

<p style="text-align: center;"><b>AGENDA BIG BEAR AIRPORT DISTRICT</b></p>
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**PERSONNEL COMMITTEE  
July 30, 2010  
4:00 p.m.**

*Big Bear City Airport serves the local community and flying public by providing a safe and efficient, superior venue for aviation operations.*

**Place: Big Bear Airport  
501 West Valley Blvd.  
Big Bear City, Ca. 92314**

- 1. Call to Order**
- 2. Pledge of Allegiance**
- 3. Roll Call**
- 4. Public Comments:** This is the time for the public to address the Board on issues listed on this agenda only. There is a time limitation of three minutes per person. Brown Act restrictions stipulate the Board is not able to discuss non-agenda items raised during public comments. Your comments may be agendaized for future discussion.
- 5. Discussion of Overtime Hours/Proper Staffing.**
- 6. Review and Discuss the 2011 Rates for Employee Insurance.**
- 7. Review and Discuss the Big Bear Airport Personnel Policy and Procedure Manual.**
- 8. Discussion of Separating the Duties of the Board Secretary and Office Manager Position.**
- 9. Discussion of Separating Sick Leave from PTO.**
- 10. Evaluate and Approve Suggested Employee Performance Review Document.**
- 11. Review Requested Training for General Manager.**
- 12. ANNOUNCE AND ADJOURN TO CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTION 54957.6, CONFERENCE WITH LABOR NEGOTIATOR.** Agency negotiator is the Big Bear Airport District Personnel Committee. Unrepresented employee is the Airport General Manager.

## 13. ADJOURN

### CERTIFICATION

I, Nancy Jones, Board Secretary of the Big Bear Airport District, do hereby certify that I posted a copy of the foregoing Agenda on Tuesday, July 27, 2010, at 3:00 p.m. at least 72 hours in advance of the meeting of the Big Bear Airport Board of Directors (Government Code Section 54954.2)

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Nancy Jones  
Board Secretary  
Big Bear Airport District

The Big Bear Airport District Board meeting area is handicapped accessible. Persons with disabilities can receive this agenda in an alternative format and should call the Airport at (909) 585-3219. Notification 48 hours prior to a meeting will enable the District to make reasonable arrangements to ensure accessibility to the meeting.


 

[MEMBERS](#) | [EMPLOYERS](#) | [BUSINESS PARTNERS](#) | [CalPERS INVESTMENTS](#) | [ABOUT CalPERS](#)

**You have selected:**

- Active Member
  - Public Agency Employee
- [Edit Your Selection](#)

[Member Information](#) > [Health Benefits Program](#) > [2011 Health Plan Rates](#) > [Step Two - Determine Your 2011 Regional Health Plan Rate](#) > **2011 Regional Health Plan Rates - Los Angeles Area Region**



## 2011 Regional Health Plan Rates Los Angeles Area Region

To find the monthly premiums for your current health plan, or a plan you are interested in, first find the area on the tables below for the type of coverage you need – Basic, Supplement to Medicare, etc. Then find the name of the health plan on the left and follow across the table to the column for the number of family members in your plan.

**(B) = Basic Plans**  
**(SM) = Supplement to Medicare or Managed Medicare Plans**

### Basic Monthly Rate (B)

Plan	Employee Only	Plan Code	Employee & 1 Dep.	Plan Code	Employee & 2+ Dep.	Plan Code
<b>HMOs</b>						
Blue Shield	\$496.93	3021	\$993.86	3022	\$1,292.02	3023
Blue Shield NetValue	\$427.58	0621	\$855.16	0622	\$1,111.71	0623
Kaiser	\$434.00	3061	\$868.00	3062	\$1,128.40	3063
<b>PPOs</b>						
PERS Choice	\$496.15	3211	\$992.30	3212	\$1,289.99	3213
PERS Select	\$433.87	0801	\$867.74	0802	\$1,128.06	0803
PERSCare	\$787.24	3261	\$1,574.48	3262	\$2,046.82	3263

Step Two - Determine Your 2011 Regional Health Plan Rate

- [Bay Area Region](#)
- [Sacramento Region](#)
- [Los Angeles Area Region](#)
- [Other Southern California Counties](#)
- [Other Northern California Counties](#)
- [Out-of-State](#)

- my|CalPERS Central
- Service Credit
- Retirement Benefits
- Part-Time California National Guard Membership
- Health Benefits
- Long-Term Care Program
- Death Benefits
- Deferred Compensation & Other Supplemental Income Plans
- Retirement Planning Fairs
- Member Education
- Online Services
- Member Home Loan Program
- Forms and Publications Center
- Life Events - What You Need to Know

# **BIG BEAR AIRPORT DISTRICT**

## **PERSONNEL POLICY & PROCEDURE MANUAL**

# Big Bear Airport District Personnel Policy & Procedure Manual

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# Big Bear Airport District Personnel Policy & Procedure Manual

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# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Forward**

This manual reflects the policies and procedures of the Big Bear Airport District. The purposes of the manual are:

- To provide management with the information necessary to fulfill its responsibilities to its employees; and
- To provide for fairness and equity in the treatment of employees.

It is expected that managers will become familiar with the contents of this manual so that they will be able to answer employee questions as they arise and apply the appropriate policies and procedures, as the occasion requires. Managers are also responsible for ensuring that the employees that work for them are informed of these policies and procedures, understand them and abide by them.

Questions about application, interpretation, or clarification regarding any specific policies or procedures are to be directed to the General Manager of the Big Bear Airport District.

Because such policies and procedures are subject to change, with or without prior notice, the information provided in this Policy and Procedure Manual is not intended to create a contract of employment nor should it be construed as terms and conditions of a contract of employment with the organization.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Executive Office**

The terms and conditions of the General Manager's employment shall be specified in the agreement of employment established between the General Manager and the Board of Directors. The agreement of employment shall be for the period of time as specified therein.

Whenever the agreement of employment established between the General Manager and the Board of Directors is in conflict with any District policy, said agreement of employment shall prevail.

## **Equal Employment Opportunity**

It is the policy of the Big Bear Airport District to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, gender, national origin, ancestry, physical or mental disability, age, marital status, pregnancy, sexual orientation, or any other characteristic protected by state or federal law. Our commitment includes ensuring a non-discriminatory workplace. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship.

