



# AACA 44<sup>rd</sup> Annual Convention

brought to you by ERA ALASKA



## CONVENTION PROGRAM



### MONDAY, March 1, 2010

**8:30-4:00 TAPROOT REFRESHER: Refresh your TapRoot skills with a Hands-On Exercise VOYAGER ROOM**

*Kent Adams, ASAP Program Manager, Medallion Foundation*

This is a new course which was developed in response to client requests. It is a one-day review of the TapRoot process. It is intended for those who have been to the initial TapRoot training but have not used the process in some time and need a refresher. The first segment will be a brief overview of the terms and processes of TapRoot. Most of the time will be spent working a class exercise. There will be a report out to share ideas and techniques. If several people from the same company attend together they can work a company issue which they bring to the class. This is a recurrent class and all participants must have attended the initial two-day training class presented by the Medallion Foundation.

**9:00-1:00 REGISTRATION OPEN**

**9:30-1:00 AACA BOARD OF DIRECTORS in the WHITBY ROOM**

*President: Jerry Rock, Janssen Contracting*

**Sponsored by AERO TWIN**



**9:30-4:30 MEDALLION FOUNDATION AVIATION SAFETY COUNCIL OF ALASKA QUADRANT ROOM**

*Chair: Mark Stigar, MPI Services*

**1:30-3:30 2010 US POSTAL SERVICE UPDATE ADVENTURE ROOM**

*Steven Deaton*

Briefing the aviation industry on current and future projects involving mail transportation within Alaska.

**2:00-5:00 TRADE SHOW EXHIBITOR SET UP BALL ROOM**

**3:00-5:00 REGISTRATION OPEN**

**3:30-4:30 E-FILING AND T100 REPORTING ADVENTURE ROOM**

*Jennifer Fabrizi, T-100 Senior Database Administrator, US Department of Transportation*

Overview of weekly T100 filing and e-filing issues. Discussion of the 298c financial Forms F1 and F2.

**7:00-9:00 SAFETY & OPERATIONS RECEPTION**

**Crows Nest Suite 001 , 19<sup>th</sup> Floor of Tower 3**

**Sponsored by Ryan Air & Caledonian Insurance Group**



## TUESDAY, March 2, 2009

8:30-Noon [REGISTRATION OPEN](#)

8:30-10:00 **OPENING CEREMONIES in the BALLROOM**

**Sponsored by WRIGHT AIR SERVICE**

**Sponsored by PRATT WHITNEY CANADA**



*Jerry Rock, AACA President: OPENING REMARKS*

*Governor Sean Parnell: GREETINGS & WELCOME*

*Bob Hajdukovich, Era Alaska: WELCOME*

*Bob Lewis, FAA Alaskan Regional Administrator: WELCOME*

*C. Joy Journeay, AACA Executive Director: CONVENTION INTRODUCTION*

*Christine Klein, Executive Vice President and COO, Calista Corporation: FEATURED SPEAKER*



10:00-Noon **TRADESHOW OPEN**

**BALLROOM**

10:00-11:00 **UPDATE ON WAGE AND HOUR ISSUES**

**VOYAGER ROOM**

*Kimberlee A. Colbo, Attorney, Hughes Gorski Seedorf Odsen & Tervooren, LLC*

Ms. Colbo will provide an update on developments in wage and hour law in Alaska, including a discussion of current criteria for determining the applicability of the professional, executive and administrative exemptions from overtime pay and the exemption from overtime pay for certain flight crew members. The session will also address when on-call and travel time must be compensated, minimum wage and record-keeping requirements and when and how deductions can be made from an employee's pay.

10:00-Noon **SIGNS & SYMPTOMS OF DRUG AND ALCOHOL USE**

**QUADRANT ROOM**

*Don Bisby M.S., General Manager of WorkSafe*

**Sponsored by WORKSAFE**

Supervisors will receive the required DOT two-hour training in how to make reasonable suspicion referrals for testing. WorkSafe will train supervisors on identifying, documenting and intervening suspected substance abuse. This informative session is mandatory for all supervisors under a DOT drug testing program. A certificate will be issued to each person in attendance as proof of training.



