

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



2010 NBAA SCHEDULERS & DISPATCHERS CONFERENCE PREP GUIDE

Thank you for registering to attend the NBAA 21st Annual Schedulers & Dispatchers (S&D) Conference, the most important event for those coordinating the use of business aircraft. NBAA's Schedulers & Dispatchers Committee has prepared this document to help you plan ahead and make the most of your time at the event, being held from January 27 to 29, 2010, in San Antonio, TX.

In this Conference Prep Guide, you'll find the basic facts you should know about the conference, along with helpful survival tips, acronyms commonly used by this sector of the industry, regional group contacts, and more.

For other details about the S&D Conference such as the agenda, visit the NBAA web site at www.nbaa.org/sdc. We look forward to seeing you in San Antonio!

GENERAL INFORMATION

LOCATION

Henry B. Gonzalez Convention Center
200 E. Market St.
San Antonio, TX 78205
Tel: (210) 207-8500
www.sanantonio.gov/convfac/HBGCC/hbgoverview.asp

AIRPORTS

When making your airline reservations, remember to arrive early enough to attend the Schedulers Professional Development Program (SPDP) Courses, First-Time Attendee Meeting and/or Vendor Meeting, and to depart after the Grand Prize Luncheon. See details about these events below. San Antonio International Airport (SAT) is the most accessible airport to the convention center.

HOTELS

Reserve your hotel room now, if you haven't already. For a list of suggested hotels closest to the Henry B. Gonzalez Convention Center go to the S&D Conference web page at www.nbaa.org/sdc.

GROUND TRANSPORTATION

Cab fare from SAT to the convention center hotel area is approximately \$25 with a travel time of approximately 15 to 20 minutes. For further information about transportation, visit SAT's Ground Transportation web page at www.sanantonio.gov/aviation/groundtransportation.asp.

MEALS

Continental breakfasts and lunches will be provided daily as well as an afternoon snack, as part of your registration.

FIRST-TIME ATTENDEE MEETING

January 26, 5:15–6:00 p.m., Ballroom A
Don't miss this opportunity to meet other First-Time Attendees, learn more about the conference and receive your

First-Time Attendee Passport. S&D Conference veterans will be available to answer any questions that you may have. Door prizes will also be given away.

VENDOR MEETING

January 26, 5:15–6:00 p.m., Gallery next to Ballroom A
NBAA's Schedulers & Dispatchers Committee will host an informative Pre-Conference Exhibitor Meeting prior to the Welcome Reception. Attendance by at least one representative from each Exhibiting Company is strongly encouraged. Presenters will review important information for the week and highlight key events and Exhibitor opportunities. NBAA wants you to be fully informed and prepared to gain the most you can from your exhibit time.

WELCOME RECEPTION

January 26, 6:00–8:30 p.m., Exhibit Hall
Enjoy drinks and hors d'oeuvres, meet and mingle with your fellow schedulers and dispatchers, all while getting your first walk through the exhibit hall.

EVENING NETWORKING EVENT

January 28, 6:30–10:00 p.m., Marriott River Center
This year's Evening Networking Event is included in your registration fee and will feature a Texas theme. More information will be available online soon at www.nbaa.org/sdc.

GRAND PRIZE LUNCHEON

By tradition, the S&D Conference concludes with the popular Grand Prize Luncheon. Throughout the conference, business cards are collected by participating vendors. Winners' names are then drawn and prizes are distributed at the luncheon. Remember, you must be present to win.

EXHIBIT HALL

Plan to meet up with your long-time vendors in the exhibit hall, and to meet new vendors, too. Software, fuel, FBOs, charter, catering, ground transportation, etc. – all in one location! Many Exhibitors offer free giveaway items just for dropping by or offering your business card at their booth, so leave some extra room in your suitcase! For a list of vendors, go to www.nbaa.org/events/sdc/2010/directory.

EDUCATION SESSIONS

Conference sessions provide timely and valuable information on topics of interest to those responsible for coordinating the use of business aircraft. Be sure to attend those sessions that match your level of experience. For instance, if you are new to scheduling, suggested sessions for you to attend would be those listed in the agenda as "General, SEBA I and SEBA II." For those with some knowledge and experience in aviation, look for sessions with the more advanced SEBA levels. Remember to bring a notepad and pen; session presentations will not be printed.