Every Big Bear Airport District employee and all persons engaged in business with the Big Bear Airport District have an ongoing responsibility to create a non-discriminatory work environment through their personal conduct.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Harassment or Discrimination**

The Big Bear Airport District strives to maintain a workplace that fosters mutual employee respect and promotes harmonious, productive working relationships. The District believes that harassment or discrimination in any form constitutes misconduct that undermines the integrity of the employment relationship. Therefore, the Big Bear Airport District maintains a strict policy prohibiting all forms of unlawful harassment, including sexual harassment and harassment based on race, color, religion, national origin, age or any other characteristic protected by state or federal law. This policy applies to all agents and employees of the District, including supervisors and non-supervisory employees. It prohibits unlawful harassment of any form, including verbal, physical and visual harassment. It also prohibits retaliation of any kind against individuals who file valid complaints or who assist in a District investigation.

Sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either (1) Submission to the conduct is made either an explicit or implicit condition of employment, status or promotion, (2) Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee; (3) The conduct has the purpose or effect of substantially interfering with an employee's work performance or creates an intimidating, hostile, or offensive work environment; or (4) Submission to, or rejection of, the conduct is the basis for any decision affecting benefits, services, programs, or other available activities.

Unlawful harassment may take other forms, including: (1) Verbal conduct, such as derogatory comments, slurs or epithets; (2) Physical conduct, such as assault, blocking normal movement, or interference with work directed at an employee because of the employee's sex or other protected characteristic; or (3) Visual conduct, such as derogatory posters, cartoons, drawings or gestures.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

Harassment or Discrimination - continued

Any employee who believes he or she has been harassed by a co-worker, supervisor, or officer of the District should firmly and clearly tell the person engaging in the harassing conduct that it is unwelcome, offensive and should stop at once. The person should also promptly report the occurrence to the General Manager or the President of the Board of Directors if the harassing conduct involves the General Manager. The District will promptly and thoroughly investigate the claims, either through its own personnel, or through a contract investigator. Disciplinary action, up to and including termination, will be taken against any employee who engages in harassing behavior. The District will conduct its investigation in as confidential a manner as possible. A timely resolution of each complaint will be reached and communicated to the employee and the other parties involved. Appropriate corrective action, up to and including termination, will be taken promptly against any employee engaging in discrimination and/or harassment. Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited. However, any employee that knowingly makes a false claim of harassment and/or discrimination will be subject to corrective action, up to, and including, termination.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Drug Free Work Place/Substance Abuse**

The Big Bear Airport District recognizes the importance of maintaining a safe, efficient and healthful work environment for its employees. Being under the influence of any drug and/or alcoholic beverage on the job poses serious risks to employee health and safety. Therefore, it is the District's intent to provide a drug free work place and to establish an on-going drug free awareness program in accordance with the Drug Free Workplace Act to inform employees about:

1. The dangers of drug abuse in the work place.
2. The Big Bear Airport District policy of maintaining a drug free work place.
3. The Big Bear Airport District will make available to employees, when needed, a drug counseling, rehabilitation, and employee assistance program; and
4. Establish penalties that may be imposed upon employees for drug abuse violations occurring in the work place.
5. Provide a copy of the District policy to each employee.

### **Drug Policy Statement**

The Big Bear Airport District Board of Directors does hereby direct to all employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is strictly prohibited in the airport work place. A controlled substance is defined as all forms of alcohol, narcotics, depressants, stimulants, hallucinogens, marijuana and substances recognized as drugs in the official United States Pharmacopoeia and any supplement thereof, whether illegal or legal prescription or over the counter.

Any violation of this policy will be subject to serious disciplinary action and will result in the following action being taken within 30 days:

1. The District will take appropriate action against an employee, up to and including termination, or

# **Big Bear Airport District Personnel Policy & Procedure Manual**

2. Require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purpose by a Federal, State, or local health, law enforcement, or other appropriate agency.

## **Tobacco Use**

The Big Bear Airport District is committed to a philosophy of good health and a safe work place. In keeping with this philosophy and in compliance with California law and regulations, it is important that the work place and office environment reflect the District's concern for good health. The use of tobacco products, therefore, is not permitted inside the District facilities or vehicles. Tobacco products include, but are not limited to, cigarettes, pipes and smokeless tobacco. The use of tobacco products will be allowed only in designated areas outside any facility. Employees who wish to smoke must limit their smoking to break and meal periods. Appropriate signage will be placed at entrances to all buildings advising employees and visitors that the District maintains a tobacco-free environment. This policy relates to all work areas at all times, including before and after normal working hours.

## **Nepotism**

In the best interest of the Big Bear Airport District and its staff, the hiring of close relatives will be discouraged.

For the purpose of this policy, "close relative" is defined as husband, wife, mother, father, son, daughter, sister and brother.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Advertising Requirements for New Hires**

REQUIRED: Hiring for full-time positions will be advertised for two weeks in the local paper.

NOT REQUIRED: Hiring for part time positions. Although if the Manager deems it necessary in order to find a qualified person, he/she may chose to advertise.

NOT REQUIRED: Hiring for temporary employees.

## **Employment Eligibility Documents**

Federal regulations require the Big Bear Airport District to comply with the Immigration Reform and Control Act of 1986. All new employees must complete an I-9 Form and provide proof of their identity and their ability to work in this country. Manager is responsible for obtaining the I-9 Form and verifying the eligibility to work in the United States. Employees will be expected to complete the I-9 Form during orientation on their first day of work. Manager will properly complete the Employer Section of the I-9 Form. If a new employee is unable to provide the necessary documentation within three working days from the date of hire, he/she must provide proof that he/she has applied for the required documents. If this is not provided, the employee will be terminated.

## **Employment Physical Examination**

All individuals who are offered full-time, temporary or part-time employment shall be required to submit to a physician's examination and controlled substance test at District expense before they may begin work. The examining physician will be provided a description of the job involved to assist in a determination of the individual's fitness to work. An offer of employment is contingent upon an employee's successful completion of the medical examination.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Hours of Work**

This policy shall apply to probationary and regular employees in all classifications.

The regular hours of work each day shall be consecutive except for interruptions for meal periods.

The work week shall consist of seven (7) consecutive days from 12:01 o'clock a.m. Sunday, through midnight Saturday.

## **Time Reporting**

All non-exempt employees must record their daily hours worked on the time card provided for record keeping purposes. Time cards should be filled out daily. Each employee is responsible for accurate recording of his/her time. Marking another employee's time card in or out is a violation of District policy and may be grounds for immediate termination.