10:00-Noon **IMPROVING HAZARD I.D. AND REPORTING**

**ADVENTURE ROOM**

*John Dutcher, Human Factors Specialist & Meteorology Consultant*

*Head of Dutcher Safety & Meteorology Services, Halifax, Canada*

**Sponsored by the FAA RUNWAY SAFETY PROGRAM**

Central to the success of safety management programs (e.g. Safety Management Systems - SMS) is the systematic identification of hazards and management of associated risks. There are various approaches available to aid in the identification of hazards, namely: *reactive* (e.g. accident and incident investigation); *proactive* (e.g. hazard reporting via reporting systems, surveys, audits); and *predictive* (e.g. Flight Operations Quality Assurance (FOQA) programs, Line Operations Safety Audit (LOSA) programs).

To ensure these systems perform effectively, safety management programs also outline responsibilities related to safety. Regulations often state that employees have responsibilities with respects to safety, including requiring employees to report hazardous situations in the workplace to the employer. However, just as employees have a responsibility to report items, employers have a responsibility to ensure that systems are available for hazard reporting, personnel are trained, and a non-punitive reporting policy is in place. That said, though SMS define sound systems, practices, and procedures, paradoxically, it is never enough if practised mechanically; an SMS requires an effective safety culture to "flourish." This presentation will provide practical guidance and examples on how to improve hazard identification and reporting whilst examining the role cultural issues play in effective hazard identification and reporting systems, including: trust, blame, organisational learning, leadership, cooperation and communication.



**11:00-Noon** **AIRPORT ACTIVITY SURVEY BENEFITS: FORM 1800-31** **WHITBY ROOM**

*Roger Maggard, Airport Development Manager, Alaska DOT&PF*  
 This presentation will explore the airport activity surveys and the financial benefits that derive to the State of Alaska and to the airports as a direct result of the data reported.

**NOON** **LUNCH** **BALLROOM**

**Sponsored by ALASKA AIRLINES**

**Featured Speaker: BYRON HUFFMAN,**  
 FAA Alaskan Region Airports Division Manager  
**“BUILDING AN EFFECTIVE TEAM FOR POSITIVE RESULTS”**



Byron will discuss the attributes of building an effective team for positive results. He will expound on his leadership philosophy and highlight how his leadership style has aided him in building effective teams throughout his career.

**1:00-6:00** **TRADESHOW OPEN** **BALLROOM**

**1:00-3:30** **REGISTRATION OPEN**

**1:00-3:00** **INTRODUCTION TO CUE BASED TRAINING** **VOYAGER ROOM**

*David Karalunas, Alaskan Region FAASTeam Field Office Manager*  
*John Steuernagle*

**1:00-3:00** **INTRODUCTION TO THE NEW CMO** **QUADRANT ROOM**

*Angela Elgee, Manager, FAA Flight Standards Division, Alaskan Region*  
*Bob Christensen, Denali Certificate Management Office Manager, FAA Alaskan Region*  
 This overview will cover the inception and organization of the Denali CMO, and how it affects air carriers. Previously, the FAA principal inspectors that provided oversight resided within either the Anchorage FSDO or Fairbanks FSDO and they were responsible to either the Anchorage or Fairbanks FSDO Managers. As of October 11, 2009, principal inspectors have been reorganized under the Denali Certificate Management Office (CMO) and are responsible to a single CMO manager.

**1:00-3:00** **HUMAN FACTORS IN MAINTENANCE—PART 1: THE PROBLEM** **ADVENTURE ROOM**

*Rick Anglemyer, Director of Human Factors Training Programs, SCSI*  
**Sponsored by SOUTHERN CALIFORNIA SAFETY INSTITUTE**  
 The first session will discuss problems inherent in humans performing highly technical and complicated tasks associated with maintaining modern-day aircraft. Maintenance error is commonly found to be one of the top three causes of aviation accidents. Identification of problems, are problems half solved. Determining what errors look like.



**3:00-3:30** **BREAK** **BALLROOM**

**Sponsored by PRATT WHITNEY CANADA**

**3:30-4:30** **HUMAN FACTORS IN MAINTENANCE—PART 2: THE SOLUTION** **ADVENTURE ROOM**

*Rick Anglemyer, Director of Human Factors Training Programs, SCSI*  
**Sponsored by SOUTHERN CALIFORNIA SAFETY INSTITUTE**  
 This second session will present attainable solutions to the problems discussed in session one.



