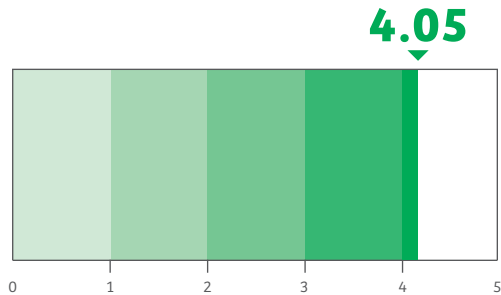


Your thoughts

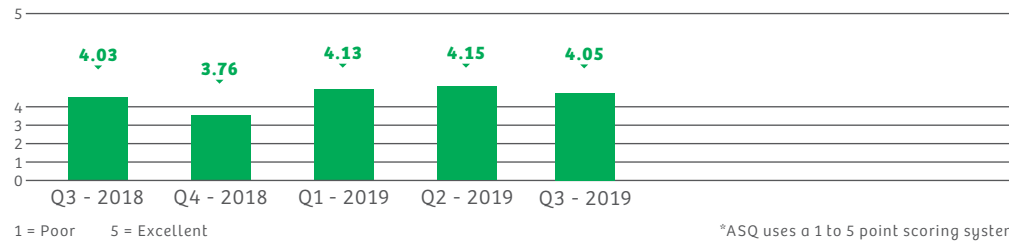
Hobart Airport participates in a global airport benchmarking passenger survey program - Airport Service Quality (ASQ). Delivering a product and service that our community can be proud of is of utmost importance to us. We strive to create an experience that is reflective of Tasmania and value our community's input as we build for our future.

Airport Service Quality (ASQ)

Overall Satisfaction Score



How we have performed over time



Social Media



Top 5 Key Drivers of Passenger Satisfaction (Rank of Highest Satisfaction)



Top 5 Drivers of Conversation and Customer Feedback (Rank of Most important)



Customer Feedback

July 2019 - Sept 2019 we had a total of

637,496

passengers walk through the terminal. We received 142 items of customer feedback.

- 45 Positive**
 - Kids area/experiential program
 - CSR initiatives
- 37 Neutral**
 - External partner responsibilities
 - Power in/push back
- 60 Negative**
 - Airbridges
 - Forecourt works