SEBA LEVELS

NBAA's Standards of Excellence in Business Aviation (SEBA) is a career path checklist created to encourage continuing education practices within the business aviation community. All S&D Conference education sessions were designed to meet various SEBA levels for schedulers and dispatchers. Learn more about the SEBA Program at www.nbaa.org/seba.

SCHEDULERS PROFESSIONAL DEVELOPMENT PROGRAM (SPDP)

As an offshoot of NBAA's main Professional Development Program, SPDP provides course offerings designed to meet the career development needs of schedulers and dispatchers. SPDP courses will be held on January 26, and a two-day Dispatch Recurrent class will start on January 25. These courses require a separate fee.

SCHOLARSHIP AND TRAINING OPPORTUNITIES

The Schedulers & Dispatchers Scholarship Fund was created by NBAA in conjunction with several sponsors to provide education and training opportunities for industry professionals. The annual deadline to submit applications is October; plan ahead for next year and learn more at www.nbaa.org/scholarships.

NBAA AIR MAIL

Air Mail is a way for NBAA Members to communicate their concerns, questions and insights with each other. It's an invaluable year-round tool for obtaining information and/or discussing topics of particular interest to your specific profession. Two of the available lists to consider subscribing to are the S&D Air Mail list and the Airspace Alert Air Mail list. Sign up today at www.nbaa.org/airmail.

WHAT TO PACK

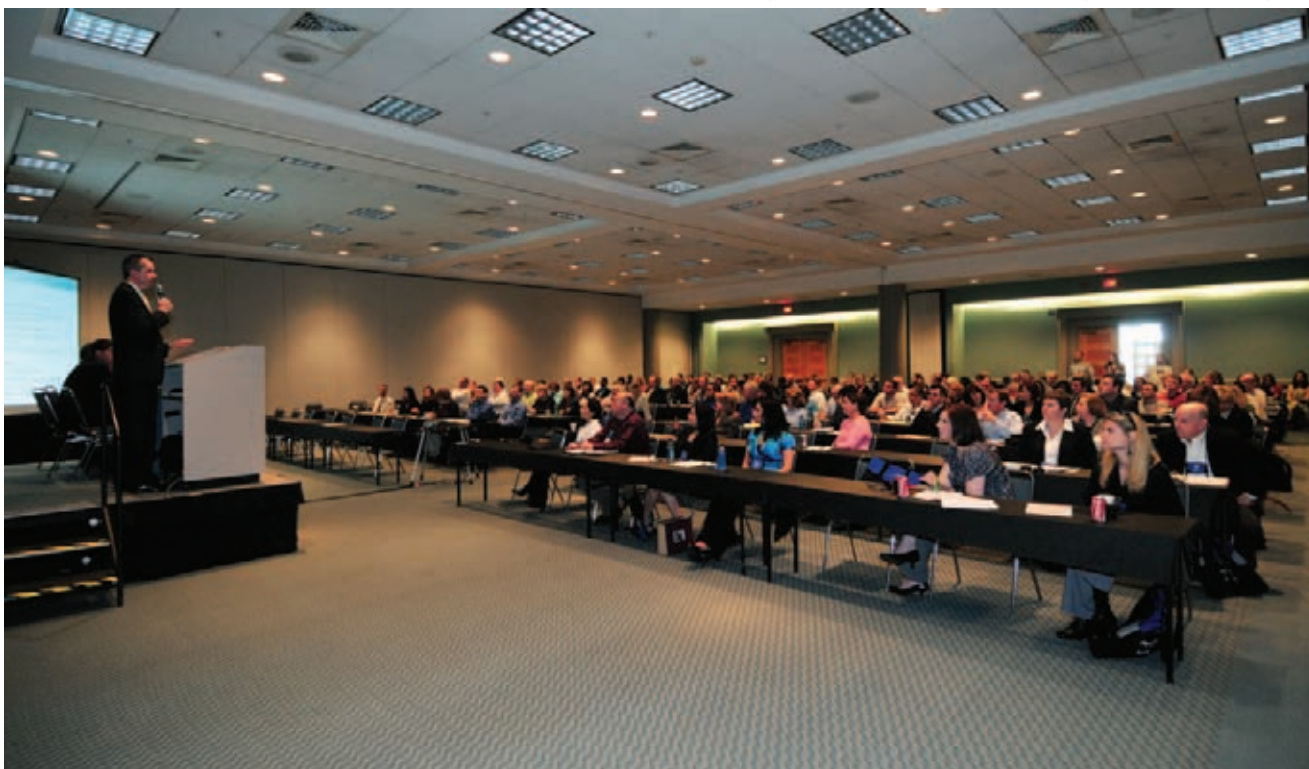
The recommended dress code is business casual, and be sure to wear comfortable shoes. The meeting rooms may be cool, so bring a light jacket or sweater.