**3:30-4:30** **UPDATE ON CAPSTONE EQUIPPAGE, LOAN, AND THE STATEWIDE DEPLOYMENT** **WHITBY ROOM**

*Geoffrey B. Whistler, Lending Manager, Alaska Division of Investments*  
*Leonard Kirk, Capstone Coordinator & Asst Director, Aviation Technology Division, UAA*



Update on statewide deployment of ADS-B equipment and the discussion of the State of Alaska loans to aircraft owners for the purchase and/or installation of capstone avionics equipment into eligible aircraft that are substantially flown in Alaska.

**3:30-4:30 THE REALITIES OF STATIC ELECTRICITY QUADRANT ROOM**

*Doug Millard, Retired Pilot, Wien Alaska Airlines & Wien Consolidated*

The flow of flammable liquids during fueling builds up static electricity which can discharge into fuel vapor. The discharge of static electricity is a severe hazard that requires careful, thorough precautions to avoid. In addition, the discharge of static electricity can also “kill” electronics and aircraft avionics.

**4:00-6:00 HAPPY HOUR at the TRADE SHOW BALLROOM**

**Sponsored by AACA**

**7:00-9:00 MAINTENANCE RECEPTION**

**Crows Nest Suite 001, 19<sup>th</sup> Floor of Tower 3**

**Sponsored by ALASKA AIRLINES**



**WEDNESDAY, March 3, 2009**

**8:30-9:30 NAVAID DIVESTMENT & ALASKA NEXTGEN ADVENTURE ROOM**

*JoAnn Ford, Manager, FAA Navigation Services Systems Engineer*

Today's ground-based, human-centered Air Transportation System has reached its technological and capacity limits. To mitigate this, NEXTGEN is moving us to a satellite-based navigation system. One of the enablers is the decommissioning of ground-based NAVIADs. This class will discuss the time lines for the various NAVIADs' decommissioning and what this all means for Alaska.

**8:30-10:30 REGISTRATION OPEN**

**8:30-10:30 MANAGING PEOPLE & PROCESSES UNDER STRESS VOYAGER ROOM**

*J. Robert “Bob” Ward, Vice President, Investments, Wedbush Morgan Securities*

This two-hour presentation begins by reviewing the sources of owner/manager stress, its consequences on personal performance and business efficiencies. Mid-presentation highlights process creation and management. The session closes with understanding, motivating, and managing the most important business asset – human capital – your people. When business is great, mediocre or even poor operations can seemingly prosper. The real test comes when operating under stress, particularly prolonged stress. If you can succeed during extremely stressful periods, imagine what a return to good times could achieve.

**8:30-10:30 F.A.A. S.M.S. REQUIREMENTS FOR A.M.O.—PART 1 QUADRANT ROOM**

*John Dutcher, Human Factors Specialist & Meteorology Consultant  
Head of Dutcher Safety & Meteorology Services, Halifax, Canada*

**Sponsored by the FAA RUNWAY SAFETY PROGRAM**

A Safety Management System (SMS) is a business-like approach to safety. It is an explicit, comprehensive and proactive process for managing risks that integrates operations and technical systems with financial and human resource management. An Aviation SMS contains key elements that enhance the management of the business, manage associated risks and reduce costly accidents. The key to effective accident prevention in aviation is a systematic approach. In keeping with all management systems, an SMS also allows organisations to set goals, plan, and measure performance for continuous improvement. Continuous improvement can be achieved by monitoring system effectiveness and taking action to improve the system where required. This active monitoring means that organisations can address system failures even before an accident occurs. As a result, they are proactive instead of merely reacting after an event has already occurred, as with reactive prescriptive programs. This workshop will examine the FAA's approach to SMS, including requirements for AMOs, and provide a practical discussion of the interrelation of the four “Pillars of Safety.” This workshop will also embed a practical exercise designed to deal with basic safety and risk management concepts.



**9:30-10:30 THE CURRENT AND FUTURE STATE OF W.A.A.S. IN ALASKA ADVENTURE ROOM**

*JoAnn Ford, Manager, FAA Navigation Services Systems Engineer*



The number of WAAS LPV approaches has now exceeded the number of ILSs in Alaska. What other advances and improvements can we expect to see with RNAV WAAS in Alaska? This class will dispel any rumors that WAAS will never see any foreseeable improvements, and will share with you many little-known facts such as how you can get a LPV at your airport.