Exempt employees are not required to record hours worked, except for billing purposes. Exempt employees must turn in a weekly calendar that records vacation days, sick days, and personal days taken during the month.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Attendance**

Attendance and punctuality are important to the efficient operation of any business. Good attendance and punctuality are essential components of solid employee performance and are measured by objective standards. Regular attendance and punctuality are expected of all employees. If an employee is unable to report to work or will be more than 30 minutes late, the individual must notify the Manager or designee as far in advance as possible of the time assigned for reporting to work so that any necessary replacement or other arrangements can be made. When reporting an absence, a reason and the expected date of return to work must be given and, if a return date is unknown, a call will be required each day. If an employee is out of town and for some reason cannot report to work, the District will accept a collect telephone call for the purpose of reporting the absence.

Any employee who is on an excused absence for three or more days due to illness or injury shall be required to submit a doctor's release in order to return to work.

Excessive absenteeism or any absence without notice will result in disciplinary action and possible discharge. Any employee who is absent for three or more consecutive days, without reporting or calling the District, will be considered to have voluntarily resigned without notice as of the close of the third day, unless a reasonable excuse is offered and accepted by the employer.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Use of Computers, the Internet and Electronic Communications**

The Big Bear Airport District has invested substantial assets in order to provide employees access to computers and other electronic devices to perform the responsibilities of their jobs. Employees are provided computers or access to computers for job-related purposes. All employees must fully understand that the computers and the entire network of the District's electronic communications systems, as well as all information temporarily or permanently stored or transmitted with the aid of computers or the electronic communications systems, remain the sole and exclusive property of the District and are subject to access, copying, and use by the employer in any manner it deems appropriate. Employees, therefore, must not assume any privacy right or interest in any information that is temporarily or permanently stored on a computer or any of the various forms of electronic communication used by or in the District, and employees must not anticipate receiving a proprietary interest in any such information. This includes, by way of example, E-mail, connections to the Internet, voice mail, facsimiles, telephones or any other form of electronic communication.

In some cases, confidential and proprietary information of the District may be accessible on or from a computer. Employees are expected to take all steps necessary to protect the District's proprietary and confidential interests in such information and not to allow or cause the dissemination or improper use of, or exploitation of such information.

In addition, employees must not add or load any software to a computer without the proper approval of the General Manager, and employees must not use a computer for any inappropriate or unauthorized purpose. Inappropriate purposes include, without limitation, defamatory or offensive communications, gambling, actions damaging to the District, creating an actual, potential or apparent conflict of interest or if they violate the rights of third parties, the District or co-workers.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

Use of Computers, the Internet and Electronic Communications - continued

The District's commitment to the spirit and the letter of all applicable civil rights and equal opportunity laws applies to the use of its computers and electronic communications systems and access to information available as a result of such use. The use of a computer or any electronic communications systems to convey messages or information that could constitute unlawful harassment or discrimination of any kind, including sexual harassment, is strictly prohibited and will not be tolerated by anyone.

Employees must not allow or facilitate access to computers of the District by outside individuals or unauthorized individuals. In addition, no data stored on a computer of the District may be removed, downloaded or transferred without the approval of the General Manager. Any violation of these policies may result in disciplinary action, up to and possibly including immediate termination.

Employees who have questions regarding this policy or questions regarding the appropriateness of any activity relating to computers or the electronic communications systems of the District should direct them to the General Manager before engaging in any activities that may be found to be unauthorized or improper. The District retains the right to gain access to any information received by, transmitted by, or stored in any such computer or electronic communications device, at any time, either with or without an employee's knowledge, consent or approval.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Probationary Period**

All new or promoted employees work in a probationary status for a six-month period. This “getting acquainted” period gives the supervisor the opportunity to determine the ability with which the employee performs his or her job. It also provides the employee with the opportunity to decide if he or she is satisfied with the position. The General Manager reserves the right to extend the duration of the probationary period, in his sole and absolute discretion, when such an extension is determined appropriate.

Upon completion of the probationary period, a performance evaluation will be conducted to determine the advisability of continued employment on a regular basis. An employee who successfully completes the probationary period will be notified in writing that he or she has become a regular full-time or a regular part-time employee.

## **Job Descriptions**

A job description is a formal document describing the nature, scope, physical requirements and responsibilities of a specific job within the organization. Job descriptions are used for purposes of training and development, annual performance appraisals, promotions, recruiting, and hiring. Job descriptions are prepared by the Manager and approved by the Board with input from appropriate individuals within the organization who are familiar with the required duties and responsibilities of the position. Job descriptions are maintained in a central file in the office of the General Manager.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Performance Evaluation**

Performance evaluations provide an objective, consistent and fair way to evaluate each employee's on-the-job effectiveness. The evaluation process should inform employees of their standing in the organization and communicate expected standards of performance. It is also used to discuss work standards, recognition for effective performance, areas where improvement is needed, as well as possible development for future potential or other opportunities.

The General Manager or designated representative shall conduct a performance evaluation of each employee on their employment anniversary date, or as soon thereafter as possible but no later than sixty (60) days after the anniversary date, or more often should it become necessary.

Performance evaluations shall be in writing on forms prescribed by the General Manager. Evaluations will be reviewed in a private meeting with the employee and will be signed by the evaluator. Employees will be provided the evaluation to read, to sign and then will also receive a copy. An employee's signature on his/her Performance Evaluation Form only acknowledges that it has been reviewed with the employee. Employees are encouraged to attach any written comments they wish to their performance evaluation. The Performance Evaluation Form together with any employee comments will become a part of the employee's personnel file.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Disciplinary Action**

It is the policy of the District that all employees are expected to comply with the District's Policies and Procedures and that any noncompliance with these standards will be addressed by disciplinary action. The following measures are part of the disciplinary process: oral warning, written reprimand, suspension with or without pay, dismissal, demotion, or reduction in pay. The General Manager may discipline any employee for cause.

Grounds for discipline may include but are not limited to the following:

1. Discourteous treatment of the public or fellow employees.
2. Drinking of intoxicating beverages or use of illegal or non-prescribed drugs on the job, or arriving on the job under the influence of such beverages or drugs.
3. Excessive absences or tardiness.
4. Disorderly, threatening or violent conduct.
5. Incompetence or inefficiency.
6. Being wasteful of material, property, or working time.
7. Violation of any lawful or reasonable regulation or order made and given by an employee's supervisor.
8. Insubordination or willful disobedience.
9. Neglect of duty.
10. Dishonesty.
11. Misuse of District property.
12. Repeated violation of provisions of this policy.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

Disciplinary Action - continued

In general, any disciplinary actions will be accompanied by a written statement to the employee listing the reasons and grounds for such discipline and, if appropriate, setting out a time to improve. The employee must acknowledge receipt of the disciplinary action by signing the disciplinary statement at the time of presentation; this signature signifies only receipt of the document, not necessarily agreement to the contents. The employee may respond in writing, within ten (10) working days, to the contents of the letter of warning. Failure to file a response within such period constitutes a waiver of the right to respond.

