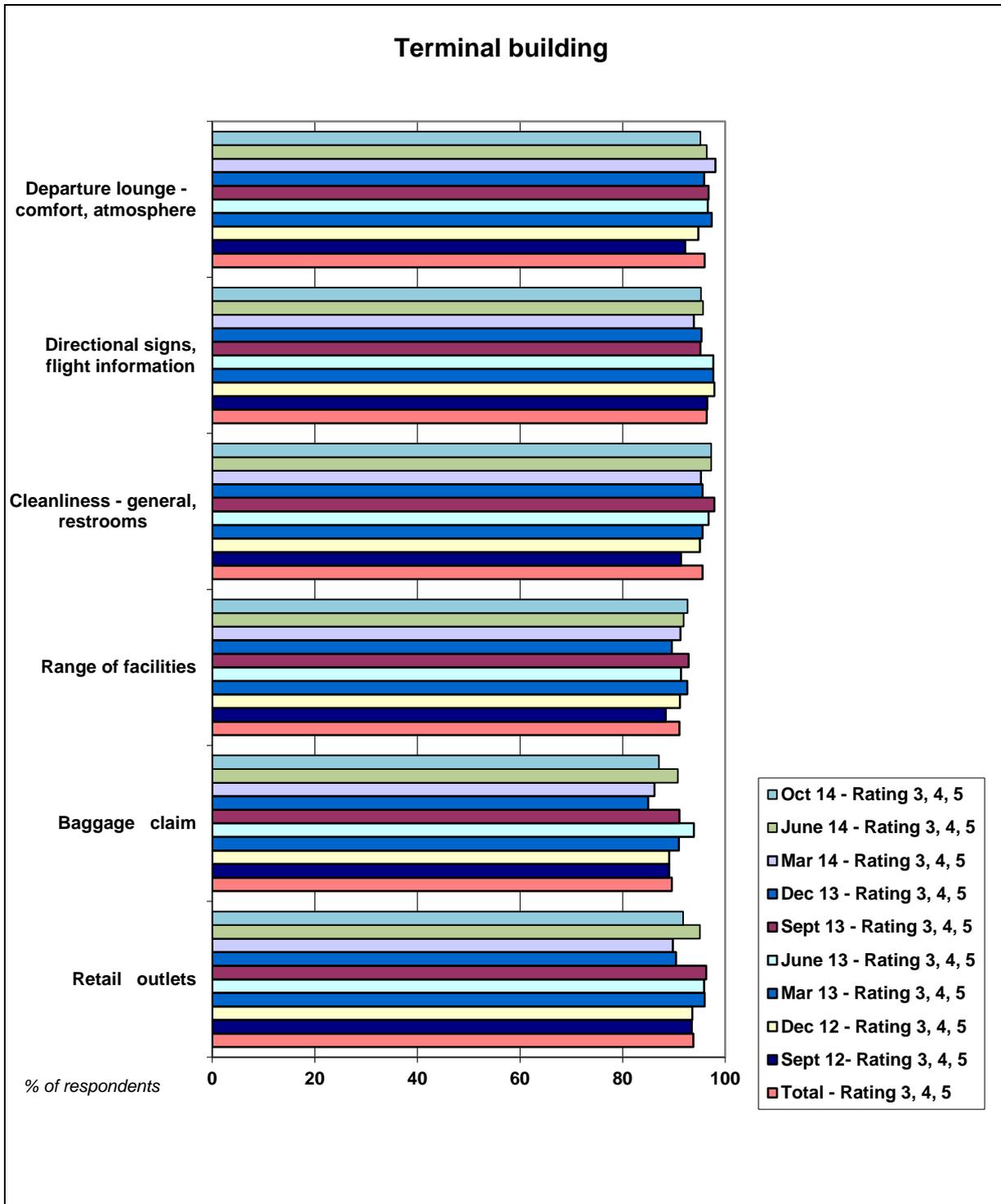
##### Key indicators

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.





### 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.