

## Australasian Airports Landside Transport Conference Mercure Inn Townsville

Tuesday 13 October 2009

TIME	SESSION	SPEAKER	VENUE
1300 - 1600	Exhibition bump in		Deck
1600 - 1800	Registration Open		Foyer Area
1600 - 1800	Speakers Preparation Open		Boardroom 1
1830 - 2100	Welcome Reception Billabong Sanctuary <i>*bus transfer from Mercure Inn departing at 1800 sharp</i>		

Wednesday 14 October 2009

TIME	SESSION	SPEAKER	VENUE
0800 - 0845	Registration & Coffee		Foyer Area
0800 - 1600	Speakers Preparation		Boardroom 1
0845 - 0900	Welcome Address	<i>Jean Kittson</i> Facilitator	Garden C
0900 - 0915	Welcome to Townsville	<i>Kevin Gill</i> Townsville Airport Limited	
0915 - 1015	Keynote Speaker	<i>Anthony Dennis</i> Travel + Leisure, Fairfax Media	
1015 - 1100	Today's Passenger vs Tomorrows Passenger	<i>Greg Fordham</i> AirBiz	
1100 - 1130	Morning Tea Proudly Sponsored by: <b>UFL Group</b>		Deck
1130 - 1215	Research & Benchmarking - What's up Doc?	<i>Tricia Kat</i> Changi Airports International	Garden C
1215 - 1300	Townsville's V8Supercar Event Transport Arrangements - Just a good guess?	<i>Glen Holdsworth</i>	

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		TTM Group	
1300 - 1400	Lunch & Exhibition Proudly Sponsored by: <b>Wilson Technology</b>		Deck
1400 - 1445	Banana Skins and Whoopee Cushions: Landside Public Liability and Disability Access Issues	<i>Clive Nichol &amp; Shanna Livingstone</i> Barry & Nilsson Lawyers	Garden C
1445 - 1530	The Front Door has it Moved - International Trends on Online Parking	<i>Jenna Buckner</i> Sydney Airport Car Parking	
1530 - 1600	Transition Management - Introducing Paid Parking, or Changing from Old to New - What you Need to Keep in Mind	<i>Paul McIlvride</i> Sabar Technologies	Garden C
1600 - 1620	Afternoon Tea		Deck
1630 - 1730	<i>*bus transfer from Mercure Inn departing at 1620 sharp</i>  Airport Tour Defence - Birds Eye View of Defence Precincts and a Joint User Runway & Townsville Airport Familiarisation		Bus transfer Mercure Inn to Defence Base
1900 - 2300	Conference Dinner Reef HQ Aquarium  Proudly Sponsored by: <b>Sabar Technologies</b>  <i>*bus transfer from Mercure Inn departing at 1830 sharp</i>		

## Australasian Airports Landside Transport Conference Mercure Inn Townsville

Thursday 15 October 2009

TIME	SESSION	SPEAKER	VENUE
0830 - 0900	Registration & Coffee		Foyer Area
0830 - 1530	Speakers Preparation Room		Boardroom 1
0900 - 1000	Breakfast Forum & Panel Discussions The Two Masters - Regulations vs the Customer  <i>Panel Members:</i> Business Traveller - Peter Lindsay MP Leisure Traveller - Dawn Gleeson Disability & Special Needs Traveller - John Mayo Groups & High Profile Traveller - Brett Judge & Scott Waters - NQ Fury	Debate <i>Anthony Dennis</i> Travel + Leisure, Fairfax Media Facilitator	Lakeside Room
1000 - 1015	Welcome Address	<i>Steve Price</i> 4TOFM	Garden C
1015 - 1045	Communication Channels and Topics of Security	<i>Stephen Pyne</i> Queensland Police Service	
1045 - 1115	Techno Customer Service Officers	<i>Lee Fathers</i> Wilson Technology Solutions	
1115 - 1130	Morning Tea		Deck
1130 - 1245	Costings - are we Over the Top	<i>Cristina Lynn</i> Parking Consultants International	Garden C
1245 - 1315	Are you Being Served?	<i>George Proos</i> Avis Australia  <i>Stephen Butt</i> Taxi Council of Australia	
1315 - 1400	Lunch & Exhibition Proudly Sponsored by: <b>ACVAL Collins &amp; Eales</b>		Deck

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1330 - 1400	<i>Airport Council Meeting</i>		Garden C
1400 - 1430	Queensland Airports Limited (QAL) - A Partnership approach to doing business	<i>Isabelle Yates</i> Queensland Airports Limited	Garden C
1430 - 1515	Retail Therapy - what we can do to Ensure they Spend	<i>Justin Smith</i> Retail Consulting Services	
1515 - 1545	Have your Say..... Panel Discussion <ul style="list-style-type: none"> <li>- <i>Where to From Here?</i></li> <li>- <i>Key Learnings</i></li> <li>- <i>Question Time</i></li> <li>- <i>What have we not Answered?</i></li> <li>- <i>What are Your Needs?</i></li> </ul>	Airports Open Discussion	
1545 - 1700	Farewell Happy Hour Mercure Townsville		Pool Bar