

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):

- Capt. Thomas E Lawrence Chairman, TTCAA
- Mr. Francis Regis Director General (Ag), 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 jsese@tparliament.org or 624-7275 Ext. 2309/2283.

Committees Unit
March 13th, 2017