



## 2016 NATA Aviation Business Conference Agenda June 8-10, Hyatt Regency on Capitol Hill

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### **Wednesday, June 8**

5:30 p.m. - 7:00 p.m.

**Welcome Reception** (Hyatt – Congressional C & D, Lobby Level)

**Sponsored by: AvFuel and Duncan Aviation**

### **Thursday, June 9**

8:00 a.m. - 8:45 a.m.

**Congressional Breakfast\***

(Hyatt – Thornton Room, 11<sup>th</sup> Floor)

8:45 a.m. - 9:45 a.m.

**General Aviation CEO Panel\***

(Hyatt – Thornton Room, 11<sup>th</sup> Floor)

*Tom Hendricks (NATA), Mark Baker (AOPA), Steve Brown (NBAA), Pete Bunce (GAMA), Kevin Burke (ACI-NA), Todd Hauptli (AAAE), Matt Zuccaro (HAI)*

The 2016 FAA reauthorization process has been one of the most contentious in recent memory as aviation interests battle over the necessity of creating a corporatized air traffic system. The CEOs of Washington's leading general aviation and airport associations will share their perspectives on the competing House and Senate proposals, how those proposals comport with their legislative "asks," and how events on Capitol Hill may unfold for the balance of the year. This is panel is an important scene-setter in advance of the NATA Congressional Fly-In immediately following the panel.

10:30 a.m. - 11:30 a.m.

**Congressional Fly-In\*** (Capitol Visitor Center, Room HVC-217)

Attendees will meet Members of Congress and discover the direction for General Aviation in this Congressional Session.

12:00 p.m. - 1:30 p.m.

**Annual Meeting and Awards Presentation Luncheon**

(Hyatt – Congressional A, Lobby Level)

**Sponsored by: Pentastar Aviation and Priester Aviation**

William A. "Bill" Ong Memorial Award – James C. Christiansen

Distinguished Service Award – Mark C. Willey

Airport Executive Partnership Award – Mark R. Davidson, A.A.E.

Excellence in Pilot Training – Ben Gabriel

FAA Service Excellence Award – Phoenix TRACON

ATP/NATA General Aviation Service Technician Award – Mark E. Jensen

NATA Safety 1<sup>st</sup> Certified Line Service Professional Award – Ratu Tuuhetoka

1:30 p.m. - 2:20 p.m.

**Leading the TSA in an Evolving Threat Environment**

(Hyatt – Columbia B, Ballroom Level)

*Administrator Peter Neffenger*

The sixth Administrator of the Transportation Security Administration, Vice Admiral Peter Neffenger leads a workforce of nearly 60,000 employees, including the Federal Air Marshal Service, and is responsible for security operations at nearly 450 airports throughout the United States and shared security for highways, railroads, ports, mass transit systems and pipelines. Administrator Neffenger will share his priorities for the agency, as well as his perspective on the evolution of transportation security.

2:30 p.m. - 3:20 p.m.

**Industry Consolidation: What's Next?** (Hyatt – Columbia B, Ballroom Level)

**Sponsored by: Capital Bank**

*Marc Drobny (Executive Jet Management), Ted Hamilton (Landmark Aviation), John L. Enticknap (Aviation Business Strategies Group), Mark Larsen (StandardAero)*

In this past year, the FBO industry witnessed a consolidation of two of its top three chains and while jet fuel prices have trended downward, the business jet market is still sluggish. Join us as our panel analyzes the current state of the industry and projects what's in store for the rest of the year and beyond.

3:30 p.m. - 4:30 p.m.

**FAA Safety, Certification and Regulatory Oversight:**

**A Conversation with Peggy Gilligan** (Hyatt – Columbia B, Ballroom Level)

FAA Associate Administrator for Aviation Safety Peggy Gilligan is the industry's top safety regulator. Gilligan leads an aviation safety workforce of more than 7,000 employees located at FAA headquarters, regional and directorate offices, and more than 125 field offices throughout the world with an annual budget of more than \$1 billion. Join an interactive session with the leader of the organization responsible for setting, overseeing and enforcing safety standards for all parts of the aviation business community including FBOs, air charter, maintenance and repair organizations and airports.

5:15 p.m. - 6:45 p.m.

**Congressional Reception\*\***

(2167 Rayburn House Office Building)

**Sponsored by: Atlantic Aviation**

## **Friday, June 10**

8:00 a.m. - 9:00 a.m.

**Continental Breakfast** (Hyatt – Columbia B, Ballroom Level)

9:00 a.m. - 10:00 a.m.

### **New FAA Compliance Philosophy**

(Hyatt – Columbia A, Ballroom Level)

*John Duncan (FAA), Mark Bury (FAA), Shelley Ewalt (McBreen & Kopko)*

#### **Sponsored by: Air Charter Guide**

The FAA's new compliance philosophy emphasizes voluntary compliance programs rather than legal enforcement. This session will cover what the new philosophy entails, who is affected, specifically the effects on repair stations and technicians, and how the new philosophy changes the FAA's voluntary reporting programs (VDRP and ASAP).

### Concurrent Sessions

10:10 a.m. - 11:00 a.m.

#### **Human Factors: Fatigue Risk Management**

(Hyatt – Columbia Foyer, Ballroom Level)

*Dr. Daniel Mollicone, Ph.D. (Pulsar Informatics), Mike France (NATA)*

Fatigue risk impacts every aspect of flight operations including pilots and flight attendants working long hours across multiple time zones, and mechanics and ramp personnel whose mission critical activities ensure an aircraft is ready for flight. Unmanaged, fatigue risk can jeopardize the safety of passengers and crew, and expose your business to costly, perhaps even door-closing ramifications. This presentation will highlight key Fatigue Risk Management concepts and methodologies, and include examples of operational fatigue considerations that will help you to reflect on your business' safety culture.