All negative evaluations or letters of warning shall remain part of the employee's personnel file.

Any disciplinary action which may result in suspension without pay shall be set forth in writing to the employee at least five (5) working days before the proposed effective date or dates. This notice shall be prepared by the General Manager after consultation with the District Counsel and shall contain the following:

1. A description of the proposed action and its effective date or dates, and the ordinance, regulation, or rule violated;
2. A statement of the acts or omissions upon which the action is based and copies of all such materials;
3. A statement that a copy of the materials upon which the action is based is attached or available for inspection upon request;
4. A date by which time the employee must respond in writing if he/she wishes to contest the action.
5. All notices of proposed action shall be personally served or be mailed by certified mail, return receipt requested, to the last known address of the employee.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Grievance Procedure**

The Big Bear Airport District is committed to maintaining a positive and pleasant environment in which to work. Employees who encounter work related problems are encouraged to discuss the problems with the General Manager as soon as possible.

The purpose of this policy is to provide a procedure by which employees may formally claim that they have been affected by a violation, misapplication, or misinterpretation of a law, District policy, rule, regulation or instruction. This policy shall apply to all employees.

Specifically excluded from the grievance procedure are subjects involving the amendment of state or federal law; District Board of Directors resolutions, ordinances or minute orders, including decisions regarding wages, hours and terms and conditions of employment, performance evaluations or disciplinary actions.

## **Grievance Procedure Steps**

Level I—Preliminary Informal Resolution: Any employee who believes that he/she has a grievance may present the evidence thereof orally to the General Manager within five (5) working days after the employee knew, or reasonably should have known, of the circumstances which form the basis for the alleged grievance.

Level II—Formal Resolution: If the grievance has not been resolved at Level I, the grievant may present their grievance in writing on a form provided by the District (attached hereto as Appendix "A") to the General Manager within ten (10) working days after the occurrence of the act or omission giving rise to the grievance.

The General Manager shall communicate his decision within ten (10) days after receiving the grievance. Decisions will be in writing setting forth the decision and the reasons therefore and will be transmitted promptly to all parties in interest.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

Grievance Procedure – continued

Level III—Personnel Committee: If the grievant is not satisfied with the General Manager's Formal Resolution, or if the General Manager does not respond within the time limits, the grievant may appeal to the next level, which is the Personnel Committee. Appeal to the Personnel Committee must be in writing within ten (days) after receiving the General Managers Formal Resolution. The Personnel Committee will respond within thirty (30) days and the decision of the Personnel Committee is final. Within the above time limits either party may request a personal conference with the other.

## **Basic Rules**

1. If an employee does not present the grievance, or does not appeal the decision rendered regarding the grievance within the time limits specified above, the grievance shall be considered resolved.
2. By agreement in writing, the parties may extend any and all time limitations of the grievance procedure.
3. The General Manager may temporarily suspend grievance processing on a District-wide basis in an emergency situation.
4. A copy of all formal grievance decisions shall be placed in the employee's permanent personnel file.

It is the District's intention to be fair and impartial in order to establish the smoothest working relationship possible. No employee will be discriminated or retaliated against, or in any way penalized, for using this procedure.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Vehicle Cost Reimbursement**

Use of a District Vehicle whenever possible is desired for District business. Reimbursement for District use of privately owned vehicles will be at the rate specified in the Internal Revenue Service Guidelines in effect at the time of the vehicle usage.

An employee using a personal vehicle for District business will be required to provide proof to the Manager that he/she has the minimum level of insurance coverage in effect as specified by District rules.

## **Reimbursement For Training, Education and Conferences**

Members of the Staff are encouraged to attend educational conferences and professional meetings when the purpose of such activities is to improve District operation. Hence, with prior approval of the General Manager, there is no limit as to the number of employees attending a particular conference or seminar when it is apparent that their attendance is beneficial to the District.

It is the policy of the District to encourage Staff development and excellence of performance by reimbursing expenses incurred for tuition, travel, lodging and meals as a result of training, educational courses, participation with professional organizations, and attendance at local, state and national conferences associated with the interests of the District.

The Board Secretary is responsible for making arrangements for Staff for conference and registration expenses, and for per diem. Reimbursement, when appropriate, shall include expenses for lodging and travel. Mileage for use of personal vehicle will be paid in accordance with IRS guidelines. If an advance is requested prior to the employee leaving, the Board Secretary will issue a check. Notwithstanding, an expense form and receipts are required for lodging and travel upon the employees return, and the employee must reimburse the District for any amount paid for which there is no receipt.

# Big Bear Airport District Personnel Policy & Procedure Manual

Reimbursement For Training, Education and Conferences - continued

## **Per Diem Rates Currently In Effect:**

- Breakfast - \$8.00
- Lunch - \$12.00
- Dinner - \$20.00
  
- Hotel – Rates in excess of State Government Rate must be approved by the Manager.

## **Guidelines for Accepting and Providing Gifts, Entertainment, and Services**

An employee or their immediate family may not accept from or provide to, individuals or companies doing or seeking to do business with the District, gifts, entertainment, and/or other services or benefits unless the transaction meets all of the following guidelines:

1. Is customary and gives no appearance of impropriety and does not have more than a nominal value.
2. Does not impose any sense of obligation on either the giver or the receiver.
3. Does not result in any kind of special or favored treatment.
4. Cannot be viewed as extravagant, excessive, or too frequent considering all the circumstances including the ability of the recipient to reciprocate at District expense.
5. Is given and received with no effort to conceal the full fact by either the giver or receiver.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Outside Employment**

The nature of the company's business requires the complete commitment of full-time employees. Accordingly, outside jobs are discouraged for full-time employees. No District employee shall be permitted to accept employment in addition to or outside of District service if:

1. The additional or outside employment leads to a conflict, or potential conflict of interest for said employee; or
2. The nature of the additional or outside employment is such that it will reflect unfavorably on the District; or
3. The duties to be performed in the additional or outside employment are in conflict with the duties involved in District service.

An employee who is contemplating additional or outside employment shall notify the Manager, in writing, prior to accepting such employment. The Manager will inform the employee of his decision in writing within 5 working days. The written response will be included in the employees personnel file. Any violation of this policy may result in disciplinary action up to and including possible discharge.

Employees are not permitted to use District records, material, equipment, facilities or other District resources in connection with outside employment.

