



Australian Government
Bureau of Meteorology

Client Satisfaction Survey 2016 RAAA

Regional Aviation Weather Services



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1 Client Satisfaction Survey 2016 RAAA

Regional Aviation Weather Services collected feedback from 17 industry users at the 2016 Regional Aviation Association of Australia (RAAA) Convention.

1.1 Client information

1.1.1 Question 1: Please indicate your industry sector.

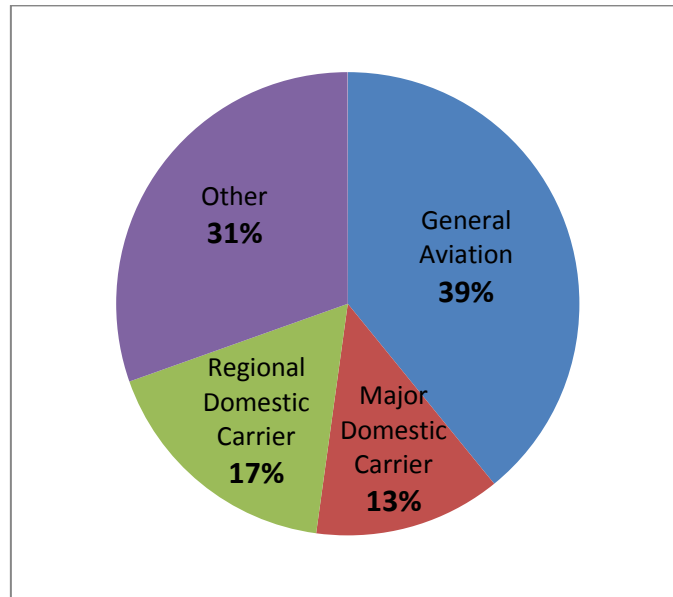


Figure 1: Industry sector representation.

Respondents selected all sectors relevant to their profession/occupation, the results are:

Industry	Responses	Percentage	Industry	Responses	Percentage
Airservices Australia	0	0	Flight Planning Vendor	2	9.1
ATSB	0	0	Charter ($\leq 5700\text{kg}$)	4	18.2
CASA	2	9.1	Private	3	13.6
Major Domestic Airline Management/Ops	0	0	Flight Training	2	9.1
Regional Domestic Airline Management/Ops	4	18.2	Glider	0	0
Major Domestic Pilot	2	9.1	Sport/Recreational	0	0
Regional Domestic Pilot	0	0	Aerial Work	0	0
Airport Owner	0	0	Other	3	13.6

Table 1: Industry sector breakdown.

1.2 Accessing aviation weather services for flight briefing

1.2.1 Question 2 (a): For flight briefing/planning, please advise which of the following services you use, and for what purpose.

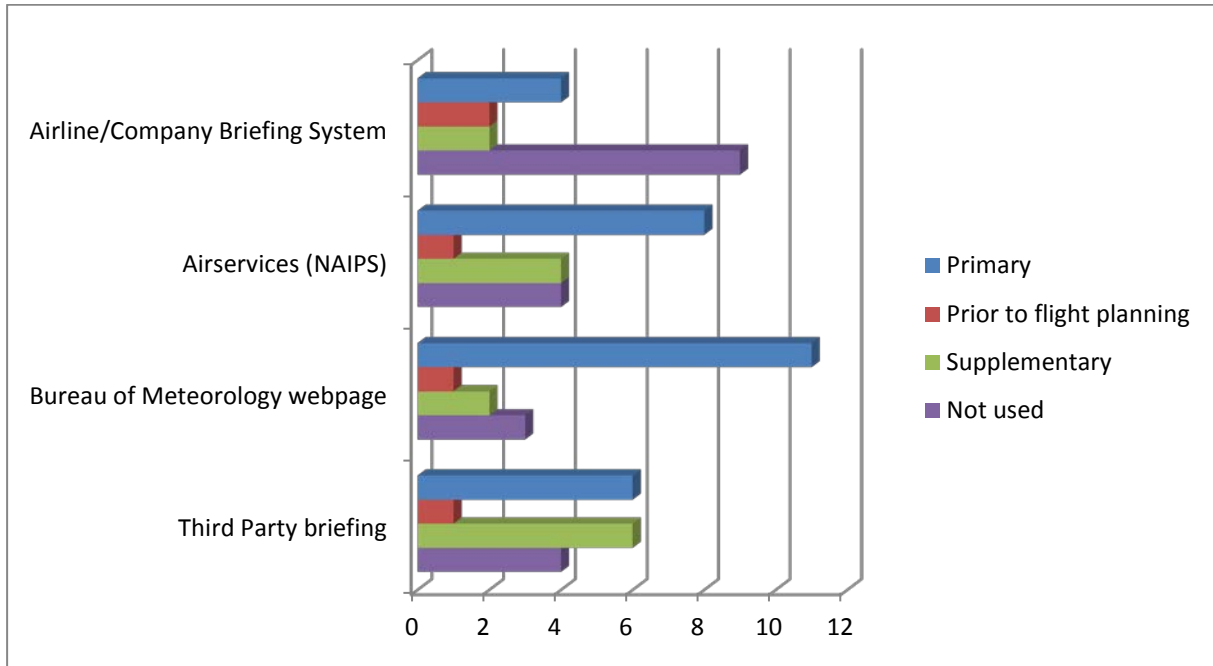


Figure 2: Usage of services.

