United Nations
Humanitarian Air Service
User Group Meeting

Date: 26/10/2022
Local time: 14:30 – 16:15
Location: Teams meeting, Port-au-Prince, Haiti

Agenda

- Greetings
- Operational update
- Partial Cost recovery
- Cholera support
- Customer satisfaction survey: results
- AOB
- User questions

Participants

- 52 participants

UNHAS represented by

- German Puente, Chief Air Transport Officer
- Jovanie Laguerre, Deputy Chief Air Transport Officer
- Robine Jn Baptiste, Aviation Booking Assistant
- Teddy Valery Pierre-Gilles, Planning and Customer Support Assistant
- Mario Janvier, Airport and Cargo Assistant

1. Greetings

The DCATO, Ms Laguerre, opened the meeting by welcoming and thanking the participants for being available for the meeting. She further introduced the CATO, Mr. Puente, to continue the meeting. Mr. Puente greeted and thanked the participants continued with the points on the agenda after offering that Ms. Laguerre translates to French to participants who need it.

2. Operational update (Fleet details / Resource update / operational challenges)

   a. Fleet details

      Mr. Puente presented the fleet composition and underlined its increased in operational cost for the last 2 quarters of 2022; this is due to the change in helicopter costing twice the price of the former Russian helicopter, which contract ended based on ICAO findings and recommendations on all Russian registered helicopters.

   b. Resource update

      The CATO continued by advising the participants that the current sustainability date for the operations is December 17, 2022. Thanks to the funding received from our donors and other input the operations could be so
far maintained. The budget for the 2 first quarters of 2023 is $8.6M; with the partial cost recovery to be implemented in January and estimated at 11% of the ops cost, UNHAS hopes to reduce the starting ops cost of 2023. However, despite the lack of funding an additional helicopter is being contracted to support the humanitarian response to the cholera outbreak.

c. Operational challenges

The challenges face by UNHAS are related to funding which is usually confirmed at the very last minute, thus UNHAS is always on the brink of closing its operations; as well as No Show which continue to be a major issue; the other challenges have to do with the current prevailing security where flights can only be confirmed at the very last moment; last challenge refers to LZ cleaning and security on the ground that should be provided for SFR.

3. Partial Cost Recovery

The CATO laid out the reasons that brought the change in the current funding model (Fully donor funded) to the Partial Cost Recovery model; last minute funding challenge and No-Show issue have been carefully weighed by the Steering Committee and they have concluded and recommended to established PCR with a projected start for January 2023. It is expected that with this model in addition to generating some income, it will give a sense of participation to the users, permit UNHAS to improve the quality of its service among other things.

He further shared the details of the established PCR: full ticket fare is at $160 usd. The local NGOs are exempt to pay the fare of the ticket. Nonetheless, every user must pay for full ticket cost for No Show; lower fare calculated at 60% to 75% of the full fare has been determined for the location of shorter distance such a PAP-JACMEL. UNHAS has already started to do the groundwork. For instance, organizations are being grouped under LNGOs and INGOs; further meeting will take place with the users to established further details.

Under the same umbrella, UNHAS has revised its staffing structure where recruitment for Finance Associate and Assistant to support the PCR implementation are being finalized; as part of service improvement, UNHAS expects ticket distribution to be sent out by 1400 the day prior the flight.

4. Cholera support

Following the cholera outbreak in the country, to enable UNHAS (currently the main and only way of movement) to support the humanitarian effort response, the UN CERF has allocated $3M to UNHAS. The new helicopter being contracted will be covered with this funding and will be mainly used to support this effort. UNHAS has already established cargo flight from the Dominican Republic to bring medical supplies. The funds are to cover up to 6 months of operations.

5. Customer satisfaction survey: results

During the months of September and October 2022, UNHAS has conducted 2 surveys on Provision of Service and Passenger Satisfaction. As compared to the 2020 survey, more participants completed the survey, and the results show a considerable increase in Passenger Satisfaction. The CATO stressed the fact that more Head of Office needs to participate in such event.

6. AOB and User Questions

After elaborating on each point of the agenda, the users were invited to ask questions and bring up any other topic as necessary. Q&A are hereby attached as Annex A.

With no further points to discuss the meeting was adjourned.

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