## **Military Leaves**

Employees of the Big Bear Airport District who enter the Armed Forces of the United States will be granted leaves of absence in accordance with federal and state laws governing such leaves.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Employee Classification Definitions**

- A) **Regular Employee**: An employee who has completed probation and is assigned to a position which has been established on a permanent year-round basis requiring work on regular basis. Such employees are appointed with the reasonable expectation that their position will continue on a career basis, provided funding is available and allocated. Regular employees who are members of PERS are eligible for all employer-sponsored benefits.
- B) **Temporary Employee**: A part-time or full-time employee whose position is funded on a seasonal or other special time period basis. Employee benefits are not provided. This classification does not guarantee employment for any specific length of time. Employment is at the mutual consent of the employee and the District and, therefore, either the employee or the District can terminate the employment relationship at will, at any time, with or without cause or advance notice. An employee will not change from temporary status or classification simply because of the length of time spent as a temporary employee. The status of a temporary employee may change only if the employee is notified of the change of status, in writing, by the General Manager.
- C) **Full-time Employee**: An employee whose normal assigned work hours equal a full 40-hour work week.
- D) **Part-time Employee**: An employee whose normal assigned work hours are less than a full 40-hour workweek. Appointment on a regular part-time basis may be made if the assignment requires a maximum of 19 hours work per week on a permanent year-round basis.

## **Pay Periods**

The salaries and wages of all District employees shall be paid bi-weekly.

In the event a payday falls on a holiday, the immediately previous working day shall become the payday.

# Big Bear Airport District Personnel Policy & Procedure Manual

**DRAFT**

## Compensation Effective As Of: 10/07/09

### MANAGER

\$55,000 to \$75,000 per year.

### MAINTENANCE WORKER III

A	B	C	D	E
21.41	22.48	23.59	24.78	26.01
\$44,532.80				\$54,100.80

### ACCOUNTING CLERK

A	B	C	D	E
19.67	20.65	21.68	22.77	23.89
\$40,913.60				\$49,691.20

### BOARD SECRETARY/OFFICE MANAGER

A	B	C	D	E
19.67	20.65	21.68	22.77	23.89
\$40,913.60				\$49,691.20

### MAINTENANCE WORKER II

A	B	C	D	E
19.41	20.48	21.60	22.78	24.01
\$40,352.00				\$49,940.80

### MAINTENANCE WORKER I

A	B	C	D	E
17.79	18.68	19.61	20.59	21.60
\$37,003.20				\$44,928.00

### PART TIME PERSONS

A	B	C	D	E
11.44	12.65	13.28	13.94	14.65
\$11,302.72				\$13,723.32

The Board must approve all merit increases.

The Personnel Committee will generally review the compensation schedule annually, if appropriate as solely determined by the Board.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Overtime and Compensatory Time Off**

Overtime Compensation: For non-exempt employees time and one-half payment of the employee's base hourly rate, or time and one-half compensatory time off shall be given for hours worked in excess of forty (40) hours a week. Unless otherwise approved by the General Manager, compensatory time accrued in any given pay period shall not exceed eight (8) hours, or one working day, whichever is greater. Comp time shall be allowed at the same rate as overtime with the prior consent of the General Manager and the agreement of the employee.

## **Call-Out Pay**

If a non-exempt employee leaves the District's premises after completing his/her scheduled work shift and is called back to the District's premises to perform an emergency repair or emergency maintenance of facilities, or if an employee is called out on a scheduled day off, the employee will be entitled to call-out pay for the time spent on the emergency work and will be compensated at the overtime rate of pay. Employees will receive a minimum of two (2) hours of overtime pay for each callout assignment.

# Big Bear Airport District Personnel Policy & Procedure Manual

## *Flexible Benefit Plan - Health and Welfare Benefits*

These benefits shall apply to probationary and regular employees who are members of PERS in all classifications.

**Medical Expense Insurance:** The District shall provide each employee with an annual not to exceed amount for the cost of medical insurance for employees and dependants, to cover non-occupational injuries and sickness. The scope of coverage and the payment of premiums are subject to periodic review and revision by the Board of Directors at their sole discretion. The providers and amount of coverage may be changed by the Board.

When an employee is on medical or family emergency unpaid leave the District will continue Medical and PERS contributions for one month after the last full pay period the employee worked. An employee shall not be eligible for this benefit more than once in a twelve-month period. The District may approve under special circumstances to continue Medical and PERS contributions, the employee would be required to repay the District through payroll deductions after returning to work.

**Dental Expense Insurance:** The District shall provide each employee with an annual not to exceed amount for the cost of Dental insurance for employees and dependents to cover non-occupational injuries and sickness. The scope of coverage and the payment of premiums are subject to periodic review and revision by the Board of Directors at their sole discretion. The providers and amount of coverage may be changed by the Board.

**Workers' Compensation Insurance:** All District employees will be insured against injuries received while on the job as required by State law.

**Retirement Plan:** Upon achieving regular full-time employee status, employees shall be enrolled in the District's employee retirement plan. In addition, any part-time employee hired to work more than 1,000 (one thousand) hours per year would be eligible for enrollment with PERS.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Injury On The Job Program**

If an employee is injured on the job, he/she must immediately report the injury to the General Manager in order for the proper reports to be completed.

The Big Bear Airport District furnishes workers' compensation insurance coverage at its expense. Workers' compensation insurance is intended to provide medical care and pay for lost time resulting from injuries on the job and those illnesses caused by your work. Wage benefits such as hospitalization become effective following a waiting period.

All questions regarding the Injury On The Job Program should be referred to the General Manager.

## **Paid Time Off**

Paid Time Off allowance (PTO) is accrued for vacation, holidays and sick leave as defined below. The maximum PTO unused balance is 400 hours, at which time the accrual of PTO is suspended. At termination of employment for any reason, the District shall compensate the employee for the accumulated vacation time at straight time rate of pay at the time of termination.

# Big Bear Airport District Personnel Policy & Procedure Manual

## Vacation

This policy shall apply to full-time employee classifications.

Vacation is earned as a condition of regular employment and is for the recreation and well being of the employee. Employees eligible for vacation benefits shall accrue, on a prorated basis, vacation time for completed pay periods. Such vacation allowance shall be available for use on the first day following the payroll period in which it is earned.

<u>Length of service From Anniversary Date</u>	<u>Annual Vacation Allowance</u>	<u>Per Pay Period</u>
Through 4 years	80 hrs	3.07
Over 4 yrs thru 9 yrs	120 hrs	4.61
Over 9 years	160 hrs	6.15

PTO shall be taken only with the prior approval of the Manager and at such times as will not impair the work schedule or efficiency of the Airport.

