

Airline Dispatchers Federation  
Annual Safety Summit  
Doubletree Dallas Love Field



October 2-4, 2017

**Monday**

**October 2nd, 2017**

- 13:00—1700     ADF Fall Quarterly Business Meeting.  
All members are welcome to attend.
- 17:30—19:30     Industry Gathering by Sponsor Showcase
- Meet our sponsors and see  
all of their newest products & services.  
Open Bar and hors d'oeuvres.
- 19:30             Tonight is on your own to enjoy Dallas

Did you know that ADF awarded 4 donated  
scholarships in 2017? These scholarships allow a  
qualified applicant the chance to acquire their Dispatcher Certificate.



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# Tuesday

## October 3rd, 2017

- 07:30—08:50 Registration & Continental Breakfast  
Visit with our sponsors
- 08:50—09:00 Opening Remarks  
Scholarship Award Recipients  
(Jeppesen / Flight Safety International/ TAS)
- 09:00—10:30 AOC, NOC, OCC Leadership  
Panel Presentation  
Vik Krishnan : Moderator  
Lorne Cass, VP IOC, AAL  
Dave Holtz, Sr VP OCC, DAL  
Matt Hefner, VP NOC, SWA  
Tracy Lee, VP NOC, UAL
- 10:35—11:05 Network Break  
Visit our Sponsors
- 11:10—11:45 Scott Stacy—FAA ASI
- 11:50—12:10 Mike White—AVTEC
- 12:15—13:30 Lunch  
Steve Caisse—Retired DAL The Aircraft  
Dispatcher in the United States: Yesterday,  
Today and Tomorrow
- 13:40—14:10 Gene Kim—SWA The Impact of Drones on  
Aircraft Dispatcher Ops
- 14:15—15:20 Jake Zelman— 9/11: Voices of the  
Aircraft Dispatchers  
(A Video Documentary)
- 15:20—15:50 Network Break  
Visit our Sponsors

Your day is not over.... Schedule continues on the next page.

## Tuesday (continued)

- 15:55—16:15 Bill Moren - Jeppesen  
16:20—17:15 Don Eick - NTSB  
17:20—17:30 Closing Comments for Day 1

Buses will be taking us over to Southwest Airline's NOC!  
Optional tours of the NOC will be available. (Please don't drink alcohol prior to the tour.)

Southwest Airlines hosts it's famous "Deck Reception" with live music featuring the Derek Lee Band.

Food and Drinks will be served!

This event is sponsored by:

**Southwest**<sup>®</sup> 



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# Wednesday

## October 4th, 2017

- 07:30—09:00 Continental Breakfast  
Visit our Sponsors
- 09:00—09:45 ADF Dispatch Industry Update  
Joe Miceli - ADF President  
Matthias Dubeck - EUFALDA  
Russell Williams - IFALDA
- 09:50—10:20 Joe Micelli - ADF Aviationworks4U
- 10:25—10:45 Network Break  
Visit our Sponsors
- 10:45—11:30 Dave Conklin—UAL Safety Reporting, Hazard Identification, and Corrective Action Processes
- 11:35—12:20 Jeff Elrod—UAL Dispatch Professional Standards
- 12:25—12:30 Closing Remarks—End of Summit

Due to our speakers busy schedules times and/or presenters may change.

Jeff Elrod will be available to those airlines interested in setting up (DPS) Dispatch Professional Standards for their airline.

- 13:00—17:00 Jeff Elrod—UAL Dispatch Professional Standards Class

# Special Thanks



Please make sure you take time to visit and thank our vendors during the week. Without them ADF wouldn't be able to accomplish as much as we do all year long.

## Speaker Panel (in alphabetical order)

### **Lorne Cass**

Vice President – Integrated Operations Center, American Airlines

Lorne Cass is vice president – Integrated Operations Center. He manages operations control teams at the new Robert W. Baker Integrated Operations Center in Fort Worth, Texas. This state-of-the-art facility serves as the nerve center of American’s global network and houses employees who plan, oversee and dispatch the airline’s more than 1 million annual mainline flights. Cass has more than 35 years of industry experience and most recently served as the director of Airport Surface Efficiency within the Federal Aviation Administration’s Air Traffic Organization. He has extensive experience in airline operations control, air traffic management, emergency response and business continuity. Cass began his airline career as a customer service agent for Western Airlines and later worked for several years leading dispatch, meteorology, air traffic control and emergency response functions for Northwest Airlines and Delta Air Lines.