*Note: some respondents selected more than one response for the same service.

1.2.2 Question 2 (b): How satisfied are you with this service?

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Not applicable
Airline/Company Briefing System	50%	38%	0%	0%	12%
Airservices (NAIPS)	58%	25%	8.5%	0%	8.5%
Bureau of Meteorology webpage	71%	22%	0%	0%	7%
Third Party briefing	62%	30%	0%	0%	8%

Table 2: Satisfaction of services.

Respondents were generally satisfied or very satisfied with the range of service providers. For whom the service was applicable, all users were satisfied or very satisfied with the Bureau of Meteorology webpage, airline/company briefing systems and third party briefings. One respondent was unsatisfied with the services provided by Airservices (NAIPS). As a percentage weighting, the Bureau of Meteorology webpage received the highest satisfied or very satisfied response.

1.3 Provision of products and services

1.3.1 Question 3: Overall, how satisfied are you with the Bureau of Meteorology's aviation products and services?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
76%	24%	0%	0%

Table 3: Satisfaction rate of the Bureau of Meteorology's products and services.

In summary, 100% of respondents are either satisfied or very satisfied with the Bureau of Meteorology's aviation products and services.

1.3.2 Question 4: Please indicate whether you use the following products. If yes, please indicate how satisfied you are that the product or service meets your needs.

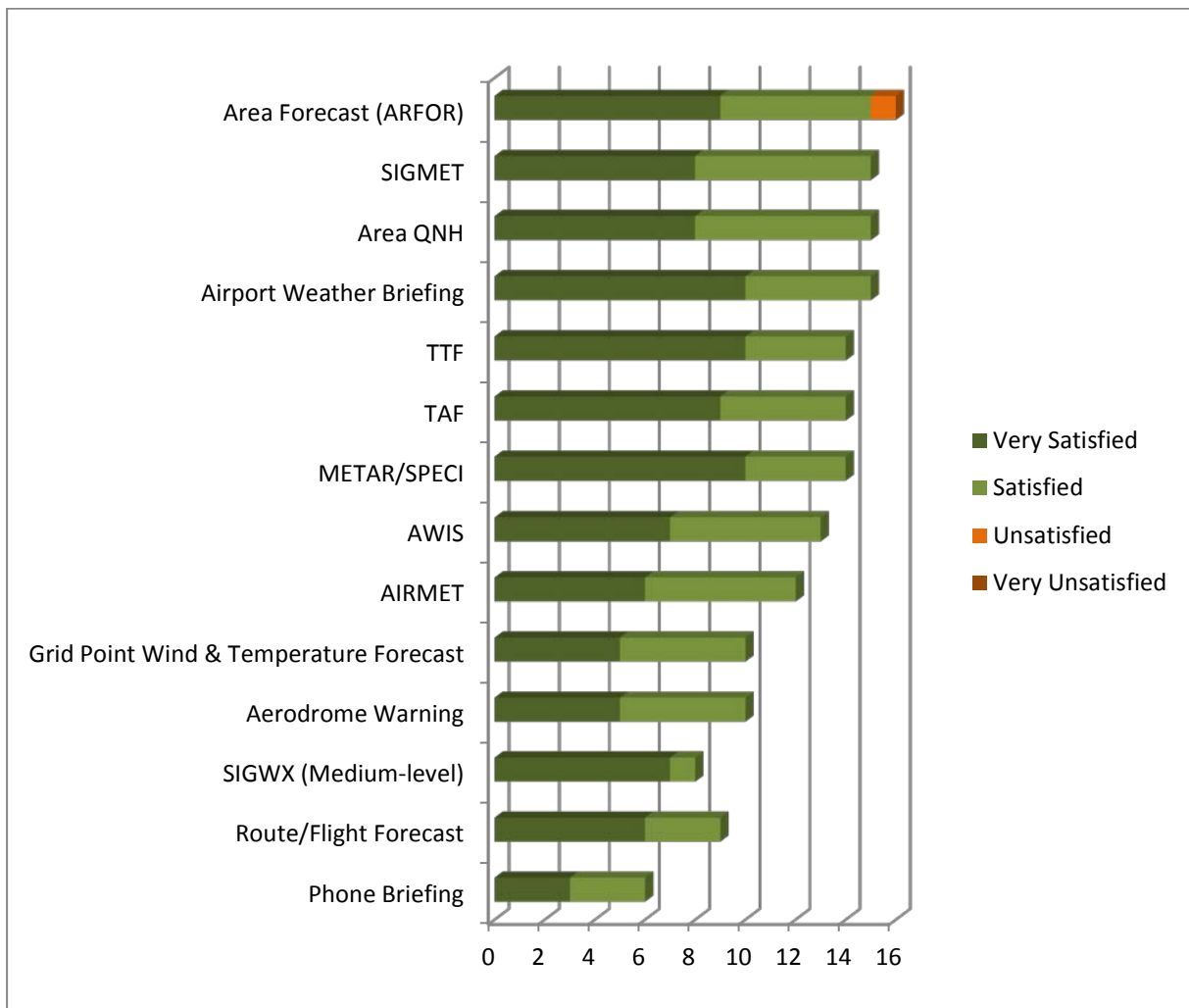


Figure 3: Usage and satisfaction of products and services.