Also, business cards are an important tool when networking with others. Exchanging cards will enable you to remember the people that you would like to keep as contacts. As mentioned above, your card can also be dropped at vendor booths for an opportunity to win prizes, so please remember to bring many of them!

CAN'T WAIT?

If you have any questions or need information prior to the conference, e-mail NBAA S&D Committee member Scott Rapacki at srapacki@chevron.com, and a committee member will be in contact with you.

All photos from 2009 S&D Conference, courtesy of Professional Pilot Magazine



SURVIVAL TIPS

After 20 years of schedulers and dispatchers coming together, Attendees have come up with many tips and tricks to help you get the most out of the conference, such as:

EAT AND DRINK

Breakfast is important to keep you alert and focused, as well as drinking water to keep yourself hydrated. But don't overeat – it can be hard to get through the afternoon if you've had a heavy lunch! Keep energy snacks on hand like fruit, granola bars, etc. for a quick pick-me-up.

WEAR COMFORTABLE SHOES

You will walk many miles in the coming days, so avoid heels and hard soles. Switching footwear helps prevent blisters and leg cramps.

BRING A SWEATER OR JACKET

Most conference and convention centers have air conditioning set on "high" to offset the heat generated by thousands of bodies. Even in sunny Texas, indoors can be cooler than you might expect.

ATTEND PARTIES AND PLANNED EVENTS

Don't underestimate the power of having fun with your peers and taking the time to network in a more casual environment. But remember, this is business and reputation is everything, so be seen, but be responsible.

SHOW UP ON TIME FOR SESSIONS

If you enter a session late, be sure to use the rear door, enter quietly and close the door gently. *Put all phones on vibrate or turn them off.*

IF A SESSION IS NOT WHAT YOU THOUGHT IT WOULD BE...

Feel free to exit quietly and check out another session, entering as unobtrusively as possible.

HAND IN ALL CRITIQUES

Your feedback is important! NBAA's S&D Committee reviews every critique before developing the sessions for next year's conference. Your opinions help ensure that your needs are being met.

AMBASSADORS AND COMMITTEE MEMBERS ARE AT YOUR SERVICE

The purpose of the Ambassador program is to be available to help in whatever way needed – especially with the new Attendees. Don't hesitate to introduce yourself if you have a question, need help or just want to greet another smiling face. Just look for the people wearing a green Ambassador ribbon.

REGISTRATION IS A GREAT RESOURCE

If you need anything, have questions or have an emergency, don't hesitate to go to the registration area for help.

BUSINESS CARDS ARE IMPORTANT!

Keep your cards separate from those you receive so you have quick access when you meet someone new or want to enter to win one of the Exhibitor prizes. Bring plenty when you go to the convention center – there is ample opportunity to use them.

SIT WITH SOMEONE NEW AT EACH LUNCHEON

Make the most of your networking opportunities. Socializing during lunch is a great way to get to know others and make new contacts and friends.

SHIP HOME

Your conference materials, vendor giveaways and prize winnings are all much easier to ship instead of trying to carry them in your luggage. Your hotel business center can help.

REACH OUT TO OTHERS AND SMILE

It may be their first conference as well – or it might be a customer or vendor you have been doing business with and never have met.

ENTER THE DRAWING ASSOCIATED WITH THE S&D PASSPORT

Only First Time Attendees are eligible to win. Complete the entry form contained in the First-Time Attendee Passport (available on-site) and hand it in at the Grand Prize Luncheon. *Remember, you must be present to win!*

COMMONLY USED ACRONYMS

The following list is a useful guide for those new to the profession or a good refresher for old-timers.

