



Australian Government
Bureau of Meteorology

Client Satisfaction Survey 2016/2017

Regional Aviation Weather Services



Version number/type	Date of issue
1.0	08/08/17

© Commonwealth of Australia 2016
Published by the Bureau of Meteorology

Disclaimer

The material contained in this publication is made available on the understanding that the Commonwealth is not providing professional advice, and that users exercise their own skill and care with respect to its use, and seek independent advice if necessary.

The Commonwealth makes no representations or warranties as to the contents or accuracy of the information contained in this publication. To the extent permitted by law, the Commonwealth disclaims liability to any person or organisation in respect of anything done, or omitted to be done, in reliance upon information contained in this publication

Contents

1. Introduction	1
2. Client Information.....	1
3. Accessing Aviation Meteorological Services for Flight Briefing/Planning.....	3
4. Products and Services	4
5. Communications and Consultation Process	6
6. Summary	6

1. Introduction

Regional Aviation Weather Services collected feedback from 177 industry users while at the 2016 Regional Aviation Association of Australia (RAAA) Convention, the 2017 Avalon Air Show and through an online survey available on the Bureau Aviation Weather Services webpage. The questions for each survey were the same.

2. Client Information

Question 1: Please indicate your primary and current industry sector

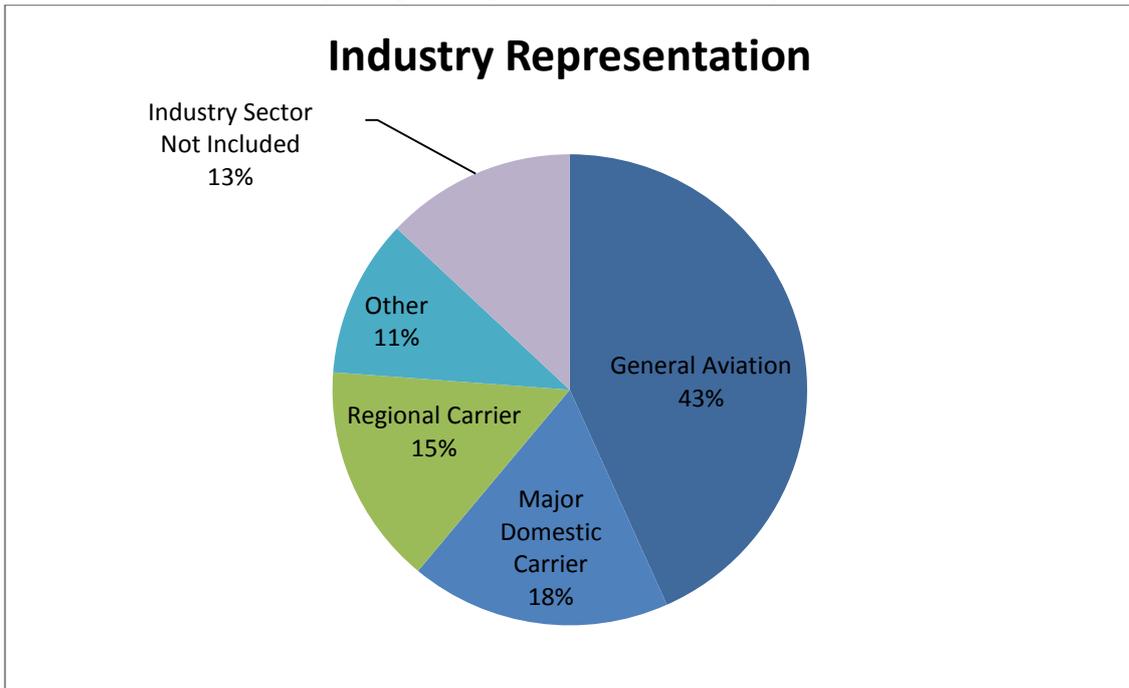


Figure 1: Which areas of industry respondents are categorised

Respondents selected which area of industry they belonged to (Figure 1), as well as the sector relevant to their profession/occupation (Figure 2). It should be noted some respondents selected multiple sectors for their answer.