## Holidays

This policy shall apply to probationary and regular full time employee classifications.

The following holidays are recognized and included in PTO accrual at the rate of 3.38 hours per pay period.

New Year's Day  
President's Day  
Easter  
Memorial Day  
Independence Day  
Labor Day  
Veteran's Day  
Thanksgiving Day

# **Big Bear Airport District Personnel Policy & Procedure Manual**

Day after Thanksgiving  
Christmas Eve  
Christmas Day

## **Sick Leave**

This policy shall apply to full-time employee classifications

Full-time employees earning 80 or more hours per pay period shall accrue sick leave for each payroll period completed, prorated on the basis of ninety-six hours per year, or 3.69 hours per pay period.

Sick leave with pay is an insurance or protection provided by the District to be granted in circumstances of adversity to promote the health of the individual employee or his or her family. Sick leave is defined to mean the absence from duty of an employee because of illness, injury, or contagious disease of the employee or a family member. A maximum of forty hours earned sick leave may be used for bereavement due to the death of persons in the immediate family. This is in addition to the amount of time an employee would be eligible to receive under the District's Bereavement Leave Policy.

A doctor's certificate or other adequate proof of illness shall, in the interest of the District, be required for any employee taking more than three consecutive days of PTO for illness.

Any full-time employee who receives a service-related disability retirement due to permanent incapacity to work shall be entitled to 100% payment of accrued PTO if they elect such service-related disability retirement in lieu of exhausting accrued PTO benefits.

## **Bereavement Leave**

This policy shall apply to all full-time and part-time employees.

In the event of a death in the immediate family, an employee may be granted a paid leave of absence not to exceed three (3) days. This is in addition to regular sick leave and vacation time.

# **Big Bear Airport District Personnel Policy & Procedure Manual**

"Immediate family" is defined as being spouse, parents, step-parents, children or stepchildren, brother, sister, grandparents, father-in-law, sister-in-law, brother-in-law or any other person who is a legal dependent of the employee.

## **Educational Assistance**

Full-time employees of the District who have successfully completed their probationary period are encouraged to pursue educational opportunities which are related to their present work and/or which will prepare them for foreseeable future opportunities within the District. This includes courses that are part of an advanced degree program.

With prior approval from the General Manager the District will reimburse full-time employees up to \$2,000 per district fiscal year of the cost of tuition and required class materials if the employee receives a grade of C or better for the class. Failure to obtain approval in advance will result in a denial of the reimbursement benefit. In addition, employees who are on a leave of absence of any kind or in the process of a disciplinary or performance-related action are not eligible to apply for this benefit.

All courses eligible for reimbursement must be taken at approved, properly accredited educational institutions. Correspondence courses or on-line courses may be approved by the Manager. Participating employees must pursue the approved courses outside of regular working hours.

If an employee resigns or is terminated for just cause before completing an approved course, the District has no obligation to provide reimbursement for that course.

## **Deferred Compensation**

The District will match employee contributions to the CalPERS 457 deferred compensation program up to \$250 per month (\$115.38 per pay period).

# **Big Bear Airport District Personnel Policy & Procedure Manual**

## **Jury Duty and Witness Service**

This policy shall apply to part-time and regular employees in all classifications.

It is the policy of the Big Bear Airport District to support the San Bernardino County, State of California, and Federal Court System.

Therefore, any employee summoned to jury duty, or otherwise receives an official directive to appear in court as a litigant or witness, will inform the General Manager as soon as the date of the required appearance is known.

All Big Bear Airport District employees will continue to receive full pay and benefits for a period of two weeks while performing such duties. Any required duty beyond the two-week period will require approval of the Big Bear Airport District Board of Directors.

Any court duty pay (less mileage) provided by the court system will be deducted from the employees pay the following paycheck. If jury duty is in the Big Bear Valley and is completed prior to 3:00 p.m., the employee is expected to return to the Airport and work the remainder of the working day.

## **Protective Clothing and Boots**

The cost of protective clothing, uniforms, shoes, etc., that employees are required to wear shall be borne by the District.

The District has the option of authorizing reimbursements to qualifying employees upon proof of purchase; or, of arranging with local retailers to supply all qualifying employees with a specific products purchased.

## **Conflicts With State and Federal Law**

**Big Bear Airport District**  
**Personnel Policy & Procedure Manual**

To the extent that any policy may conflict with federal, state or local laws, the organization will abide by the applicable federal, state or local law.

**Policy Changes**

The Big Bear Airport District reserves the right to suspend, revise, or revoke any of its policies and procedures at any time, with or without notice.

-- END --

# Performance Evaluation for Employees

<b>Evaluation Status:</b>
<input type="checkbox"/> <b>3 month probationary</b>
<input type="checkbox"/> <b>6 month probationary</b>
<input type="checkbox"/> <b>Annual</b> _____
<input type="checkbox"/> <b>Other</b> _____

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

## DEFINITIONS FOR RATING TO BE APPLIED

**PART A.**

Above Standard:	Perform all tasks above departmental standards	Fair:	Below average performance but improving and potentially acceptable.
Good:	Average performance; meets departmental standards	Unsatisfactory:	Many goals unrealized or many tasks not performed.
		Not applicable:	Not applicable to job

	Above Standard	Good	Fair	Unsatisfactory	Not Applicable
<b>A.1. QUALITY AND QUANTITY OF WORK</b>					
A. Demonstrates knowledge of job					
B. Amount of work accomplished					
C. Performs work with accuracy					
D. Work is neat and presentable					
E. Work is thorough					
F. Organizes work appropriately					

Supervisor's Comments:

# Performance Evaluation for Employees

	Above Standard	Good	Fair	Unsatisfactory	Not Applicable
A.2 WORK HABITS					
A. Is regular in attendance at work					
B. Observes established working hours					
C. Completes work on time					
D. Demonstrates ability to work without immediate supervision					
E. Complies with city policies					
F. Complies with instructions, rules and regulations, including health and safety precautions					

Supervisor's Comments:

	Above Standard	Good	Fair	Unsatisfactory	Not Applicable
A.3. WORK ATTITUDES					
A. Endeavors to improve work techniques					
B. Accepts new ideas and procedures					
C. Accepts constructive criticism and suggestions					
D. Accepts responsibility					
E. Exercises judgement					
F. Adapts to emergency situations					

Supervisor's Comments:

## Performance Evaluation for Employees

	Above Standard	Good	Fair	Unsatisfactory	Not Applicable
A.4. RELATIONSHIPS WITH OTHERS					
A. Works well with co-workers					
B. Works well with public					
C. Cooperates with Supervisors and other staff members					

Supervisor's Comments:

	Above Standard	Good	Fair	Unsatisfactory	Not Applicable
A.5. SUPERVISORY ABILITY (where applicable)					
A. Demonstrates leadership ability					
B. Makes timely decisions					
C. Is fair and impartial in relationships with subordinates					
D. Trains and instructs subordinates					
E. Maintains acceptable performance standards among subordinates					

Supervisor's Comments:

# Performance Evaluation for Employees

Part B.