- A/C** – Aircraft
- AOG** – Aircraft on Ground
- APIS** – Advanced Passenger Information System
- ARO** – Airport Reservation Office
- ATC** – Air Traffic Control
- CAA** – Civil Aviation Authority
- CAM** – Certified Aviation Manager
- CFP** – Computer Flight Plan
- E-APIS** – Electronic Advanced Passenger Information System
- ETA** – Estimated Time of Arrival
- ETD** – Estimated Time of Departure
- ERP** – Emergency Response Plan
- ETD** – Estimated time of Departure
- ETOPS** – Extended-Range Twin Engine Operational Performance Standards
- EU ETS** – European Union Emissions Trading System
- FAA** – Federal Aviation Administration
- FAR** – Federal Aviation Regulations
- FBO** – Fixed Base Operator
- FIR** – Flight Information Region
- FOB** – Fuel on Board
- FOM** – Flight Operations Manual
- FMS** – Flight Management System
- FMV** – Fair Market Value
- FSDO** – Flight Standards District Office
- GA** – General Aviation
- GMT** – Greenwich Mean Time
- GPS** – Global Positioning System
- HELI** – Heliport
- ICAO** – International Civil Aviation Organization
- IFIM** – International Flight Information Manual
- IFR** – Instrument Flight Rules
- ILS** – Instrument Landing System
- IOC** – International Operators Conference
- IS-BAO** – International Standard for Business Aircraft Operations
- MEL** – Minimum Equipment List
- MNPS** – Minimum Navigation Performance Specification Airspace
- NAT** Tracks – North Atlantic Tracks
- NBAA** – National Business Aviation Association
- NM** – Nautical Miles
- Part 91** – Federal Regulations that govern private aircraft use
- Part 121** – Federal Regulations that govern the commercial use of aircraft (the Airlines)
- Part 135** – Federal Regulations that govern the commercial hire of aircraft
- PDP** – Professional Development Program
- PIC** – Pilot in Command
- RAIM** – Receiver Autonomous Integrity Monitoring
- RON** – Remain Overnight
- RNAV** – Area Navigation
- RVSM** – Reduced Vertical Separation Minimum
- S&D** – Schedulers & Dispatchers (in reference to NBAA's committee and annual conference)
- SATCOM** – Satellite Communications
- SEBA** – Standards of Excellence in Business Aviation
- SIC** – Second in Command
- SIFL** – Standard Industry Fare Level
- SM** – Statute Mile
- SMS** – Safety Management System
- SOP** – Standard Operating Procedure
- SPDP** – Scheduler Professional Development Program
- STMP** – Special Traffic Management Program
- TFR** – Temporary Flight Restriction
- USG** – U.S. Gallon
- UTC** – Universal Time Coordinated
- VFR** – Visual Flight Rules
- WX** – Weather

SCHEDULERS & DISPATCHERS REGIONAL GROUPS

Be sure to check out and join the group closest to you (if you haven't already), or consider creating a new group.

Contact NBAA's Director of Regional Programs Dan Burkhart at dburkhart@nbaa.org for tips on starting a new regional group.

Aviation Professionals Sharing Information (APSI)

Kerry Sailer
Tel: (212) 561-5054
ksailer@jetsmart.com

Northeast Schedulers & Dispatchers Group

Dianne Tarantino
Tel: (713) 710-9537
Dianne.tarantino@argis.com

Business Aviation Professionals of New England (BAPNE)

Holly Whitaker
Tel: (603) 881-8400
charter@exlusive-air.com

North & South Carolina (CAPS)

Julie Layne
Tel: (980) 253-3634
jlayne@jetlogistics.com

Northeast Ohio Schedulers & Dispatchers Association

Tony Swegle
Tel: (216) 433-1795
tswegle@parker.com

Midwest Schedulers & Dispatchers Association

Kelly Tolomeo
Tel: (815) 675-1622
Kelly@flightcrews.com

Chicago Business Aviation Association (CABAA)

Sandy Frentz
Tel: (847) 459-2065
sfrentz@duch.com

Pacific Rim Schedulers & Dispatchers Group (PRSDA)

Michelle Olson
Tel: (503) 648-6403
maolson@flyglobalnow.com

Southern & Northern California S&D (SONO)

Michelle Lalor
Tel: (281) 221-5603
mlalor@wfscorp.com

Texas Corporate Aviation S&D Group (TCAS)