Cass received his pilot’s license and ratings from the University of Albuquerque and studied airline management at the University of Alaska. In addition to his pilot ratings, he holds FAA certification as an aircraft dispatcher and an air traffic control specialist.

### **Matt Hafner**

Vice President NOC, Southwest Airlines

As Vice President NOC, Matt Hafner oversees the Network Operations Control (NOC), Southwest Airlines’ world-class operations center that functions as the “heart” for major operational decisions and coordination and operates 24/7 to keep our airline running.

The NOC houses more than 600 Employees from Dispatch, Maintenance, Flight Operations, Inflight, Ground Operations, Meteorology, Customer Support & Services (CS&S), Corporate Communications, and Proactive Customer Service (PCS). Having all of these voices in one room provides visibility to just about everything that happens in the operation on a daily basis. Strong coordination among all of these groups helps us make the best possible decisions for our Customers. Employees in the NOC

## Speaker Panel

partner with work groups across the operation and business to make sure that each flight operates safely and on time.

Matt began his Southwest Airlines career as a Dallas Ramp Agent, before moving up quickly through the Ground Operations ranks. He has held the Leadership positions of Manager of Ramp and Operations, Station Manager, Regional Director, Director Ground Operations, Senior Director Ground Operations, and Vice President Ground Operations. After the acquisition of AirTran Airways, Matt oversaw the successful integration of the AirTran operation into Southwest's operation while serving as Vice President Integrated Operations. He then joined the NOC as Vice President in 2012.

### **Dave Holtz**

Senior Vice President – Operations and Customer Center, Delta Airlines

Dave Holtz is the Senior Vice President – Operations & Customer Center for Delta Air Lines, responsible for the Operations Customer Center (OCC) and the direction of Delta's worldwide operations. His responsibilities include numerous other critical operational disciplines, as well as the oversight of Delta customers on Sky Team and Delta Connection partners.

Dave is an industry veteran with more than 38 years of service with Delta. He is in charge for directing Delta's excellent daily performance results and customer service recovery efforts on the 3200+ daily departures. He has been instrumental in driving Delta's industry-leading performance as well as irregular operations solutions. Dave is routinely consulted by both governmental and commercial organizations on airline and industry strategy.

In his early years at Delta, Dave began his career by dumping lavs and cleaning seat pockets. He gained valuable experience in Airport Customer Service in other capacities, including above-wing and below-wing leader and hub control manager. Since joining the OCC as a flight control superintendent in 1990, he has steadily advanced through numerous positions of expanded responsibilities and was named Vice President – OCC in 2011 and Senior Vice President in March 2014.



## Speaker Panel

### **Tracy Lee**

Vice President Network Operations, United Airlines

Tracy Lee is vice president of network operations for United. In this role, Lee oversees the day-to-day operations of the airline in the areas of operations control, crew scheduling, air traffic coordination and operations planning and analysis.

Prior to assuming this role, Lee was vice president of operations planning, where he was responsible for setting the reliability goals for the company as well as internal and external operational reporting. In his more than 30 years at the company, he has worked in several areas including finance, human resources and operations. He started in 1987 as a crew scheduler.

Lee received his bachelor's degree in finance from Texas Tech University, and his master's of business administration from the University of Texas at Austin. He is a member of the MITRE Aviation Advisory Committee, the RTCA NextGen Advisory Committee, the Northwestern University Business Advisory Council and is the co-chair for the NextGen Advisory Subcommittee. Lee is married with three children.

The following speakers Bios are available on the ADF Website

[www.dispatcher.org](http://www.dispatcher.org)

Scott Stacy

Mike White

Steve Caisse

Gene Kim

Jake Zelman

Bill Moren

Don Eick

Joe Miceli

Dave Conklin

Jeff Elrod

## Speakers



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# Notes

## **Notes**