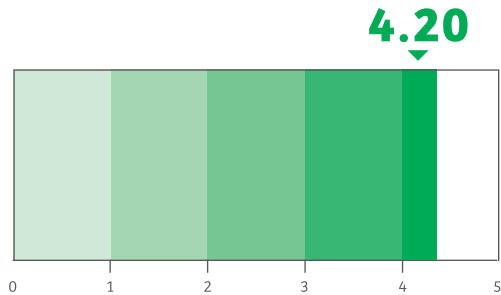


# Your thoughts

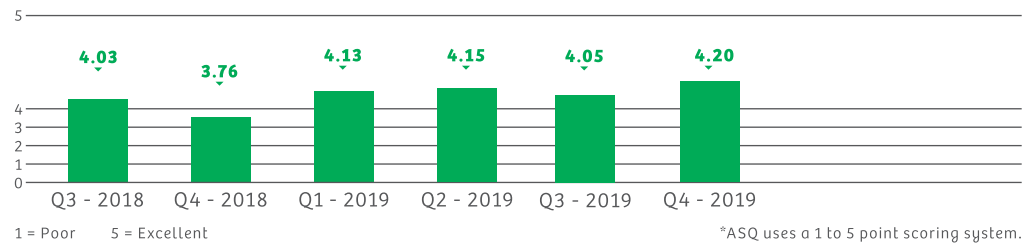
Hobart Airport participates in a global airport benchmarking passenger survey program - Airport Service Quality (ASQ). Delivering a product and service that our community can be proud of is of utmost importance to us. We strive to create an experience that is reflective of Tasmania and value our community's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

Oct 2019 - Dec 2019 we had a total of

**759,317**

passengers walk through the terminal. We received 182 items of customer feedback.

- 59 Positive**
  - Hidden disability tour
  - Chaplaincy program
- 60 Neutral**
  - External partner responsibilities
  - Prohibited items
- 63 Negative**
  - Forecourt works
  - Baggage claim