10:10 a.m. - 11:00 a.m.

#### **Legal Hotspots for General Aviation Businesses**

(Hyatt – Columbia A, Ballroom Level)

*Lenny Kirsch (McBreen & Kopko), Tim Obitts (NATA)*

The need for greater revenues is driving Airport Sponsors to make demands on airport service providers, including FBOs, SSOs and repair stations to pay higher rentals, fuel flowage fees where applicable, and gross receipts fees. Safety concerns and infrastructure projects are interfering with the use of ramps and taxiways for operations and parking. This session will focus on the legal rights of airport service providers and provide tips about how to negotiate an acceptable resolution of these issues with your Airport Sponsor.

### Concurrent Sessions

11:10 a.m. - 12:00 p.m.

#### **A Quiet Risk: Slow-Onset Hypoxia**

(Hyatt – Columbia Foyer, Ballroom Level)

*Dr. Paul W. Buza, D.O., F.A.C.N. (Southern AeroMedical Institute), Mike France (NATA)*

Since 1999, there have been over 140 fatalities related to cabin depressurization involving commercial, corporate, and pressurized technically advanced aircraft. Many of these cases do not involve rapid depressurization but rather slow-onset hypoxia that occurs over 10 to 15 minutes. Pilots during high workload situations may be inadequately prepared to recognize the symptoms of slow-onset hypoxia. Dr. Buza will discuss his research on slow-onset hypoxia and the conditions that can lead to incapacitation without the flight crew ever realizing there is even a problem.

11:10 a.m. - 12:00 p.m.

#### **Customers, Employees and Suppliers: Managing**

**Relationships for Success** (Hyatt – Concord & Lexington, Ballroom Level)

*Jeff Kohlman (Aviation Management Consulting Group), Tim Obitts (NATA)*

Managing business relationships is key to your organization's success – and ultimately your success. These relationships occur, and are important, at all levels of your organization including with your customers, suppliers and those within the local airport structure. Successful business relationship management consists of being authentic, developing respect, giving first (before receiving), and loosening the tie, all while "staying in the pattern." All of these concepts will be discussed in detail during this session.

11:10 a.m. - 12:00 p.m.

#### **Effective Communication with Your FAA**

(Hyatt – Columbia A, Ballroom Level)

*Leisha Bell (FAA), Dave A. Smith (Cabin Crafters Inc.), Mark Steinwender (Gulfstream Aerospace Corporation), Carol Giles (Giles Group Inc.)*

For aviation businesses, a major benefit of the 2012 FAA reauthorization legislation was a congressionally mandated effort by the agency to raise the level of regulatory consistency across its regions and offices. Hear from the FAA on the status of that consistency initiative as well as from industry representatives on the challenges associated with operating across multiple FAA regions using a single operating manual.

12:15 p.m. - 1:30 p.m.

**Networking Lunch** (Hyatt – Columbia B, Ballroom Level)

Concurrent Sessions

1:40 p.m. - 2:30 p.m.

**Hiring Challenges with a Declining Pilot Supply**

(Hyatt – Columbia Foyer, Ballroom Level)

*Nick Tarascio (Ventura Air Services), Craig Foster (Jet Professionals) Paul Lange (Law Offices of Paul A. Lange), Jacque Rosser (Jacqueline Rosser Consulting)*

As the pool of available pilots declines, how can on-demand operators strategically adjust their hiring process while maintaining operational safety and a strong corporate culture? Operators are already facing the challenges of increasing benefits packages and altering pilot minimum qualification standards. The panel will share their experiences and offer guidance on how to proceed as the pilot shortage continues to unfold.

1:40 p.m. - 2:30 p.m.

**Safety Information Sharing Systems (ASAP/ASIAS/VDRP)**

(Hyatt – Columbia A, Ballroom Level)

*Tim Shaver (FAA), Corey Stephens (FAA), Mike Mertens (Duncan Aviation), Tony Fazio (Fazio Group International)*

Safety Information Sharing Systems (ASAP/ASIAS/VDRP) were first developed for Part 121 scheduled airlines in order to increase aviation safety by mitigating risk more effectively through the creation of voluntary and non-punitive self-reporting programs. These safety improvement programs are now becoming widespread in the Part 135 and 91K fractional communities. This panel will discuss the challenges and opportunities for Part 145 repair stations to utilize ASAP programs by comparing successes from the Part 135 air charter industry and the creation of MOU guidance to ensure the programs work for all stakeholders.

1:40 p.m. - 2:30 p.m.

**Separating Your FBO from the Crowd: Maximizing Customer Service** (Hyatt – Concord & Lexington, Ballroom Level)

*John L. Enticknap (Aviation Business Strategies Group), Tim Obitts (NATA)*

As FBO operators and pilots know, fuel is fuel. The truth is you can obtain the same products and services at just about any FBO. So what drives customer preference? Why do customers choose one FBO over another? Join us as we explore how providing a great customer service experience is an essential ingredient in developing long-term profitable customer relationships and helping distinguish your FBO from the crowd — all you need to add is a little cheese!

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**Exhibitors — EasyFBO, Porter County Airport, Multi Service Technology Solutions (MSTS), Safety 1<sup>st</sup> and Veterans Airlift Command**

*\*The Congressional Breakfast and General Aviation CEO Panel will follow with a visit to the U.S Capitol Building.*

*\*\*The Congressional Reception will take place on Capitol Hill in the Rayburn House Office Building.*

For more information, visit [www.nata.aero/abc](http://www.nata.aero/abc)

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