Figure 3 highlights that largely the respondents are either satisfied or very satisfied with all regional aviation products and services. There was however one exception, where a regional operator indicated they were unsatisfied with the ARFORs. A follow-up with this client indicated that whilst he was generally satisfied with the information included in the ARFORs, he was keen to see the product migrate to a graphical format, to improve its ease of use. The client further added that the Bureau is already progressing towards Graphical Area Forecast which is a very positive move and he is keenly waiting for the implementation.

1.3.3 Question 5 (a): How often do you use meteorological information for aviation purposes?

Daily	Weekly	Monthly	Quarterly	Yearly
65%	23%	6%	0%	6%

Table 4: How often meteorological information products are used.

88% of the respondents use meteorological information for aviation purpose on, or more often than, a weekly basis.

1.3.4 Question 5 (b): How do you rate the accuracy of our products and services?

Very accurate	Accurate	Inaccurate	Very inaccurate
35%	65%	0%	0%

Table 5: Service accuracy of routine/amendment services.

100% of the respondents rated the Bureau of Meteorology's aviation products and services as accurate or very accurate.

1.3.5 Question 5 (c): How do you rate the timeliness of our products and services?

Always on time	Mostly on time	Sometimes on time	Never on time
53%	47%	0%	0%

Table 6: Service timeliness of routine/amendment services.

100% of the respondents rated the timeliness of the Bureau of Meteorology's aviation products and services as mostly or always on time.

1.4 Communication of changes to products and services

1.4.1 Question 6 (a): How satisfied are you with the communication from the Bureau of Meteorology regarding changes to products and services?

Question 6 (b): How satisfied are you with the consultation and liaison process from the Bureau of Meteorology regarding changes to products and services?

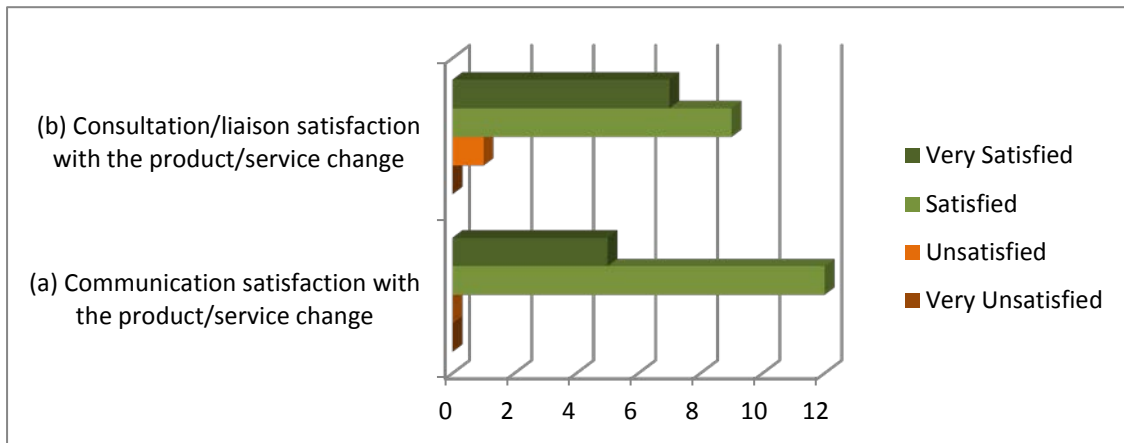


Figure 4: Client satisfaction with communication of changes to products and services.

The results indicated that all but one respondent was satisfied with consultation, liaison and communication associated with the product and service changes. Subsequently, this particular respondent was contacted by the BoM as a follow-up. The respondent expressed frustration in relation to application vendors feeling as though they are on the periphery of the change process in relation to aviation product changes made by the Bureau. The respondent further indicated that he would like to be consulted and involved in the change process sooner rather than later.

1.5 Summary

The industry representation of this survey was heavily weighted towards users of aviation weather products, with 94% of respondents accessing this data for aviation purposes.

The results indicate that the Bureau of Meteorology webpage and Airservices (NAIPS) are the most common primary source of aviation weather products used by industry. Third party briefings are the most common supplementary sources of information.

Overall, the survey highlighted that 100% of respondents are satisfied or very satisfied with the provision of aviation products and services from the Bureau of Meteorology. 100% of respondents perceive these forecasts to be accurate or very accurate. In terms of timeliness, 100% of respondents found the Bureau of Meteorology's aviation products to be delivered mostly or always on time, the majority of which opting for always on time.

Concerning product and service changes, one respondent was unsatisfied with the consultation/liaison process with product/service changes. However, all respondents were satisfied or very satisfied with the communication of these changes.