Comments of supervisor who performed this evaluation:

\_\_\_\_\_  
Signature and Title of Supervisor

\_\_\_\_\_  
Date

Comments of employee:

\_\_\_\_\_  
Signature of Employee  
(Does not imply agreement or disagreement with evaluation)

\_\_\_\_\_  
Date of Discussion with  
Supervisor

## General Information

American Association of Airport Executives (AAAE) and the Federal Aviation Administration (FAA) are pleased to present the Advanced Airport Safety and Operations Specialist (ASOS) School, October 17-20, 2010, in Memphis, Tennessee.

Since 1989, more than 8,500 airport operations personnel have attended one or more of these schools. ASOS Schools have become a regular and recurring part of virtually every airport's training program for operations staff. Endorsed and taught by FAA officials and other airport industry professionals, these nationally recognized courses are designed to increase awareness of FAA's Part 139 airport certification program, as well as to enhance the professionalism and safety responsibilities of airport operations personnel. These professional schools are specifically tailored to airport personnel responsible for the day-to-day operations of public-use (both commercial service and general aviation) and military shared-use airports throughout the United States.

This course will address the most recent information available on FAR Part 139 requirements, including revised or pending changes for FAA Advisory Circulars impacting airport operations. This session also gives attendees a great opportunity to apply the new requirements in a practical environment, as well as test their own working knowledge of self inspection techniques and Airport Certification Manual compliance.

This advanced school is tailored for individuals who either have attended an earlier ASOS school, experienced one or more annual FAA Certification Inspections or have at least three years of experience in airport operations. The advanced course has a unique blend of lectures and practical group exercise case studies designed to increase retention and reinforce practices acceptable to FAA Administrator. The school uses fewer prepared presentations and more problem-solving workshops, role-playing scenarios and breakout groups so that all attendees can actively participate in the proceedings. Best management practices and lessons learned by participating airports are encouraged to be discussed during the breakout sessions.

The following topics (*subject to change*) will be addressed at the Advanced ASOS School:

- Marking and Lighting
- VPDs & Runway Incursion Prevention
- Winter Operations
- Construction Activity
- Planning & Design Requirements
- Safety Management Systems
- Wildlife Challenges
- Integrated Group Exercises

HOTEL \$ 340  
 MEALS \$ 150  
 AIRFARE \$ 390  
 CAR \$ 100  
 REG. \$ 495  
 Misc. \$ 100

All sessions will take place at the Crowne Plaza Memphis. The program will begin with a welcome reception at 6 p.m. (registration opens at 5:30 p.m.) on Sunday, October 17, and ends at 12 p.m. on Wednesday, October 20. Registration fees include one reception, three continental breakfasts, two lunches, refreshment breaks and all handout materials. Confirmation of registration will be emailed to all attendees. Dress for all sessions is business casual.

## Agenda

*(subject to change)*

### **SUNDAY, OCTOBER 17**

5:30 - 6:30 p.m. Registration

6 - 7 p.m. Welcome Reception

### **MONDAY, OCTOBER 18**

7:30 - 8 a.m. Registration and Continental Breakfast

8 - 8:30 a.m. Welcome Remarks and Program Overview

8:30 - 9:15 a.m. Airport Issues, Challenges and Trends

9:15- 10:15 a.m. Best Practices During Annual Certification Inspections

10:15 - 10:30 a.m. Morning Break

10:30 - 11:15 a.m. Overview of Current/New AC's

11:15 a.m.-12 p.m. Group Exercise

12 - 1:30 p.m. Keynote Luncheon

1:30 - 2:30 p.m. Personnel Training and Record keeping

2:45 - 3:15 p.m. Afternoon Break

3:15 - 4:15 p.m. Best Practices-Inspecting Safety Areas

4:15 - 5 p.m. Airport Condition Reporting

5 - 5:30 p.m. Sign and Marking Exercise

**TUESDAY, OCTOBER 19**

7:30 - 8 a.m. Registration and Continental Breakfast

8 - 10:15 a.m. Airport Marking, Signing, and Lighting

10:15 - 10:45 a.m. Morning Break

10:45 a.m. - 12:30 p.m. Related Case Study

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

1:30 - 2:15 p.m. Airport Safety Management Systems

2:15 - 3:30 p.m. Addressing Case Study Exercises

3:45 - 6:00 p.m. Tour of Memphis International Airport

**WEDNESDAY,  
OCTOBER 20**

7:30 - 8 a.m. Continental Breakfast

8 - 9 a.m. Airport Compliance Practices

9 - 10 a.m. Case Study Exercise: Critiquing

10 - 10:30 a.m. Morning Break

10:30 - 11:45 a.m. Recapping Critiqued Case Studies

11:45 a.m. - 12 p.m. Course Review and Adjournment

## Hotel

**Hotel reservations**—Rooms are being held at the Crowne Plaza Memphis, 300 North Second St. Memphis, TN, 38105, phone (901) 525-1800 and fax (901) 523-7842. All attendees will receive a special rate of \$109 single/double. **Reservations must be made by Friday, September 24, 2010, in order to guarantee this rate.** Reservations made after this date can only be honored on a space available basis. To make your hotel reservations, call the hotel directly at (901) 525-1800 and identify yourself as part of the AAAE group. Any guaranteed reservation not canceled 72 hours prior to arrival will be subject to one night room and tax cancellation fee.

## General Information

The 2010 F. Russell Hoyt National Airports Conference (NAC) will be filled with practical, take-away ideas that can be implemented at your airport.

The NAC's popular small group discussion format, which allows participants to debate numerous technical and management topics in an informal setting, will establish the tone of the conference.

Delegates will be encouraged to engage presenters in discussions that result in specific answers to specific problems. Further, roundtables structured by airport size will allow delegates to share problemsolving success stories and case studies. Roundtables will feature TSA and FAA officials who will conduct an open dialogue with NAC delegates.

Further, guest speakers will share the latest news about their companies and the impact this news will have on your airport.

