



Action Register	Meeting Identifier: AUGW1	Meeting Number: 01
Agreed Action, Owner & Status	Discussion and Action	
AUGW101.1	<p><u>Introductions</u></p> <p>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 Western 1 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 Skytran's website.</p>	
AUGW101.2	<p><u>Western 1 Service - Overview</u></p> <p>LO presented an overview of the status of the status of the DTMR contract. 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</p>	
AUGW101.3	<p><u>Subsidy Structure</u></p> <p>AM explained how the subsidy structure works and the changes which have been implemented in this respect since the collapse of MacAir.</p>	
AUGW101.4	<p><u>Schedule</u></p> <p>MW and JS were keen to progress a schedule change and had been liaising with Mike Thinee (Skytrans) to discuss possibilities of a third flight into CMA. LO explained that whilst Skytrans is happy to look into all requests, proper research and a trial period would need to be undertaken before determining if it was a viable option. Without support then it would not be but if the demand is there then it would make sense. <u>ACTION</u>: LO to follow up with Mike Thinee</p> <p>MW advised that links to the Skytrans schedule would be added to the Council website.</p>	
AUGW101.5	<p><u>Fares</u></p> <p>LO presented an overview of the fare structure. MW requested standby rates be made available on the basis that if there were unsold seats, passengers could avail of them by presenting themselves at the airport within a given time period prior to departures. SJ discussed how whilst in theory, this was possible, we need to keep in mind load factors, admin details, payment methods as well as any negative financial impact this would have on Skytrans. Margins are small in aviation and we have to have a range of fare types/options available in order to remain sustainable.</p> <p>AM explained the fare capping structure. DTMR only set the maximum fares and Skytrans can alter these up to that amount. LO advised that this was always done in consultation with DTMR. SJ explained the range of fare types available.</p>	
AUGW101.6	<p><u>On Time Performance</u></p> <p>LO presented the on time performance statistics and explained how the KPI reports work in this respect. Skytrans has to operate to prescribed standards which are communicated monthly to DTMR. JS was keen to have a copy of the stats and also the schedule for the Council website. <u>ACTION</u>: LO to forward.</p>	

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<b>AUGW101.7</b>	<u>Community</u> CN introduced herself and her role. Since securing the remaining term of the contract, Skytrans has been in a position to make firm plans for the future. One major action was the need for a Community Relations Manager who could spend time with stakeholders on the Western services identifying ways in which the communities can be supported and monitor feedback in general. SJ explained that this role has been in place for the Gulf and our non subsidised RPT routes for almost a year and has been extremely successful.  CN plans to attend local events and work closely with businesses which could potentially align with Skytrans, and vice versa.		
<b>AUGW101.8</b>	<u>Passengers Surveys</u> LO presented the passenger survey statistics which were extremely encouraging. JS and MW acknowledged the vast improvement in the service and asked for their thanks on behalf of the community to be recorded. JS appreciated that TWB stop being added to the route which has made life a lot easier for the community.		
<b>AUGW101.9</b>	<u>Schools</u> DW requested that Skytrans alter the schedule to accommodate school children who were travelling home at the end of term. Boarding schools finish on a Thursday but to take them out early in order to catch the Wednesday flight was a struggle. Similarly, they were unable to remain at school longer and connect to the Sunday flight. SJ said this would be something we would look into. He also explained that student fares were also a possibility and that once a decision has been made on both of these subjects, it would be communicated.		
<b>AUGW101.10</b>	<u>Toowoomba</u> RB explained the extension to the TWB airport which will allow 30% increase in total sealed strip. The plan is to improve it in stages if CASA will allow. He noted that landing fees are TWB are small at that the community support the port.		