



January 24, 2000

Dear Colleague:

The 2000 session of the AGIFORS Crew Management Study Group will be held at the Cape Sun Hotel, Strand Street in Cape Town, South Africa from March 26-31, 2000. South African Airlines (SAA) has offered to host this year's meeting. Enclosed you will find information pertinent to the conference and hotel. Please consult it for details on hotel accommodations, meeting agenda, registration, presentation information, and technical facilities available.

Both the hotel booking and conference registration forms **must** be returned to Cynthia Rauch by **March 3, 2000** in order to be eligible for the special AGIFORS rate and to avoid a late conference registration charge. Hotel room requests after this date will be handled on a space available basis and not guaranteed. A late charge of \$50.00 will be added to the basic vendor registration fee and a \$25.00 fee assessed for each additional late registrant.

Should you wish to give a technical presentation at the conference (not to be confused with the 5 - 8 minute vendor introduction), please complete and forward the presentation synopsis page to **Nancy Ellis** by **March 3**.

This letter is also available at the AGIFORS website from which it can be downloaded. Please look at [www.agifors.org](http://www.agifors.org) in the Crew Management Study Group area.

If there is anyone you know who did not receive an invitation packet who might be interested in participating, please feel free to forward this information and let Nancy know so she/he can be added to the mailing list. We look forward to seeing you in Cape Town in March for another informative, productive, successful meeting!

Cordially,

*Nancy*

Nancy Ellis, Chairman  
AGIFORS Crew Mgmt Study Group  
Delta Air Lines

*Mike*

Michael Wysocki, Co-chairman  
AGIFORS Crew Mgmt Study Group  
Northwest Airlines



**AGIFORS CREW MANAGEMENT STUDY GROUP**

**Tentative Agenda (*subject to change*)**

Sunday, March 26

Cocktail reception

Monday, March 27

Welcoming Address

Technical Presentations

Lunch

Airline Reviews

Group Night Out

Tuesday, March 28

Airline Reviews (if necessary)

Vendor Introductions

Lunch

Vendor Demonstrations

Wednesday, March 29

Technical Presentations

Panel Discussion

Lunch

Breakout Sessions

Group Night Out - Spier Wine Estate

Thursday, March 30

Technical Presentations

Lunch

Breakout Sessions

Breakout Session Review

Friday, March 31

Business Meeting

Closing

**Vendor Introduction/Demonstrations**

The major purpose of the conference is to provide a forum in which operations researchers, flight operations personnel and their peers from around the world can get together to discuss mutual interests



and problems. Although the emphasis is on operations research, many of the airline delegates come to the meetings looking for solutions to specific problems, and pure operations research solutions are relatively rare.

As the industry continues to automate and computer technology proliferates, no carrier can afford to develop all its systems internally or in a vacuum. The vendors represent a source of packaged solutions to common business problems. The meeting attempts to bring together the vendors who serve our niche (crew management) of the industry and the airline users and developers who work in the crew management area. Therefore, we consider the vendors to be an important supplier to the airline industry and welcome their support and full participation in our AGIFORS Study Group.

This year we will be using the same format as last year for vendor participation. Tuesday will be dedicated to vendor reviews and demonstrations. Each vendor will have no more than 5-10 minutes on Tuesday morning to introduce his/her company and products. The rest of the day will be reserved for vendor demonstrations. Hopefully, this approach will provide the conference attendees with a more in-depth exposure to a company's products which they can then use in their evaluation of the applicability of a particular product to their airline's needs.

**Technical papers** may be submitted and they will be integrated, depending on subject, with those of the airlines. If you would like to make a technical presentation, please submit the **Presentation Synopsis** form included with this package and send it to **Nancy Ellis** no later than **March 3rd** via e-mail, FAX, or post. Please remember, these papers must be of a technical nature, not a sales pitch. If accepted, they will be scheduled. An updated agenda will be sent to all registered delegates around the 15th of March.

### **Breakout Sessions**

This year we will again have several breakout sessions focused on topics of interest to conference attendees. Mike Wysocki will be organizing them and is looking for facilitators. In order to plan and prepare for effective breakout sessions, please notify Mike, via e-mail at **michael.wysocki@nwa.com** by **March 15th**, if you can



offer assistance by facilitating a session. Subjects being considered are: Preferential Bidding, Manpower Planning, Line and Pairing Optimization, Internet/Intranet, Contract Negotiating, Crew Recovery/notification, Crew System Access and/or any subject in which you have an interest. Breakout sessions are scheduled for two hours. **New this year**, we will reconvene on Thursday as a group to share the ideas generated at each session.

### **Conference Registration**

As in the past, vendor firms will be assessed a non-refundable conference fee. The fee for this conference is US\$1500 which entitles two representatives from your company to participate. A maximum of two additional people are welcome to attend at a charge of US\$350 per person. The fee must be paid in **US** funds - by US\$ travelers checks, money order, cash or by credit card. **Personal checks will not be accepted.** To avoid any possible misunderstanding, please be advised that the fee applies no matter how many days of the conference a representative of the company attends. If the registration fee is not received by **March 3**, a late fee of \$50.00 will be added at the time of registration to the basic \$1500 vendor fee. An additional \$25.00 will be assessed for each additional late delegate registration (up to two). Please be prepared to pay it in **US** funds - i.e., US traveller's checks, money order, cash or by credit card. **Personal checks will not be accepted for this fee.**

### **Hotel Accommodations**

A block of rooms has been reserved at the Cape Sun Hotel, Strand Street, Cape Town, South Africa. The single room rate per night is R580 (US\$97.00). The double room rate per night for our group is R790 (US\$132.00). These rates include breakfast. To qualify for the group rate, please send the **Hotel Booking Form** (included at the end of this package) to **Cynthia Rauch** by **March 3rd** via e-mail, FAX, or post. Requests received after this date will be handled on a space available basis and will not have the AGIFORS rate guaranteed.