**10:00-Noon TRADESHOW OPEN BALLROOM**

**10:30-11:00 BREAK in the BALLROOM**  
**Sponsored by CHARTIS AEROSPACE INSURANCE SERVICES**



**11:00-Noon AVIONICS TO YOU AND ALASKA TO NEXTGEN ADVENTURE ROOM**  
*JoAnn Ford, Manager, FAA Navigation Services Systems Engineer*  
Just as Technology is offering us newer, more efficient, economical cell phones, laptops, etc, so goes the World of Avionics. This class will take you through the evolution of GNSS avionics, from GPS, to WAAS LPV, to LAAS GLS, describing the various aircraft STCs, current and future as well as some of the challenges ahead.

**11:00-Noon INDUSTRY STANDARDS FOR AVIATION FUEL STORAGE & HANDLING VOYAGER ROOM**  
*Rob Fox, Manager of Petroleum Terminals, Crowley Petroleum Services*  
*Sean Fabry, Quality Assurance Officer, Era Aviation*  
An exploration of industry standards for aviation fuel storage and handling.

**11:00-Noon F.A.A. S.M.S. REQUIREMENTS FOR A.M.O.—PART 2 QUADRANT ROOM**  
*John Dutcher, Human Factors Specialist & Meteorology Consultant*  
*Head of Dutcher Safety & Meteorology Services, Halifax, Canada*  
**Sponsored by the FAA RUNWAY SAFETY PROGRAM**  
See PART 1 notes above.



**NOON LUNCH in the BALLROOM**  
**AACA General Meeting & Board Elections**  
**Sponsored by PENAIR**



**1:00-6:00 TRADESHOW OPEN BALLROOM**

**1:30-3:00 REGISTRATION OPEN**

**1:30-3:30 SIGNS AND SYMPTOMS OF DRUG AND ALCOHOL USE VOYAGER ROOM**  
**Sponsored by WORKSAFE**  
*Don Bisby, WorkSafe General Manager*  
Supervisors will receive the required DOT two-hour training in how to make reasonable suspicion referrals for testing. WorkSafe will train supervisors on identifying, documenting and intervening suspected substance abuse. This informative session is mandatory for all supervisors under a DOT drug testing program. A certificate will be issued to each person in attendance as proof of training.



**1:30-3:30 PART 1: ALASKA ACCIDENT DISTRIBUTION, FY09 REVIEW ADVENTURE ROOM**  
**PART 2: THE NEW ALASKA SAFETY METRIC**  
*Pete Devaris, System Safety & Analysis Branch Manager, FAA Alaskan Region*  
The first part of this presentation will be a review of FY09 Alaska Aviation Accidents, including phase of flight, operating rule, fatal/non-fatal, seasonal distribution, geographic distribution, emerging risks, and risk mitigation. The second part will discuss the new Alaska Safety Metric and Performance goal which will be implemented at the beginning of FY10.

**1:30-3:30 IMPROVING HAZARD I.D. AND REPORTING QUADRANT ROOM**  
*John Dutcher, Human Factors Specialist & Meteorology Consultant*



Head of Dutcher Safety & Meteorology Services, Halifax, Canada

**Sponsored by the FAA RUNWAY SAFETY PROGRAM**



Central to the success of safety management programs (e.g. Safety Management Systems - SMS) is the systematic identification of hazards and management of associated risks. There are various approaches available to aid in the identification of hazards, namely: *reactive* (e.g. accident and incident investigation); *proactive* (e.g. hazard reporting via reporting systems, surveys, audits); and *predictive* (e.g. Flight Operations Quality Assurance (FOQA) programs, Line Operations Safety Audit (LOSA) programs).

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**3:30-4:00 BREAK in the BALLROOM**

**Sponsored by CHARTIS AEROSPACE INSURANCE SERVICES**



**4:00-6:00 HAPPY HOUR at the TRADE SHOW**

**Sponsored by AACAA**

**BALLROOM**

**7:30-Close AACAA AWARDS BANQUET & BALL**

**Forrest Jones Memorial Scholarship Presentation  
AACAA Service Awards  
DJ and Dancing: Tune Masters  
Sponsored by ERA ALASKA**



**BALLROOM**

**THURSDAY, March 4, 2009**

**8:00-Noon T.P.E.331 ENGINE OPERATIONS AND UPDATE WHITBY ROOM**

*Mickey Selhay, Honeywell Field Service Engineer*  
Course content will include Engine Construction, Systems and Operational Sequence as applied to the -10 -11 and -12 engine family.

