

NATIONAL AIR SERVICE CONFERENCE

APRIL 28-30, 2013 | KANSAS CITY, MISSOURI

 **GROUND HANDLING INITIATIVES WORKSHOP**
APRIL 28, 2013

PRESENTED BY:



Rapid change is the new normal. Industry consolidation has created positives and negatives and more consolidation can be expected. Has your airport adapted into a culture embracing change? What does airline consolidation mean for airline service at your airport? Are you and your staff prepared to take advantage of opportunities that may arise from the airlines' future plans? Is your airport diversifying its revenues? If you want to see and hear how airlines view the industry's future as reflected in their long-range plans, you can't afford to miss the 18th Annual National Air Service Conference to be held April 28-30, 2013.

This year's conference will help to answer these questions, plus provide information on what airports are doing to create flexible, effective air service programs that assist in retaining air service levels or growing air service demand. These programs must be fluid and responsive due to the nature of the airline industry, yet each community must create a structured plan for its future air service. The added challenges of consolidation, possible future bankruptcies, high fuel prices and airline capacity cuts make the task at hand more difficult and require airport executives to explore innovative ideas. In general, the conference will provide the attendee the latest news in air service development opportunities, heard directly from airline representatives. Conference participants will have the opportunity to network with colleagues from other airports to discuss lessons learned about initiating and retaining airline service, ideas that have been successful in attracting passengers and methods for putting together an effective airline presentation. Airline representatives will share with attendees what they want and need to review to bring air service to your community.

All sessions will take place at the Kansas City Marriott Country Club Plaza. The conference will begin with a welcome reception on Sunday, April 28. Conference sessions will begin on Monday, April 29, and will end at 12 p.m. on Tuesday, April 30. Registration fee includes the reception, two continental breakfasts, one luncheon, all refreshment breaks and conference materials. Dress is business casual (no ties). Confirmation letters will be emailed to attendees.

GROUND HANDLING INITIATIVES WORKSHOP

The Ground Handling Initiatives Workshop, to be held April 28, 2013, will review avenues to support and establish operational standards for non-hub airports to provide their own ground handling services. This workshop will outline how, through such services, these airports can improve customer service, reduce ground handling costs and improve operational efficiencies in order to retain and/or attract new air service.

The workshop also will outline how to create efficient and cost-effective ground handling services (both above and below the wing). Attendees will discuss how, through legislation, regulation, education and detailed coordination with other stakeholders, to protect rights and options of airport operators regarding the provision of ground service operations through the airport operator, qualified FBOs, airport/airline service companies, or through joint ventures formed by the airport operator, airlines and the ground service industry. You'll also learn about standardization of ground service tasks to enhance operational efficiencies and cost-effectiveness, while enhancing customer service to the airlines and the flying public.

All sessions will take place at the Kansas City Marriott Country Club Plaza. The workshop will begin at 12 p.m. on Sunday, April 28 and will end at 5 p.m. Registration fee includes one working lunch, one refreshment break, one reception and workshop materials. Dress is business casual (no ties). Confirmation letters will be emailed to attendees.

AGENDA

(Subject to Change)

SUNDAY, APRIL 28

- 11:30 a.m. Registration
- 12-5 p.m. Ground Handling Initiatives Workshop
- 5:30-6:30 p.m. Welcome Reception (*Ground Handling Workshop and National Air Service Conference attendees may attend*)

MONDAY, APRIL 29

- 7:30-8:30 a.m. Registration and Continental Breakfast
- 8:30 a.m.-5 p.m. National Air Service Conference Sessions
- 12 p.m.-1 p.m. Lunch

TUESDAY, APRIL 30

- 8-8:30 a.m. Continental Breakfast
- 8:30 a.m.-12 p.m. National Air Service Conference Sessions

Visit the conference website for a more detailed agenda.

For program information, contact Melissa Sabatine, AAEE, (703) 824-0500, Ext. 138, or melissa.sabatine@aaee.org.

For registration information, contact Brian Snyder, AAEE, (703) 824-0500, Ext. 174, or brian.snyder@aaee.org.

Register Online at www.aaeemeetings.org



18TH ANNUAL NATIONAL AIR SERVICE CONFERENCE

APRIL 28-30, 2013 • KANSAS CITY, MISSOURI • Mtg. #130402

GROUND HANDLING INITIATIVES WORKSHOP

APRIL 28, 2013 • KANSAS CITY, MISSOURI • Mtg. #130401



Hotel reservations—Rooms are being held at the [Kansas City Marriott Country Club Plaza](#), 4445 Main Street, Kansas City, MO 64111, phone (816) 531-3000. All attendees will receive a special rate of \$119 single/double. Reservations must be made by Friday, April 5, 2013, in order to guarantee this rate. Reservations made after this date only can be honored on a space available basis. To make your hotel reservation, call the hotel directly at (816) 531-3000 or toll free at (800) 810-3708 and identify yourself as part of the AAAE group. Guaranteed reservations must be cancelled 24 hours before the scheduled arrival date to avoid a penalty of one night's room and tax.