Mark Ott
Tel: (214) 353-5432
Mark_ott@jetaviation.com

Houston Regional Aviation Professionals (HRAP)

Zinnia Lerma
Tel: (281) 998-4942
zlerma@univ-wea.com

Heartland Schedulers & Dispatchers Group

Diane Rivers
Tel: (515) 284-2376
Diane.rivers@meredith.com

Three Rivers Aviation Association

Angela Beyer
Tel: (304) 554-4801
Angela.beyer@mptrans.com

Georgia Business Aviation Association (GBAA)

Dave Small
Tel: (678) 645-4979
Dave.small@cox.com

Tri-State Area Dispatchers Group (TADS)

Kim Lamond
Tel: (610) 522-2188
Kimberly.lamond@jeppesen.com

South Florida Business Aviation Association (SFBA)

Jeff Ramsden
Tel: (954) 359-0208
jeff@sfbaa.com

Centennial Airport Business Association (CABA)

Iver Retrum
Tel: (720) 363-3494
iretrum@mycaba.com

2009–2010 NBAA SCHEDULERS & DISPATCHERS COMMITTEE ROSTER

Chairwoman:

Dorette M. Kerr, Deere & Company

Vice Chairman:

Darren Hall, Fargo Jet Center

Immediate Past Chairwoman:

Anne-Marie Smith, Steelcase, Inc.

NBAA Staff Committee Liaison:

Joanne "Jo" Damato

Spring Adamo, FirstEnergy Corporation

Chris Algee, The Home Depot

Francea Bolden, Enterprise Rent-A-Car Company

Winston Carter, Universal Weather & Aviation, Inc.

Jill Case, Odyssey Aviation

Patty Hagen, RVR Aviation, LLC

Jackie Hampton, Yum! Brands, Inc.

Chad Hartke, LimoLink International

Robert J. Haulenbeek

Patricia Huber, The Boeing Co.

Scott Jefvert, Galvin Flying Services, Inc.

Jodie Kaluza, Sugar Land Regional Airport

Troy Ladue, MassMutual Aviation

Michelle Lalor, World Fuel Services

Kimberly Lamond, Jeppesen

Zinnia Lerma, Universal Weather & Aviation, Inc.

Mike Livezey, Cutter Aviation

Sunshine McCarthy, ServiceElements, Inc.

Terrance Quinn, Universal Weather & Aviation, Inc.

Scott Rapacki, Chevron Global Aviation

Mark Seeberger, Air Routing International, LP

Karen Steinkamp, Zurich

Aymie Thornton, Holly Corporation

Ann Widay, QUALCOMM, Inc.

Kevin Wilkerson, Colt International, LLC



S&D CONFERENCE CHECKLIST

Don't forget to do and bring the following as you prepare for your trip to San Antonio!

- Hotel confirmation
- Airline reservation (ensure that your reservation matches your current ID)
- Transportation arranged to/from airport
- Business cards
- Conference registration information
- SPDP/Dispatch Recurrent course registration information
- Print conference/session guide
- Speak with vendors to arrange meetings
- Leave travel information with family member
- Leave travel information with co-workers
- Check weather
- If traveling with electronics, remember power cords
- Pad and pen for note taking (session presentations will not be printed)
- Comfortable shoes
- Light jacket/sweater for cool meeting rooms
- Broadband card
- Shipping labels to send items home
- Set your e-mail out-of-office message
- Change voice mail on your office phone
- Leave extra room in suitcase, or bring an additional bag for items picked up at show
- Be prepared to learn and have fun!



ABOUT NBAA

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. The Association represents more than 8,000 Member Companies of all sizes and located across the country. NBAA provides more than 100 products and services to the business aviation community, including the NBAA Annual Meeting & Convention, the world's largest civil aviation trade show. Learn more at www.nbaa.org.

NBAA SCHEDULERS & DISPATCHERS CONFERENCE – POCKET AGENDA

Below is the pocket agenda for the NBAA 21st Annual Schedulers & Dispatchers Conference, to be held January 27 to 29, 2010, in San Antonio, TX. Available only online, this pocket agenda should be downloaded and printed out in advance to help you plan your conference experience before you arrive. Review full event details at www.nbaa.org/sdc.

