

Action Register		Meeting Identifier: AUGG	Meeting Number: 01
Agreed Action, Owner & Status	Discussion and Action		
AUGG011.0	<p><u>Introductions</u> Round the table introductions from attendees and explanation of the format of the meeting and the various roles of individuals.</p> <p>Meetings will be held approximately 3 times a year in order for Skytrans and DTMR to gain feedback from key stakeholders on the Gulf service. The location will be rotated between the ports. Teleconference options are available for those who can't attend. The agenda will be based on feedback gained from passenger surveys. Minutes will be distributed and forwarded to all invitees and also be made available via council and Skytrans website.</p>		
AUGG012.0	<p><u>Gulf Service - Overview</u> Skytrans was awarded the remaining term of the Gulf and Western subsets (ending in March 2013) in December 2009 having operated under an emergency services arrangement since February 2009.</p>		
AUGG013.0	<p><u>Subsidy Structure</u> MG explained how the subsidy structure works based on open public tender. Under MacAir, the subsidy was \$4.5 million but after the demise of the airline. Funding for the successful tenders is \$9.5 million. This is costed so as to provide good service levels to the community.</p> <p>MT explained that Skytrans doesn't operate on a cash flow model like MacAir did and the service is more reliable largely as a result of this, plus aircraft type. The Dash 8 doesn't have to do cold starts like the SAAB for example which speeds up turnaround times.</p>		

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<p>AUGG014.0</p>	<p><u>Karumba</u></p> <p>AG commented on behalf of Karumba residences that the service was greatly appreciated and that between 9-12 people would use it per flight if it was introduced as part of the regular schedule. Thursday isn't in the MMG schedule so that would be the preferred day.</p> <p>MG advised that more research would need to be conducted in order to justify the introduction of the port to the service in the longer term. Particularly, research on whether increased or rerouted capacity on the route would attract more demand out of Normanton or Karumba. This would need to be based on feedback major users (e.g. industry and Government departments).</p> <p>AG advised that Raptis wrote committing 6-8 passenger per week during their season and that passengers want to go to Cairns not Mount Isa.</p> <p>MT noted that 2,500 passengers used to travel between Cairns and Karumba per annum but that 7-% of those were mining personnel. There is a possibility of combining a charter/RPT service with West Wing however, it was not the intention of Skytrans to compete against the operator, rather to complement it.</p> <p>MK suggested that the upgrade to the sewerage system would make Karumba more attractive to tourists as accommodation would be nicer.</p> <p>AG noted that the volume of freight ex Karumba would be considerable.</p> <p>MT advised that fuel would have to be picked up at Normanton. MK advised that Shell is pulling out of Karumba.</p>	
<p>AUGG015.0</p>	<p><u>Schedule</u></p> <p>MT discussed how demand has grown past what it was previously and that more services may need to be introduced. MK requested a weekend flight – 10 x Mon-Fri and 1 x Sat.</p> <p>MT said any potential schedule changes can't occur until July as that's when additional Dash 8 will arrive making Skytrans the 4th largest operator of the 100 series type in the world. Schedule changes will have to be formally approved by DTMR before announcement and more research needs to be done with stakeholders to determine the best days re demand. The introduction of additional services are at Skytrans own risk and therefore must be supported by patronage if they are to continue.</p>	
<p>AUGG016.0</p>	<p><u>On Time Performance (OTP)</u></p> <p>LO ran through OTP standards and statistics plus key performance indicators (KPIs). MK was happy that these are being monitored and requested that the stats are sent to him. ACTION: LO to organise.</p> <p>MT noted that OTP has dropped due to the inclement weather increasing into the aircraft but it should recover during the dry season. Skytrans has flown 74 hours in 10 days for flood relief in western Queensland.</p> <p>MG observed that Skytrans OTP is higher than many other larger domestic carriers.</p>	

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<p>AUGG017.0</p>	<p><u>Role of Community Relations Manager</u></p> <p>FJ presented an overview of her role. She visits communities every 10-12 weeks and monitors community feedback as well as educating the community on how to get the best out of the service. For example, if bookings are made in advance then it's more likely cheaper flights can be secured.</p> <p>FJ explained the Take Off program and how it encourages attendance at schools. Different schools have different gauges of success. Normanton for example has literacy/numeracy as their rewards focus.</p> <p>FJ ran through other programs such as the Fly High Initiative, the Get Active Initiative, community contributions and the in house cross cultural training course conducted at Skytrans.</p>	
<p>AUGG018.0</p>	<p><u>Carriage of Alcohol</u></p> <p>JZ expressed frustration at the inconsistency at check-in regarding alcohol. For example, she was not asked if she was carrying alcohol but the passenger in front was and then had to pour it away. MT explained that there are dry communities on the Gulf run and that Skytrans aircraft could be impounded or heavy fines imposed if Skytrans had to divert to a dry community with alcohol on board. Further, if alcohol which was supposed to be removed at Normanton remained on board, this carried a considerable exposure to Skytrans and was not socially responsible for dry communities.</p> <p>MK also expressed frustration with the carriage of alcohol policies.</p> <p>FJ explained that it is a grey area and will forward the rules to the DTMR.</p> <p>MT said it was something Skytrans is looking into and that we understand it is frustrating however there are so many grey areas on the subject that it needs to be thought through carefully before a final decision is made regarding carriage of alcohol between Cairns and Normanton. FJ supported this and said consultation was being had with government, liquor licensing and other ports on this matter.</p>	
<p>AUGG019.0</p>	<p><u>Passenger Tax</u></p> <p>MT requested that the relevant forms which have been forwarded to Carpentaria Shire Council be completed so passenger tax could be ratified at Normanton. There has been some correspondence over the past six months on this subject and whilst Skytrans is happy to cooperate, without the necessary paperwork, it makes reporting passenger numbers a challenge.</p>	

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AUGG020.0	<p><u>Fares</u></p> <p>The possibility of local fares was discussed however these must be for genuine locals for private not business use. FJ noted that local ID would be required to determine who is a local and that Skytrans is looking into how best this could work. She also raised the point that there are sale fares on offer every 3-4 months and our experience had found running regular sales out ways the introduction and monitoring of local fares.. MK requested a response in writing.</p> <p>MG noted that DTMR only set maximum fare levels to reduce the potential that an operator may take advantage monopolistic power that a regulated service brings.</p> <p>MK observed that with more frequent travel, money would be saved for council as there would be less requirement for accommodation in other centres while waiting for the next flight back to Normanton.</p>		
AUGG021.0	<p><u>Passenger Surveys</u></p> <p>LO ran through the responses to passenger surveys which was encouraging.</p> <p>MG expressed satisfaction that passengers felt safe on board and also that the positive feedback in terms of customer service was excellent.</p> <p>LO noted that regular Skytrans surveys are collated each month so we can monitor satisfaction levels. This combined with FJ's presence in the community enables the company to learn of any areas for improvement sooner rather than later.</p>		