NOTE: AAAE reserves the right to cancel this program if the number of registrants is insufficient. In this event, we will notify all registrants and refund the registration fee in full. However, any costs incurred by the registrant, such as hotel cancellation or airline penalties, are the responsibility of the registrant. Confirmation letters will be emailed to attendees within two weeks of receipt of registration. If you have not received a confirmation letter via email two business days prior to the meeting, and you enrolled at least two weeks prior to the meeting, please contact the AAAE Meetings Department at (703) 824-0504. Non-receipt of the confirmation letter before the meeting is not justification for seeking a refund. If you are a AAAE Academic Member or U.S. federal government employee, email aaameetings@aaae.org for potentially discounted registration fees.

Airline reservations—American Airlines has been selected as the official air carrier for this meeting. Attendees can receive a 5% discount off American's published fares. Rules and restrictions apply. To take advantage of American's special fares, call American Airlines directly at (800) 433-1790 from 6 a.m.-1 a.m. eastern time daily and refer to promotion code #3843BT or go online to www.AA.com and choose More Flight Search Options and insert the promotion code in the appropriate box. **A \$25 service charge per ticket applies for tickets booked over the phone.**

Ground transportation—The Kansas City Marriott Country Club Plaza is 23 miles from [Kansas City International Airport \(MCI\)](#). A taxi will take about 30 minutes and costs approximately \$50 one-way. [SuperShuttle](#) is available and costs \$19 each way; a reservation is required. You may call (800) 258-3826 or make your reservation [online](#). [Avis Rent A Car System, LLC](#) is the official rental car company for this meeting. To make reservations or for information, call [Avis](#) at (800) 331-1600 and reference J097316.

Registrations and cancellations must be submitted in writing. Cancellation requests received before 4/12/2013 are subject to a \$125 processing fee and will be processed after the meeting takes place. There will be no refunds after this date. Substitutions will be accepted without penalties and no shows will be billed. For all inquiries regarding cancellations and refunds, please contact the AAAE Meetings Department at (703) 824 0504 or email aaameetings@aaae.org.

Check here if updated contact information has been provided.



If you require any special assistance to participate or have special dietary requirements, email aaameetings@aaae.org.

Nickname for Badge _____ Email Address _____

Mr./Ms. (circle one) First Name _____ Last Name _____

Title _____

Airport/Company _____

Address _____

City/State/Zip _____

Telephone Number _____ Fax Number _____

Registration Fees (in U.S. funds drawn on a U.S. bank)

On/before After
3/15 3/15

Ground Handling Initiatives Workshop ONLY – #130401

(includes all handouts, one lunch, a refreshment break and reception)

- 1. AAAE or GL Chapter AAAE member. . . \$200 \$250
- 2. Non-member. \$240 \$290

National Air Service Conference ONLY– #130402

(includes all handouts, two continental breakfasts, one lunch, refreshment breaks and the welcome reception)

- 3. AAAE or GL Chapter AAAE member. . . \$480 \$530
- 4. Non-member. \$590 \$640

Attending BOTH – #130401 & #130402—SAVE \$50

(includes all handouts, two continental breakfasts, two lunches, refreshment breaks and the welcome reception)

- 5. AAAE or GL Chapter AAAE member. . . \$630 \$730
- 6. Non-member \$780 \$880
- Airport Tour – April 30, 2013

Payment Method

- Enclosed is my check payable to AAAE
- Purchase Order #
- Upon receipt of this form, please charge my
(circle one): AMEX MasterCard Visa

Cardholder Name: _____

Account #: _____

Exp. Date: _____

Signature: _____

Return to: AAAE • 601 Madison St., #400 • Alexandria, VA 22314 (USA) or Fax to (703) 797-9018. Photocopies of this form will be accepted. AAAE accepts registration regardless of race, religion, sexual orientation, sex, physical disability and national or ethnic origin. This includes but is not limited to admissions, employment and educational services.

AAAE Accredited Airport Executives®

The National Air Service Conference is worth nine credits in the AAAE Continuing Airport Management Education Unit (CEU) program.
The Ground Handling Initiatives Workshop is worth three credits in the AAAE Continuing Airport Management Education Unit (CEU) program.