Joint Select Committee on State Enterprises

Public Hearing Summary
Monday March 13, 2017 at 10:21a.m.

TOPIC:
Inquiry into the Operations of Caribbean Airlines Limited (with specific focus on Customer Services)

COMMITTEE MEMBERS:
The following Committee Members were present for the meeting:

- Mr. David Small          Chairman
- Dr. Lester Henry         Vice Chairman
- Brig. Gen. (Ret) Ancil Antoine  Member
- Mr. Fazal Karim          Member
- Mr. Adrian Leonce        Member
- Ms. Allyson Baksh        Member
- Mr. Wade Mark            Member

WITNESSES WHO APPEARED:

Officials from the Caribbean Airlines Limited (CAL):

- Mr. Michael Quamina      Vice Chairman
- Capt. Jagmohan Singh     Ag. Chief Executive Officer
- Ms. Marina Chase         Ag. Chief Financial Officer
- Mr. Colville Carrington  VP Maintenance & Engineering
- Ms. Hyacinth Guy         VP Human Resources
- Mr. Sean Quong Sing      Ag. VP Commercial and EM Revenue Network & Distribution
- Ms. Kristy Kanick        Legal Counsel & Assistant Corporate Secretary
- Mr. Adrian Agarrat       Senior Manager Financial & Revenue Accounting
- Ms. Dionne Ligoure       Head Corporate Communications

Officials from the Ministry of Finance:

- Ms. Lisa Phillips        Ag. Permanent Secretary, Ministry of Finance
- Ms. Mala Mohammed        Ag. Senior Business Analyst, Ministry of Finance

Officials from the Trinidad and Tobago Civil Aviation Authority (TTCAA):
KEY ISSUES DISCUSSED WITH CAL

1. Transparency, Accountability and Value for money
   - The recommendations of the report from Lufthansa Consulting for CAL.
   - CAL’s Strategic Plan for 2017-2019.
   - CAL’s “Management Tender Processes Evaluation” documentation.
   - CAL’s decision to wet lease a cargo plane.
   - CAL’s savings by moving from Nicholas Towers to Government Campus Plaza.
   - Benefits to CAL of using fuel dashboard.
   - Cargo issues and credit card fraud experienced by CAL, and measures put in place to eliminate occurrences.
   - CAL’s issues with its Frequent Flyer programme.
   - CAL’s decision to provide Cabin Crew with home transport service from their residences to the airport.

2. Strategic Direction
   - Current challenges affecting CAL’s profitability.
   - CAL’s rebranding strategy and exercise.
   - How CAL seeks to position itself as a service provider moving forward e.g. hybrid, low-cost, etc.
   - CAL’s consideration of partnering with Uber.

3. Tobago Air Bridge
   - Outstanding monies owed by the Tobago House of Assembly (THA) to CAL.
   - CAL’s plan for the Tobago air-bridge, to resolve availability issues.

4. Human Resources
   - The disparity between salary levels of CAL’s frontline staff, and industry standards.
   - CAL’s measures to protect frontline staff who may be confronted by disgruntled customers.
   - CAL’s process to streamline security.
   - Succession planning for pilots who are close to retirement.
   - Application process for potential pilots.

KEY ISSUES DISCUSSED WITH CAA

5. Oversight by CAA
   - The CAA Safety Oversight System manual.
   - CAA satisfaction with the outcome of troubleshooting and maintenance action by the ATR Manufacturers.
   - CAA’s procedure when an incident occurs.
   - CAA’s decision not to publish incidents on website.
**View the Hearing:**
The hearing can be viewed on our YouTube page via the following link:
https://www.youtube.com/watch?v=Pe5sfepM49Q&list=PL-SY0ndJDfa6-Y1Jc7H3z_6_c_BnQ0ttE

**Contact Information:**
You may contact the Committee’s Secretariat at jscse@ttparliament.org or 624-7275 Ext. 2309/2283.

*Committees Unit*
*March 13th, 2017*