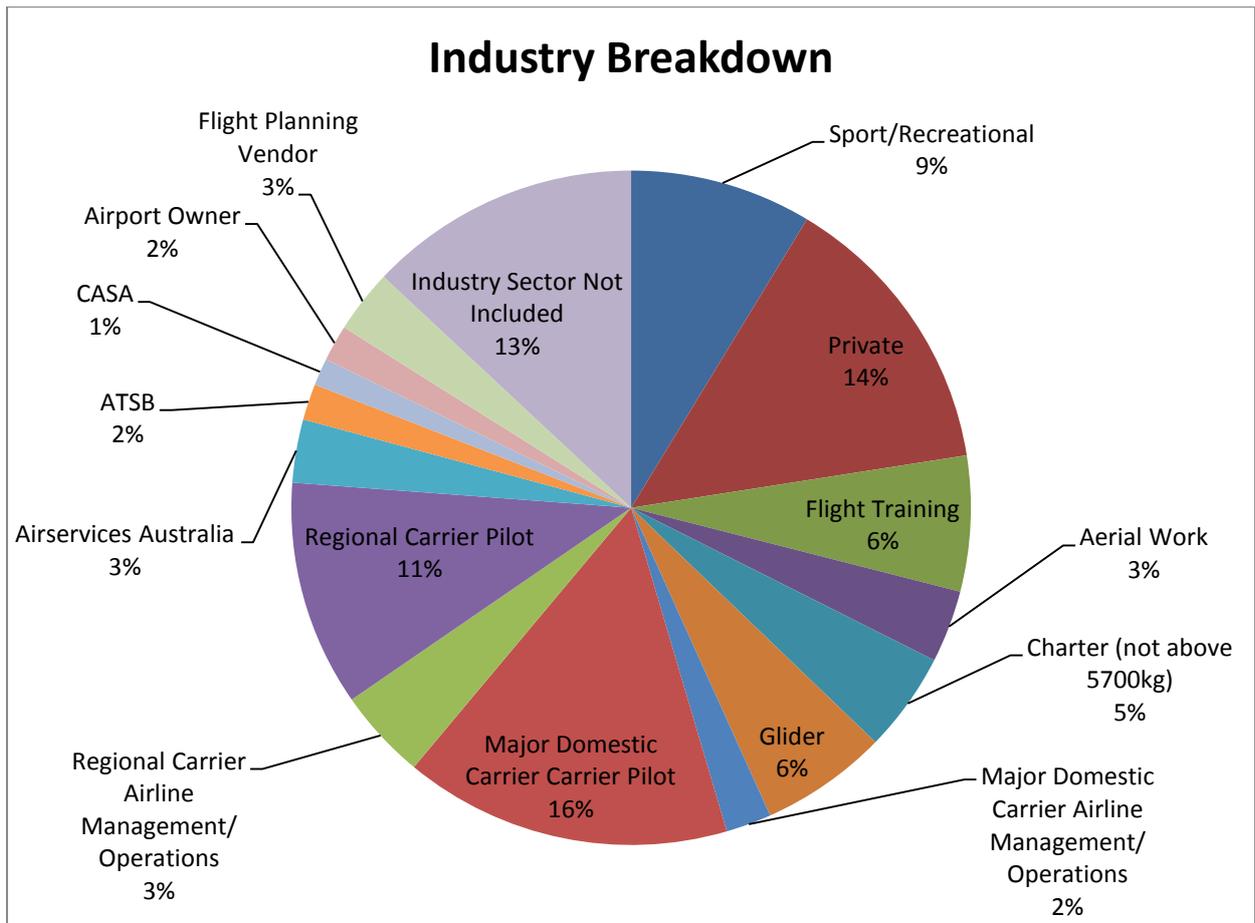


Figure 2: Which sector of industry was relevant to their profession/occupation.

***Note: some respondents selected more than one response for the sector to which they belonged.**

3. Accessing Aviation Meteorological Services for Flight Briefing/Planning

Question 2 (a): For flight briefing/planning, please advise which of the following services you use, and how satisfied you are with the service(s)?

