



Regional Airline Association

2011 INFLIGHT SEMINAR AGENDA (PUBLISHED JUNE 29, 2011)

WESTIN CANAL PLACE IN NEW ORLEANS, LA

JULY 24 – 26

Note from RAA.

We are incredibly pleased to offer the 2011 Summer Seminar series featuring educational sessions designed to meet the needs of today's regional airline industry managers. With the assistance of key stakeholders from Air Transport Association, Atlantic Southeast Airlines, FAA, Ford & Harrison, MedAire, University of North Dakota, member airlines and our valued sponsors and exhibitors, we are proud to offer streams for HR, Inflight and Drug & Alcohol Testing professionals.

All seminar plenary sessions will be held on the 3rd floor of the fabulous Westin unless otherwise indicated on the agenda. Inflight Seminar attendees are welcome to visit the Human Resources Seminar at anytime. Sessions identified as "joint" will be listed on both agendas indicating that HR and Inflight Seminar attendees will be in the same room for that session. Dress for all sessions is business casual unless otherwise specified on the agenda.

SUNDAY

5:30 Welcome Reception (Westin, 11th floor)- Plimsoll Club

Seminar attendees, speakers, sponsors and exhibitors will join RAA's staff at the Welcome Reception. Light hors d'oeuvres will be provided. Families and friends traveling with seminar attendees are welcome to join us.

7:00 Dinner on Own

MONDAY

8:00 Coffee

8:30 Session 1 - Welcome & Opening Comments- *Ballroom II- 12th Floor*

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

Diana Lundie, RAA

9:00 Session 2 – Inflight Committee Collective Bargaining Agreement Comparison Chart

This session will feature a review of indepth statistical information gathered from each regional carrier about Inflight labor contract employment provisions. With many carriers in negotiations and or preparing for negotiations this will be of great value to Inflight managers.

Sonya Wolford, SkyWest and Amy Chiappe, Republic Airways Holdings

10:00 Sponsor Introductions & Networking Break

10:30 Session 3 -Labor Law Update

This sessions will cover several timely issues of interest to industry Inflight managers including:

- ✓ Mergers and Acquisitions: A look at how they are impacting the industry, how they are executed with respect to DOJ approval, and the representation and contract issues they raise such as seniority integration and labor protective provisions.
- ✓ NMB Voting: An update on the NMB rule change including the status of the ATA lawsuit, U.S. House of Representatives investigation, and a look at representation elections that have taken place since the rule change (carriers involved, what was the outcome and was it impacted by the rule change).
- ✓ Status of contract negotiations.
- ✓ Employee Grievances: Current trends & investigation methods when location is an issue.

Tom French, Ford & Harrison

RAA SUMMER SEMINARS

12:00 Lunch on Own

1:30 **Session 4 - Small Group Breakout Sessions**

The always popular Breakout Sessions provide seminar attendees with an opportunity to exchange information about challenges and best practices. These free flowing sessions allow participants to ask questions, identify issues, and share information. Attendees may attend one or all three sessions which will include discussions about:

- ✓ Inflight Recruiting: The hiring environment, new hire class completion results, selection and retention practices including an unvarnished discussion about HR selection guidelines and “roadblocks.”
- ✓ Inflight Service: Passenger complaints and how air carriers respond to passenger letters, repeat offenders and how soft skill training is improving Inflight service.
- ✓ Best Safety Practices: New Emergency Cardiovascular Care CPR guidelines, air carrier plans to transition, and advice from medical professionals.
- ✓ Training & Standards Topics: The proposed rules for flight attendant training, AQP, cabin simulators and consolidation of experience.

3:00 Networking Break

3:30 **Session 5 - Breakout Session Reports**

4:00 **Session 6 – What Kind of ‘Baggage’ Are You Really Dealing With In-flight?**

This session will provide an in-depth review of airline inflight medical events. Heidi will reveal medical stats to help attendees understand what type of medical ‘baggage’ passengers are carrying onto the plane. She will also touch upon: The highly scrutinized topic of cabin crew fatigue; How often ‘medicals’ happens; How to standardize procedures with the mainline carriers; How to improve AQP training when managing medicals; The best ways to incorporate CRM into managing medical events. This session will include an open, interactive discussion enabling attendees to share personal experiences managing inflight medical events and fatigue issues.

Heidi MacFarlane, MedAire

5:30 Seminar Adjourns

Dinner on own

TUESDAY

7:30 Coffee

8:30 **Session 7 - Flight Attendant Fatigue Projects: CAMI-Congressional Follow-On Studies**

An overview of two Congressionally mandated flight attendant fatigue projects will be presented with details of six follow-on studies resulting from CAMI recommendations.

Thomas E. Nesthus, Ph.D., FAA Civil Aerospace Medical Institute (CAMI)

10:00 Networking Break

10:30 **Session 8 - RAA Town Hall Meeting**

Roger will update attendees on the state of the regional airline industry and RAA’s top priorities for 2011 and beyond.

Roger Cohen, RAA

Round Table

Facilitated by Sonya Wolford and Amy Chiappe

12:00 Lunch on Own

1:30 **Session 9 - Labor Relations Management Training**

(Joint Inflight & HR Seminar Session)

From the aircraft to the negotiating table: How to help your managers better understand that their actions can and usually do have a direct impact on the carrier’s ability to successfully negotiate contracts with the union.

Sarah Wimberly and Tom French

2:30 Inflight Seminar Adjourns