



2011 AGIFORS CREW MANAGEMENT STUDY GROUP CONFERENCE

Join us in Dubai, UAE for the 2011 AGIFORS Crew Management Study Group Conference!

This year's conference is being graciously hosted by **EMIRATES AIRLINES** in the world class city of Dubai.

Conference dates are May 1st through May 5th at the **Hyatt Regency Dubai and Galleria**.

We invite your company to participate at this year's conference as it will draw participants from various crew functions. Major topics to be discussed and reviewed relate to Crew Planning, Training Scheduling, Crew Scheduling, Pairing Optimization, Crew Rostering, Preferential Bidding Systems, Crew Tracking, Crew Recovery, Crew Systems Access, System Integration, Airline Integrated Solutions and the impact of industry changes on crew management.

Who should attend the Crew Management conference?

- Crew Resource/Planning Directors, Managers and Team Members
- Crew IT Directors, Managers and Team Members
- Business Solution Directors, Managers and Support Personnel
- Project Managers, Directors, Team Leaders supporting crew application selection, development and deployment
- Operations Research Practitioners, Directors and Managers
- Vendors in the field of crew systems, airline operations, crew management, preferential bidding, rostering, recovery, crew communication/system access, training scheduling, tracking and system integration
- Academics with an emphasis on crewing solutions in both routine and irregular operations

Come and share with us your ideas, thoughts, practical innovations, current trends, research, philosophies, and the latest advances on the topics which are relevant to you. We look forward to seeing you at the conference welcome reception on Sunday evening **May 1st** in Dubai. Conference proceedings will begin Monday, May 2nd at 9:00am.

The official conference registration website with detailed conference information is open to accept registrations. Hotel room reservations and sponsorships will be accommodated via the registration website.

Use the following link to access conference information and to register.

<http://www.regonline.com/agifors2011crewmanagementstudygroup>

If you are interested in presenting a technical paper at the conference in Dubai, please submit an abstract via email by **April 10th** to Mirela Stojkovic, (mirela.stojkovic@delta.com). As always talks are subject to approval based on content. Time slots are limited and available on a first-come, first-serve basis - so if you are interested, act now!

Some suggested appropriate presentation topics and/or areas of interest:

1. Advances in pairing optimization
2. Innovative approaches to crew recovery solutions during unexpected disruptions
3. Legacy crew management system replacement strategies

4. Crew considerations including costs during the flight schedule development process (robust scheduling)
5. Creative crew planning solutions in addressing company/contractual or operational constraints
6. Key Performance Indicators (KPI) and post-operations analysis
7. Data Visualization/User Interfaces
8. Research results within the crew management discipline

Abstract Submission Deadline: April 10th

Complete Presentation Submission Deadline: April 20th

For more information on the AGIFORS Crew Management 2011 conference technical program, please contact mirela.stojkovic@delta.com.

2011 CREW MANAGEMENT CONFERENCE FEE SCHEDULE

Airline Delegate: \$375.00

Airline Delegate Daily Rate: \$150.00

Academic Delegate: \$200.00

Industry Delegate: \$550.00

Vendor Delegate: \$950.00

Social Guest: \$175.00

Included in the registration fee for each delegate is a daily business lunch, hosted coffee breaks, Sunday evening's welcome reception, vendor exhibition space, the administrative costs associated with the conference, online access to the conference proceedings (containing the papers presented, airline and vendor updates, agenda and list of attendees). **Also included in the delegate fee are a Safari Dinner Expedition on Tuesday afternoon and evening and a dinner cruise down Dubai Creek on Wednesday evening.**

HOTEL RATE INFORMATION The conference's daily room rate at the **Hyatt Regency Dubai** is **AED 620.00** (approximately \$170.00 USD - *dependent on the conversion rate at the time of the conference*). The rate is **inclusive** of all service fees and taxes. The rate also includes daily buffet breakfast each morning at The Kitchen restaurant.

AGIFORS manages and forwards room reservations directly to the hotel from the information you enter on the registration website. This includes your credit card information. This is only way to guarantee your reservation.

AIRLINE DELEGATES: Please come prepared to present a 5-10 minute update on your company covering the following 2 topics.

1. COMPANY OVERVIEW

- Types and number of Aircraft
- Primary route structure
- Total crew members (pilots and flight attendants)
- Number of crew bases and locations
- Unique contractual considerations
- Crew Management Advances in 2009-2010

2. CURRENT CREW MANAGEMENT TOOLSET

- Staff forecasting/planning
- Trip/pairing/rotation construction
- Monthly scheduling/rostering
- Daily tracking
- Distance learning (use of e-Learning/LMS)
- Planned next steps for 2010-2011

VENDOR DELEGATES: Please come prepared to present a 5-10 minute overview of your company outlining products and/or services offered.

PRESENTATION SUITES

There is a limited number of presentation suites adjacent to the conference hall. They have been made available through each of the 3 conference sponsorship opportunities. Please note the levels of sponsorships available for this year's conference are being offered at the time of registration. Thank you in advance for your consideration.

If you would like more information regarding presentation suite availability, location, capacity, rental fee etc., please contact Mike directly at michael.wysocki@delta.com.

SHIPPING: *The shipping address for the hotel along with contact information and any associated fees will be forwarded to each vendor representative upon completion of the registration process.*

AVOID the \$100.00 late registration fee, register before April 15, 2011!

We want to extend a special thank you to the Emirates representatives directly supporting the planning of this year's conference.

**Ioannis (Yiannis) Anagnostakis
Robin Kearsay
Herrick Lai**

We look forward to seeing you in Dubai with the opportunity to renew old friendships and welcome new participants to another productive, informative and successful meeting!

Travel Advisory - Please review the UAE Embassy website for information regarding visas.

<http://www.uae-embassy.org/travel-culture/visas-passports>

Canadian Passport holders are required to obtain a visa prior to entering the United Arab Emirates.

Should you have any questions, feel free to e-mail or phone either Mike or Mirela.

Please forward this announcement to other interested colleagues.

Thank you and see you in Dubai!

Mike Wysocki

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Crew Management Study Group

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