**8:30-10:30 METEOROLOGY FOR PILOTS AND DISPATCHERS VOYAGER ROOM**

*Mike Morgan, Director of Operations, Warbelow's Air Ventures*  
We will discuss the impact of weather on air traffic management. It is important for dispatchers and air crews to understand the implications of weather on their flight plan as well as their aircraft. Topics presented will include atmospheric pressure, atmospheric weight, cloud formations, thunderstorms, prevailing winds, weather fronts, ceiling and visibility, METERs and TAFs.

**8:30-9:30 CUSTOMER LOYALTY—THE IMPORTANCE OF ESTABLISHING A RELATIONSHIP AND ACTIVELY LISTENING TO YOUR CUSTOMERS ADVENTURE ROOM**

*Ray Prentice, Director of Customer Service for Alaska Airlines*

- ❖ Why should "we" listen to our customers?
- ❖ What is pro-active service recovery and is it really worth the effort?
- ❖ What about high value customers? Should they be treated differently?
- ❖ What is Alaska Airlines doing to establish customer relationships?

**8:30-9:30 AACAA ASSOCIATE MEMBERS MEETING & ELECTIONS BALLROOM**

*Led by current AACAA Board Members*



David D. Barder, CPCU, ARM, CAIP, Vice President, Caledonian Insurance Group, Inc.  
Bob Yerex, Director of Sales, Max-Viz Inc.

**9:30-10:30** **EMPLOYEE HANDBOOK CONSIDERATIONS** **ADVENTURE ROOM**  
*Joy Journeay, AACA Executive Director*  
We will consider items to be included in a basic employee handbook, using a template designed for the use of all AACA members for their company's customization.

**10:00-Noon** **TRADESHOW OPEN** **BALLROOM**

**10:30-11:00** **BREAK in the BALLROOM**  
**Sponsored by WARBELOW'S AIR VENTURES**



**11:00-Noon** **AIRFIELD OPERATIONAL THREATS AND RISK MANAGEMENT (FY09 CALL TO ACTION RESULTS AND FY10 GOALS AND CAMPAIGN)** **VOYAGER ROOM**  
*Roger Motzko, Manager, Runway Safety Program*  
On March 8th the NTSB will start to collect data on every runway incursion. During 2009 the National Call to Action required emphasis on surface operations, and Congress is looking at new rules for the aviation industry. Operational risk starts and ends on the ground, and navigating the airport surface environment requires knowledge and awareness of requirements. This session will explore the specific hazards, changes to ATC phraseology that will be made this year, what you are expected to know and perform to, where others have made mistakes and which technology is being tested to assist.

**11:00-Noon** **INTERNAL AUDITS** **ADVENTURE ROOM**  
*Mike Morgan, Director of Operations, Warbelow's Air Ventures*  
*Dennis Ward, Executive Director, Medallion Foundation*

**Noon** **AACA 2008 SAFETY AWARDS** in the **BALLROOM**  
**Sponsored by SHELL OIL**  
*Presented by Bob Hajdukovich, Chairman of the AACA Joint Safety Committee*



**AACA SAFETY LUNCHEON**  
**Sponsored by the MEDALLION FOUNDATION**  
**TapRoOT FROM A USER'S PERSPECTIVE**  
**How Alaskan Carriers have Improved Safety by Using TapRoOT**  
*Kent Adams, ASAP Program Manager, Medallion Foundation*  
*Wilfred Ryan, President, Ryan Air*  
*Mark Stigar, Prism Helicopters*  
*Brien Salazar, Taquan Air*  
After a short overview of the TapRoOT process, three air carrier representatives will discuss how they used TapRoOT to identify root causes and develop lasting 'fixes' to improve the safety of their operations.