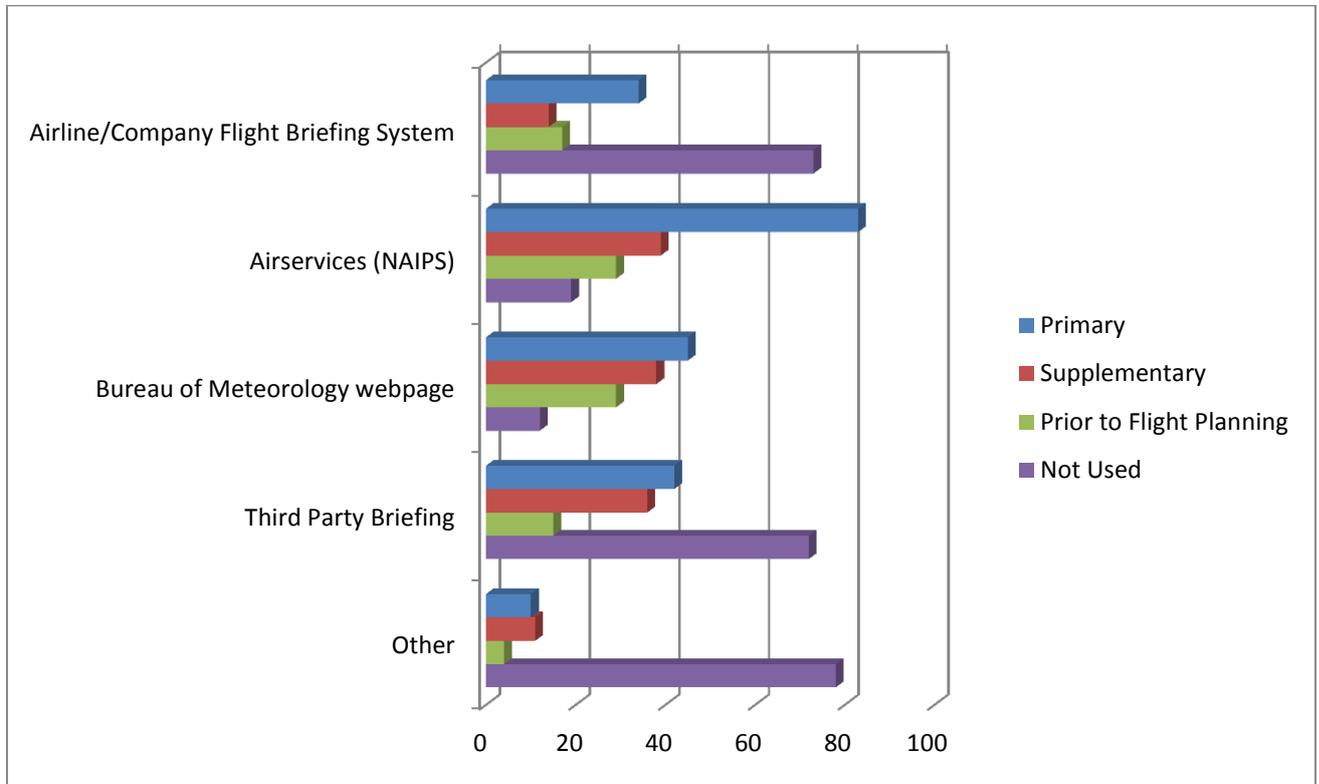


Figure 3: Usage of Services.

***Note: Some respondents selected more or less than one response to the services they used.**

Question 2(b): How Satisfied Are You With This Service?

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
Airline/Company Flight Briefing System	29.5%	60.7%	4.9%	4.9%
Airservices (NAIPS)	35.7%	51.0%	11.2%	2.1%
Bureau of Meteorology webpage	36.1%	52.8%	8.3%	2.8%
Third Party Briefing	56.7%	38.9%	2.2%	2.2%
Other	45.8%	45.8%	0.0%	8.3%

Table 1: Satisfaction of Services.

***Note: Some respondents rated services without specifying how they used such a service.**

Respondents were generally satisfied with the services that they were asked about and were applicable to them. For whom the services were applicable, the third party briefing services had the highest satisfaction rating. Most respondents were found to use multiple information sources for their weather information, with some using one source for more than one briefing (for example; Primary and prior to flight briefing). NAIPS was used most as the primary source of information.

4. Products and Services

Question 3 (or Question 4 from RAAA survey): Please indicate whether you use the following products. If you answered yes, how satisfied are you that the product (or service) meets your needs?