E-MAIL: cynthia.rauch@mweb.co.za

FAX: 27 11 233-5050



Tel: 27 11 233-5353

ADDRESS: P.O. Box 3467  
Rivonia  
Johannesburg  
South Africa 2128

If your company is sending more than one delegate, **complete a separate form for each.** A confirmation message will be sent out within 72 hours of receipt.

To help us maintain an accurate count, please book your rooms through Cynthia and not through the hotel. Should cancellation of a room become necessary, be advised that the hotel must be notified 72 hours prior to arrival to avoid a night's billing.

### **Exhibition Space**

Exhibition space is available in the foyer/lobby area of the main conference center. The floor plan is currently being finalized. However, we are expecting to offer 3m x 2m modules. The exhibition space for 5 days, shell scheme, fascia, 1 electrical plug point and 2 spots is included in the \$1500 vendor registration fee. Should you wish to book space, kindly contact Cynthia Rauch at the following e-mail address: [cynthia.rauch@mweb.co.za](mailto:cynthia.rauch@mweb.co.za), and she will forward the floor plan and booking forms to you. Once your booking is confirmed, you will receive a complete exhibitor pack.

### **Sponsorship Opportunities**

Various sponsorship opportunities are also available. Please contact Cynthia Rauch for more details.

### **Ground Transportation**



Delegates arriving at the Cape Town International Airport have several options.

1. Cape Sun Hotel limo - must be prearranged and costs R160 (US\$26.00) per person (see hotel registration form)

2. Bus Services

Intercape (departs after every flight) R80 (US\$13.00) per person

Magic Bus (departs every hour) R70 (US\$11.00) per person

City Helper (departs as needed) R80 (US\$13.00) per person

3. Taxi services - available

Please indicate at the bottom of the hotel registration form if you desire prearranged transportation.

#### **Contacts**

If you need assistance, feel free to contact Cynthia, Nancy or Mike through e-mail, telephone or FAX.

Cynthia:

Email: [cynthia.rauch@mweb.co.za](mailto:cynthia.rauch@mweb.co.za)  
Tel: 27 11 233-5353  
FAX: 27 11 233-5050

Nancy:

Email: [nancy.ellis@delta-air.com](mailto:nancy.ellis@delta-air.com)  
Tel: 1 404 715-1135  
FAX: 1 404 715-1165

Mike:

Email: [michael.wysocki@nwa.com](mailto:michael.wysocki@nwa.com)  
Tel: 1 612 726-4731  
FAX: 1 612 727-0570

## **Conference Registration Form**

**\*\* Return this form to Cynthia Rauch by March 3<sup>rd</sup>**



Vendor \_\_\_\_\_

Last Name \_\_\_\_\_

First Name \_\_\_\_\_

Bus. Title \_\_\_\_\_

Bus. Phone \_\_\_\_\_ FAX No. \_\_\_\_\_

E-Mail Addr. \_\_\_\_\_

Bus. Address \_\_\_\_\_

(Note: Please **TYPE** or **PRINT** carefully.)

*Please indicate method of payment*

\_\_\_ Credit: Type \_\_\_\_\_ Number \_\_\_\_\_ Exp \_\_\_\_\_

\_\_\_ Cash \_\_\_ Company Business Check \_\_\_ US\$ Travelers Checks

#### Breakout Session Topics

*Please check off those in which you are interested:*

\_\_\_ Contract Negotiating \_\_\_ Preferential Bidding

\_\_\_ Pairing/Line Optimizers \_\_\_ Manpower Planning

\_\_\_ Crew Recovery/Notification \_\_\_ Crew System Accesses

\_\_\_ Internet/Intranet \_\_\_ Other \_\_\_\_\_

If you are willing to chair a session please e-mail **Mike** at [michael.wysocki@nwa.com](mailto:michael.wysocki@nwa.com)

## Presentation Synopsis Form

**\*\* Return this form to Nancy Ellis by March 3<sup>rd</sup>**



**Presenter** \_\_\_\_\_

**Vendor** \_\_\_\_\_

**Title of Presentation:** \_\_\_\_\_

\_\_\_\_\_

**Approximate Length (minutes)** \_\_\_\_\_

**Synopsis** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## Hotel Booking Form

**\*\* Return this form to Cynthia Rauch by March 3<sup>rd</sup>**

Vendor \_\_\_\_\_

Last Name \_\_\_\_\_

First Name \_\_\_\_\_

Business Address \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Business Phone \_\_\_\_\_

FAX Number \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Arrival Airline and Flight Number \_\_\_\_\_

Flight Arrival Date \_\_\_\_\_ Sched Arrival Time \_\_\_\_\_

Hotel Arrival Date \_\_\_\_\_ Hotel Departure Date \_\_\_\_\_

Special requests: \_\_\_\_\_

\_\_\_\_\_

Credit card number (to hold room for arrival after 6PM)

Type \_\_\_\_\_ Number \_\_\_\_\_ Exp date \_\_\_\_\_

\_\_\_\_\_*Pre book ground transportation with Cape Sun Hotel Limo (R160)*