**2:00-3:00** **AVIATION SAFETY ACTION PROGRAM—What is New and Exciting?** **VOYAGER ROOM**  
**Learn what some carriers are doing to expand ASAP into SMS and Incident Reporting**  
*Kent Adams, ASAP Program Manager, Medallion Foundation*  
After a brief overview of the ASAP program, panel members will discuss how the system can be used to track SMS data. One carrier has expanded the program to cover incident reporting as well. We will also be discussing information sharing with NIOSH and how best to accomplish this safety enhancement. Your input is requested. Join us to learn all the latest developments and get your questions answered.

**2:00-5:00** **O.S.H.A. TEN HOUR OUTREACH FOR GENERAL INDUSTRY** **ADVENTURE ROOM**  
*Rob Wright, Training Coordinator, State of Alaska's Occupational Safety & Health Division (AKOSH)*



**Sponsored by CROWLEY**

This OSHA 10-hour federal certificate course will include this 3-hour block and will be completed on Friday upstairs in the Quarter Deck here in the hotel. Upon course completion each attendee will receive a lifetime card issued by the Federal OSHA, via the University of WA.



1. Introduction to OSHA
2. Hazard Communication
3. Job Hazard Assessment for Personal Protective Equipment (PPE)
4. Walking / Working Surfaces
5. Safety and Health Program Essentials
6. Electrical Requirements
7. Lock Out / Tag Out (Control of hazardous energy)
8. Blood Borne Pathogens
9. Egress and Fire Protection
10. Flammables and Combustible Liquids
11. Machine Guarding

<b>2:00-3:00</b>	<b>A.A.C.A. BOARD OF DIRECTORS MEETING &amp; OFFICER ELECTIONS</b>	<b>WHITBY ROOM</b>
	<i>Led by Jerry Rock, 2009-2010 AACA President</i>	

<b>2:00-5:00</b>	<b>TRADESHOW DISMANTLE</b>	<b>BALLROOM</b>
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<b>3:00-3:30</b>	<b>BREAK in the BALLROOM</b>
	<b>Sponsored by WARBELOW'S AIR VENTURES</b>



<b>3:30-4:30</b>	<b>ENHANCED VISION SYSTEMS FOR GENERAL, COMMERCIAL &amp; BUSINESS AVIATION</b>	<b>VOYAGER ROOM</b>
	<i>Eric Davidson, Business Development Manager for FLIR Systems, Inc.</i>	
	The presentation will explore the emerging use of Enhanced Vision Systems in General, Commercial and Business Aviation. Topics include:	
	<ul style="list-style-type: none"> <li>• An Intro to Infrared Imaging Technology</li> <li>• History of IR in Aviation</li> <li>• The roll of EVS in Aviation to include a review of high end HUD systems used for landing credit and the emerging lower cost, "not-for-credit" systems for General Aviation.</li> </ul>	

<b>3:30-4:30</b>	<b>CUSTOMER LOYALTY—THE IMPORTANCE OF ESTABLISHING A RELATIONSHIP AND ACTIVELY LISTENING TO YOUR CUSTOMERS</b>	<b>WHITBY ROOM</b>
	<i>Ray Prentice, Director of Customer Service for Alaska Airlines</i>	
	<ul style="list-style-type: none"> <li>❖ Why should "we" listen to our customers?</li> <li>❖ What is pro-active service recovery and is it really worth the effort?</li> <li>❖ What about high value customers? Should they be treated differently?</li> <li>❖ What is Alaska Airlines doing to establish customer relationships?</li> </ul>	

**FRIDAY, March 5, 2009**

<b>8:00-3:00</b>	<b>O.S.H.A. TEN HOUR OUTREACH FOR GENERAL INDUSTRY</b>	<b>QUARTER DECK on the 10<sup>TH</sup> FLOOR OF TOWER ONE</b>
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*Rob Wright, Training Coordinator, State of Alaska's Occupational Safety & Health Division (AKOSH)*

**Sponsored by CROWLEY**

**CONTINUED:** This OSHA 10-hour federal certificate course will include this 3-hour block and will be completed on Friday upstairs in the Quarter Deck here in the hotel. Upon course completion each attendee will receive a lifetime card issued by the Federal OSHA, via the University of WA.





**44<sup>rd</sup> Annual Convention -- brought to you by ERA ALASKA**



**FAA I.A. RECERTIFICATION TRAINING**

*David Maranville, FAA*

**held at multiple sites STATEWIDE**