The NAC will begin with a welcome reception on Sunday evening, Sept. 19, and conclude on Tuesday, Sept. 21, with a series of drawings for cash and other great giveaways! You must be present to win, so plan to stay. Newcomers to the NAC or to AAEE will be invited to attend a special networking reception with the association's Executive Committee and Board of Directors on Sunday as well. This is a time to meet key players in the association and the airport industry and is one of the NAC's great delegate benefits.

An optional tour of San Diego International Airport will be offered on Wednesday morning, Sept. 22. Space on the tour is limited to 30 persons, so don't wait to sign up!

And, while you are in San Diego, be sure to take advantage of an additional educational opportunity by attending the Essentials of Airport Business Management Workshop on Sept. 18-19.

REGISTRATION	-	\$ 540
MILEAGE		\$ 160
HOTEL		\$ 370
MEALS		\$ 120
MISC		\$ 100

# Agenda

## *Subject to Change*

### **Saturday, September 18**

8 a.m. – 4:30 p.m.

AAAE Essentials of Airport Business  
Management Workshop

AAAE Foundation Golf Tournament E-mail  
Rick Crider ([rcrider@rwa.com](mailto:rcrider@rwa.com)) for information.

### **Sunday, September 19**

8 a.m. – 4:30 p.m.

AAAE Essentials of Airport Business  
Management Workshop

9 a.m. – 5 p.m.

AAAE Accreditation Exams

2 – 5 p.m.

AAAE Committee Meetings

3 – 5 p.m.

Registration

5:15 – 6 p.m.

Newcomers' Reception

6 – 7 p.m.

Opening Reception

### **Monday, September 20**

7:30 a.m. – 5 p.m.

Registration

7:30 – 8:30 a.m.

Continental Breakfast

8:30 – 9:30 a.m.

Conference Welcome and Opening Remarks

#### **Speakers:**

**James E. Bennett, A.A.E.**

*AAAE Chair*

**Torrance A. Richardson, A.A.E.**

*2010 NAC Chair*

**Scott A. Brockman, A.A.E.**

*2010 NAC Vice Chair*

**Thella Bowen**

*Aviation Director, San Diego International  
Airport*

*Conference Host*

9:30 – 10:30 a.m.

General Session I  
State of the Aviation Industry—The Impact of  
the Recession on Air Service  
and Airport Management

**Moderator:**  
**J. Spencer Dickerson, C.M.**  
*Senior Executive Vice President*  
 AAAE

10:30 – 10:45 a.m.  
 10:45 a.m. – Noon

Refreshment Break

General Session II  
 A New Normal? Industry Restructuring, Policy  
 and Airports

**Moderator:**  
**Stephen D. Van Beek, Ph.D.**  
*President and CEO*  
 Eno Transportation Foundation

Noon– 1:45 p.m.

Luncheon  
 Keynote Speaker—TBA

2 – 3:30 p.m.

Small Group Discussions (not repeated)

- How Airports Can Benefit as Financial Markets Recover

**Moderator:**  
**Scott A. Brockman, A.A.E.**  
*Executive Vice President and Chief  
 Operating Officer*  
 Memphis-Shelby County Airport  
 Authority

- NextGen: What's the Big Deal and Why Does it Matter to Your Airport?

**Moderator:**  
**Phil Johnson, A.A.E.**  
*Deputy Executive Director*  
 Kent County Department of Aeronautics

- EPA Regulations: Come on in, the Water is Fine!

**Moderator:**  
**Rick Crider, A.A.E**  
*Vice President*  
 RW Armstrong

- General Aviation: Economic Opportunities, Security Challenges

**Moderator:**  
**Robert Olislagers, A.A.E.**  
*Executive Director*  
 Centennial Airport

3:30 – 4 p.m.

Refreshment Break

4 – 5:30 p.m.

Small Group Discussions (not repeated)

- Lead High Performance With Organizational Effectiveness

**Moderator:**  
**Scott Hinderman, A.A.E.**  
*Director of Operations and Facilities*  
 Fort Wayne-Allen County Airport Authority

- Sustainability on a Budget

**Moderator:**  
**Marc M. Sethna, A.A.E.**  
*Airfield Superintendent*  
 Columbus Regional Airport Authority

- Airports, Providing Great Customer Service During Turbulent Times

**Moderator:**  
**Tim Callister, A.A.E.**  
*Aviation Services*  
 Mead & Hunt Inc.

6:30 – 9 p.m.

Evening Event Hosted by San Diego International Airport

## Tuesday, September 21

8:15 a.m. – 3:30 p.m.

Registration

7:30 – 8:30 a.m.

Continental Breakfast

8:30 – 10 a.m.

Small Group Discussions (repeated)

- Ground Handling and Other Revenue Creation Strategies

**Moderator:**  
**Shawn Schroeder, A.A.E.**  
 Assistant Director of Aviation-Operations  
 Springfield/Branson National Airport

- Building Rapport and Trust With Your Board: Keys to Effective Governance  
**Moderator:**  
**Roy G. Lewis, A.A.E.**  
*Vice President-Planning*  
Delta Airport Consultants, Inc.
  
- Irregular Operations—Predicting the Unpredictable and Making the Abnormal Normal  
**Moderator:**  
**Alvin L. Stuart, A.A.E.**  
*Superintendent of Airport Operations*  
Salt Lake City Dept. of Airports
  
- Destination Privatization: The Future of Public/Private Partnerships  
**Moderator:**  
**Erin O'Donnell**  
*Managing Deputy Commissioner*  
Chicago Midway International Airport

10 – 10:15 a.m.

Refreshment Break

10:15 – 11:45 a.m.

Small Group Discussions (repeat of earlier sessions)

Noon – 1:45 p.m.

Keynote Luncheon

1:45 – 2:45 p.m.

General Session III  
TSA: What's On the Agenda?

2:45-3:45 p.m.

General Session IV  
FAA: The Latest from Washington  
**Moderator:**  
**Torrance A. Richardson, A.A.E.**  
*Executive Director of Airports*  
Fort Wayne-Allen County Airport Authority

4 – 5 p.m.

Concurrent Sessions

- GA Airport Roundtable  
**Moderator:**  
**Bobbi Thompson**  
*Vice President*

## Airport Business Solutions

- Small/Non-Hub Airport Roundtable

**Moderator:**

**Claudia Holliway**

*Business Development Associate*

The LPA Group

- Large/Medium Hub Roundtable

**Moderator:**

**Randall D. Berg, A.A.E.**

*Director of Operations*

Salt Lake City International Airport

5 p.m.

Prize Drawings

**Wednesday, September 22**

9 - 11 a.m.

Tour of San Diego International Airport