



**2010 SUMMER
SEMINARS**
Coronado Bay, California



July 25-28

**Special Thanks to Our Sponsors for
the Inflight Seminar!**

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Regional Airline Association

2010 Inflight Seminar

Loews Coronado Bay near San Diego

July 25 – 27, 2010

FINAL AGENDA

Sunday

5:30 – 7:00 PM RAA Welcome Reception-- Constellation A

Seminar attendees, speakers, sponsors and exhibitors will join RAA's staff at the welcome reception. Light hors d'oeuvres will be provided. We hope spouses and friends will join us.

Monday

8:00 Registration Opens with Coffee and Muffins Available - Lanyards Sponsored by Wings Financial

8:30 Welcome & Opening Comments – Diana Lundie, RAA-- Constellation A

Attendees will have the opportunity to introduce themselves and share a few interesting facts about their organization's activities.

Industry Update from the Regional Airline Association Staff

9:30 Session 1 – NMB Representation Elections Rule Change

Tom French from Ford & Harrison will provide a briefing on the recent changes NMB has adopted governing representation elections and the impact this will have on the industry.

10:30 Sponsor Introductions & Networking Break

11:00 Session 2 – Small Group Breakout Session

Seminar participants will breakout into small groups to discuss current operations and training/standards topics. These informal, free flowing sessions allow participants to ask questions, identify issues, and share information. Each group will provide a summary of these discussions to the plenary session.

Operations Topics - Customer service, motivating FA, recruiting, uniform & equipment compliance, etc. (**Location: Lenore**)

Training & Standards Topics - CBT, fatigue policies, etc. (**Location: Reliance**)

12:30 Lunch on Own

2:00 Session 3 – Small Group Report Out

2:15 Session 4 – Misconducts on Overnights

A review of legal issues raised by crewmembers engaging in misconduct on overnights, including best practices for investigating, drafting termination letters, handling the arbitrations, and updating policies and practices. This session will include an opportunity for airlines to discuss their more challenging incidents with comments and suggestions from Ford & Harrison.

3:15 Networking Break

3:30 Session 5 - FAA Regulatory & Policy Review

D.K. Deaderick from FAA HQ will review the most recent policy decisions and current rulemaking activity.

4:30 Session 6 – Transportation Security Administration Security Check Point Guidelines

TSA Federal Security Director Michael Aguilar will review security checkpoint guidelines and provide a practical explanation why practices vary from city to city.

5:30 Seminar Adjourns

Dinner on own

2010 Inflight Seminar

Tuesday—Constellation A

7:30 Coffee and Muffins

8:00 **Session 7 – Labor Relations and Partnerships – A Joint Session of the HR Seminar and the Inflight Seminar Sessions**

Tom Kassin from Ford & Harrison will moderate this panel of airline HR and Inflight representatives to discuss strategies that can improve relationships and promote partnerships between labor representatives and airline management.

9:30 Networking Break

10:00 **Session 8 – Disruptive Passenger Training and Coordination**

Kristian Fleming will discuss Horizon Air's training module that clarifies the difference between displeased, disruptive and non-compliant passengers, and provide information on the role of LEOs, the FAA and the airline.

11:00 Inflight Seminar Adjourns

This is a business casual event