Wednesday, January 27

7:30 am – 5:30 pm Registration

7:30 am – 8:00 am Continental Breakfast

8:00 am – 10:00 am Opening General Session – Ballroom A

- Welcome by NBAA Schedulers & Dispatchers Committee Chairwoman Dorette Kerr, Deere & Company
- Guest Speaker James Coyne, President, National Air Transportation Association
- Keynote Speaker Dave Everitt, Deere & Company, “Demonstrating Value in the Changing World of Business Aviation”

10:00 am – 5:30 pm Exhibit Hall Open

10:00 am – 10:30 am Refreshment Break – Exhibit Hall

10:30 am – 11:45 am Breakout Sessions

- Part 91 Scheduling for Beginners – Room 101
- Part 135 Scheduling for Beginners – Room 102
- Scheduling & Crew Fatigue Management – Room 103A
- Developing a Scheduler Training Program – Room 103B

11:45 am – 1:15 pm Lunch – Ballroom A (Exhibit Hall Closed)

- Scholarship and SPDP Award Presentations

1:15 pm – 2:30 pm Breakout Sessions

- Basic Aircraft Performance & Limitations – Room 101
- Federal Excise Taxes: What Is Taxable? – Room 102
- Proactive Planning for Special Events – Room 103A
- Managing Stress – Room 103B

2:30 pm – 3:30 pm Ice Cream Networking Social – Exhibit Hall

3:30 pm – 5:30 pm Breakout Sessions

- Supplemental Lift: Method Selection & Vetting – Room 101
- Mini International Operator Conference (IOC), Part 1 – Room 102
- Body Language: What Are You Really Saying? – Room 103A
- Getting Results With No Authority – Room 103B

Thursday, January 28

8:00 am – 5:00 pm Registration

8:00 am – 8:30 am Continental Breakfast

8:30 am – 5:00 pm Exhibit Hall Open

8:30 am – 9:45 am Breakout Sessions

- Information Risk Management in Aviation – Room 101
- Understanding Non-Business Use Regulations (SIFL/Tax) & the Role of the Scheduler & Dispatcher – Room 102
- “Put Me in Coach, I’m Ready to Work” – Room 103A
- Family Assistance After an Incident/Accident – Room 103B

9:45 am – 10:15 am Break – Exhibit Hall

10:15 am – 11:30 am Breakout Sessions

- NBAA Hot Topics – Room 101
- Advanced Weather: Applications & Short-Term Forecasting – Room 102
- Emergency Response Plan (ERP) 2010: The Platinum Standard – Room 103A
- Best Practices for the Scheduler/Dispatcher – Room 103B

11:30 am – 1:00 pm Lunch – Ballroom A (Exhibit Hall Closed)

- Featuring Ed Bolen, NBAA President and CEO
- S&D Outstanding Achievement & Leadership Award Presentation to Fred Towers, Universal Weather & Aviation, Inc.

1:00 pm – 2:30 pm Breakout Sessions

- Quantifying Your Flight Department Value – Room 101
- Mini International Operators Conference (IOC), Part 2 – Room 102
- Advocating for Business Aviation – Room 103A
- Building an Aviation Career Plan – Room 103B

2:30 pm – 4:00 pm Break – Exhibit Hall

4:00 pm – 5:15 pm Breakout Sessions

- Moving From Part 91 to Part 135: Weighing the Options – Room 101
- Adapting a Safety Management System (SMS) for Dispatch – Room 102
- Cross Border Issues – Room 103A
- Understanding Social Media – Room 103B

6:30 pm – 10:00 pm Evening Networking Event
Marriott Rivercenter,
Grand Ballroom

Friday, January 29

8:30 am – 9:00 am Continental Breakfast

9:00 am – 10:15 am Breakout Sessions

- Dealing With Air Traffic & Airport Congestion: Strategies for On-time Performance – Room 101
- “Customer Service Is Sales” – Room 102
- Road-Ready Technology for Flight Departments – Room 103A

10:15 am – 10:30 am Break – Outside Meeting Rooms

10:30 am – 11:45 am Breakout Sessions

- Smooth Operator/FBO Communications – Room 101
- Enhanced Operational Support – Room 102
- Manage Your Fuel Purchases – Room 103A

12:00 noon – 2:00 pm Grand Prize Luncheon – Ballroom A