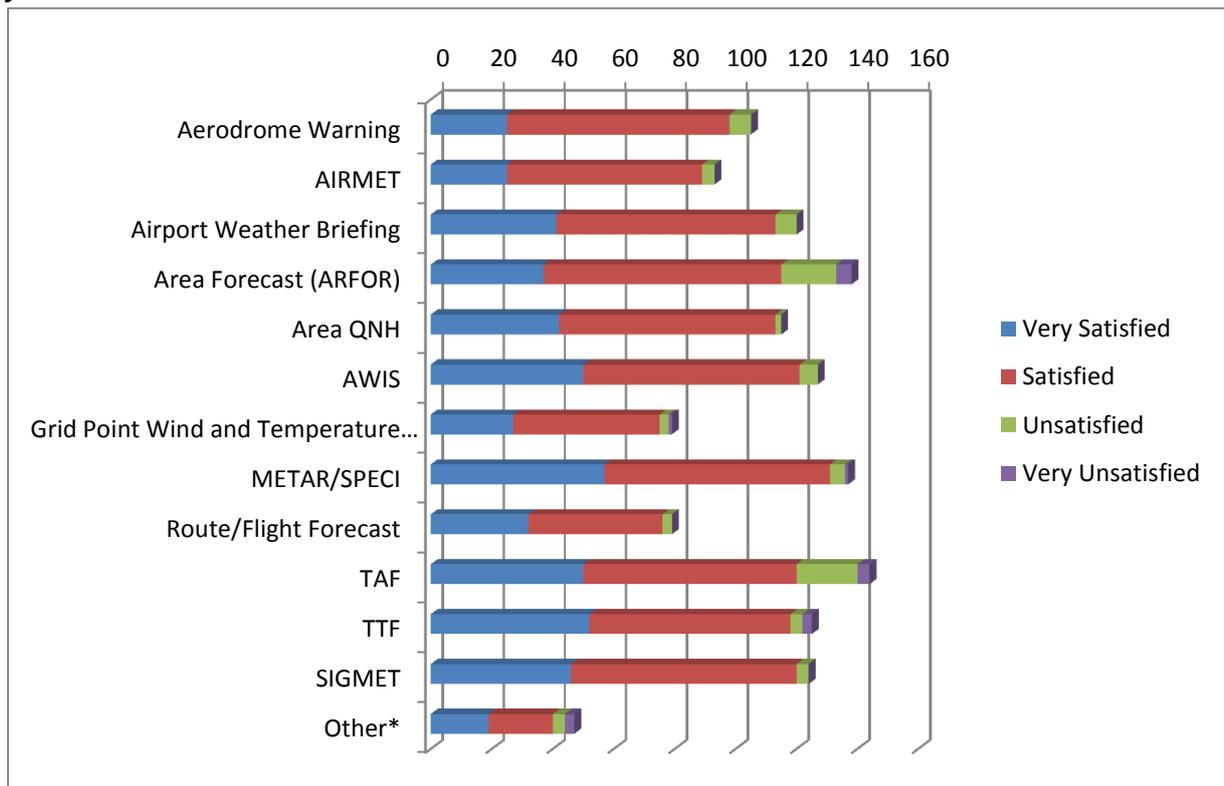


Figure 4. Usage and satisfaction of products and services.

* Other includes SIGWX (Medium) and Verbal briefing by phone from the RAAA survey, as these were not given as options for the Avalon Air Show survey.

**Note: Some respondents rated services they stated they did not use, or indicated they did use but then did not rate that service.

Figure 4 highlights that most respondents were either satisfied or very satisfied with all currently available aviation products. The most unsatisfied or very unsatisfied products were Area Forecasts (ARFOR) and TAFs. Several respondents who were unsatisfied or very unsatisfied with ARFOR stated that they find it hard and often time consuming to decode. They would like to see Graphical Area Forecasts, which a few of the respondents knew would be available in November 2017. Those respondents who were unsatisfied or very unsatisfied with TAFs wanted to see them in plain English and not in code.

Question 4 (or Question 3 from RAAA survey): Overall, how satisfied are you with the Bureau of Meteorology’s aviation products and services?

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied
31.2%	54.1%	12.9%	1.8%

Table 2: Satisfaction rate of the Bureau of Meteorology’s products and services.

In summary, 85.3% of respondents are either very satisfied or satisfied with the Bureau’s aviation products and services.

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

Daily	Weekly	Monthly	Quarterly	Yearly
57.8%	34.1%	6.4%	1.2%	0.6%

Table 3: How often meteorological information products are used.

91.9% of the respondents use the meteorological information on a daily or a weekly basis.

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

Very Accurate	Accurate	Inaccurate	Very Inaccurate
11.0%	77.9%	10.5%	0.6%

Table 4: Service accuracy of products and services.

88.9% of respondents found that the Bureau’s products and services are accurate or very accurate. Several respondents commented on the how they found most products accurate, but the most inaccurate product was TTF.

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
29.5%	65.9%	4.0%	0.6%

Table 5: Service timeliness of products and services.

95.4% of respondents rated the Bureau’s timeliness of the products and services either always on time or mostly on time.

5. Communications and Consultation Process

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

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

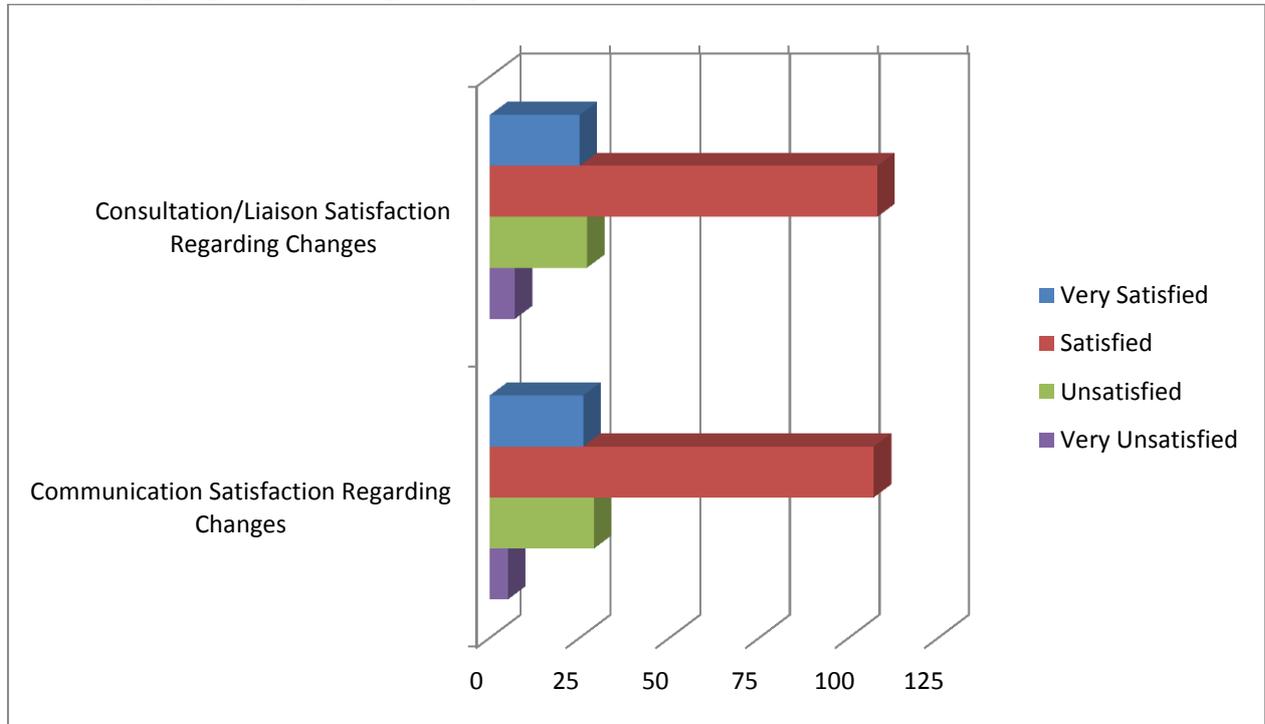


Figure 5. Client satisfaction with communication of changes to products and services.

The results indicate that 80% of respondents were either satisfied or very satisfied with the way the Bureau consulted, liaised and communicated changes to products and services. However, there were a number of respondents who were unsatisfied or were very unsatisfied with the consultation, liaison and communication. Two respondents stated that they have never seen or received any consultation or communications on proposed changes. From the results and comments, the smaller operators are the ones who feel that they are not communicated or consulted with enough about product and service changes. One respondent said this was the first survey they have ever seen from the Bureau, while another only came across the survey by accident as it was not widely advertised.

6. Summary

The industry representation of the RAAA and Avalon Air Show surveys showed most respondents were from general aviation. Airservices Australia (NAIPS) was seen to be the primary source of aviation weather products used by industry. The Bureau of Meteorology, Airservices Australia and third party briefings were approximately equal as supplementary sources of aviation weather information.

Of the weather information the Bureau of Meteorology provides, TAF, ARFOR and METAR/SPECI were the most used by the respondents. Overall, the Bureau's products and services were rated satisfactory or very satisfactory by 85.3% respondents.

The survey also highlighted that close to and above 90% of respondents use the Bureau's products and services on a daily to weekly basis, of which they found those services and products accurate to very accurate and that they were issued mostly on time to always on time.

Concerning the product and services changes, 80% of respondents were satisfied to very satisfied with consultation and communications that are provided by the Bureau. However, some respondents felt that this was not always the case.