



**IFALDA Annual General Meeting
SPEAKERS
Atlanta
May 8, 2018
Commencing at 0800 Local**



Dave Holtz

Senior Vice President – Operations and Customer Center

Dave Holtz is 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 SkyTeam and Delta Connection partners.

The Operations and Customer Center (OCC) encompasses a vast array of disciplines, including flight control, strategic operational planning, emergency management, performance engineering, and beyond. The OCC serves as a connection point facilitating interaction from nearly every branch of Delta's operation and customer teams (Airport Customer Service, In-Flight Services, Technical Operations, Reservations, Customer Care, Social Media, and many more) to make proactive and real time decisions, resulting in record-breaking operational performance.

Dave is an industry veteran with more than 35 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 Delta's operating strategy.

In his early years at Delta, Dave gained valuable experience in Airport Customer Service in various 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 senior vice president in March 2014.



Matthias Dürbeck

Started his aviation career 1981 in the “Deutsche Luftwaffe”. In 1987 he successfully completed his German

Flight Dispatcher License and worked as a flight dispatcher for Lufthansa German Airlines. In 2001 he switched

to Lufthansa Cargo and works there as a Flight Dispatcher and Operations Controller. In 1997 he started working for

EUFALDA as Secretary and later as Treasurer. Since 2008 he is the President of EUFALDA.

Russ Williams

Got into the aviation industry when enrolled in the Civil Aviation Management course at Georgian College, Barrie, Ontario, Canada in 1986. The program was co-operative in nature, therefore worked terms as a Ramp Attendant followed by a work term with Transport Canada in Airport Operations. Both jobs were in YHZ.

After graduation in 1989, worked another term with Transport Canada, before gaining full time employment as an Assistant Dispatcher with Air Nova, a connector airline for Air Canada based in YHZ. While at Air Nova, went on to work as a Load Agent, then finally as a Flight Dispatcher. During this time, formed an (in house) Association and negotiated two collective agreements with the company.

Was hired in 1995 by Air Canada as a Flight Dispatcher in YYZ. At the time, Transport Canada had legislated all Dispatchers must be licensed by June 01, 1998. The goal was met and was a proud moment for all. Still employed by Air Canada today, having been promoted to Chief Duty Dispatcher in 2004.

Was elected as Local Council Chairperson in 1997 for Association CALDA (Canadian Airline Dispatchers Association) and held this position for 5 terms. The terms included a full collective agreement in 1999, followed by negotiation sessions in 2001, 2003, 2004 and 2009 during the Airline’s restructuring.

Was elected National President of CALDA in 2009 and have been in the position ever since. CALDA represents Air Canada, Jazz Aviation, First Air, Air Transat and Sunwing Airlines and has over (two hundred) 200 members. As President, participated in further contract negotiations with Air Canada in 2011 and 2015 as well as sessions with all the member groups mentioned above.

Following being elected as National President, began to attend industry meetings with Transport Canada, Navcanada, and of course IFALDA and the ADF. Through IFALDA,

began to attend meetings with ICAO, notably an emergency session on Global Tracking following the disappearance of MH370 in 2014. Was elected Vice-President West for IFALDA in 2014, Held this position until 2017, whereby was elected President this past May in Buenos Aires, Argentina.

Married with three grown children. Outside of all activities, cherish all time spent at the family replica Lighthouse cottage in Shediac Cape, New Brunswick, Canada.

Dave Maloy-FAA Aviation Safety Inspector (ASI)

FAA

Over 30 years of government service including assignments to the NY FSDO, AFS-400 HQ Flight Technologies and Procedures Division the Eastern Region AEA 220 NextGen Branch.

Duties include:

- 1) SAO (Special Area of Operation) tabletops and validation flights to include review of equipage, international manuals and AFM Supps
- 2) Guidance updates for applicable AC's and Order 8900.1 Inspectors Handbook
- 3) Specialist for Comm/Nav/Surveillance in SAOs consulting with industry, regulators and ICAO
- 4) Assisting ASIs with investigation of oceanic errors
- 5) Technical advisor to HQ for specialized OpsSpecs/MSpecs/LOAs
- 6) Dispatch and Operational Control specialist
- 7) Assist with developing OJT syllabus and field training for SAO specialists
- 8) Processing numerous applications in the NextGen and SAO Tracker Share Point sites requesting CPDLC/ADS-C, Oceanic (formerly Class II), NAT HLA (formerly MNPS), etc.
- 9) Instructor for OKC Oceanic and International Operations Course
- 10) Assisting AFS-400 HQ with review and currency of FAA Resource Guides for NAT, PAC and WATRS/GOMEX/Caribbean

ICAO

- 1) Chaired the ICAO NAT Operations/Airworthiness Group tasked with issues such as RVSM, TCAS, Contingency Procedures, SLOP, etc.
- 2) Attended several other ICAO NAT groups as a Flight Standards specialist and involved in the development of SLOP, Oceanic Checklist and the Oceanic Errors Safety Bulletin (OESB)
- 3) Worked closely with Editor of NAT Doc 007 North Atlantic Operations and Airspace Manual to maintain currency

Military

USAF Reserves retired after over 37 years of service and career included flying the C-130 Hercules in extensive domestic and international operations.

Scott Stacy

Scott is an FAA Aviation Safety Inspector for Aircraft (FAA ASI-AD) since 2009 and currently assigned to Headquarters, AFS-210 Air Carrier Technical Operations Branch. Scott is a technical resource for dispatch matters that includes: Part 65 course operators, designated aircraft dispatch examiners (DADEs), weather related issues, aircraft performance, and 121 carriers operations. Scott also is on the Unmanned Aerial Systems (UAS) part 135 certification team as an Operational Control subject matter expert. Additionally, Scott is an instructor for newly hired FAA dispatch inspectors and Principle Operations Inspectors at the FAA Academy in OKC, as well as an appointed FAA On the Job Training instructor.

Prior to the FAA, Scott was the Training and Standards Manager, for a large 121 regional airline from 1996 to 2009. He also served as an Airline Dispatch Federation (ADF) delegate. He participated with NASA on advanced weather systems, and CRM, related to dispatch. Additionally, he holds a Commercial Pilot with instrument rating and Aircraft Dispatcher Certificate.

Scott also is retired from the US Air Force and Air National Guard where he served nearly 29 years. He was a combat survival instructor who worked with tactical and airlift crewmembers, as well as special operations. He also serves as an elected City Councilman in his community, and was recently reelected to a second 4 year term. His wife of 34 years, Gloria, and 3 grown children reside in the Atlanta, GA area.

Henk J Hof

Henk J Hof is the head of the ICAO and Concept Unit at EUROCONTROL. He started his career in 1986 working for ATC The Netherlands and moved to EUROCONTROL in 1991.

Henk is the chair of the ICAO ATM Requirements and Performance Panel (ATMRPP). The ATMRPP developed among others the concept for trajectory based operations leading the transformation of ATM. Following the tragedy of MH 370, Henk was appointed chair of the Advisory Group on the Global Aeronautical Distress and Safety System (GADSS). The objective of the GADSS is to timely detect aircraft in distress and to support efficient and effective SAR.

Brian Keith

Brian Keith, Technical Product Manager Flight Planning and Dispatch Portfolio at Jeppesen, provides dispatcher perspective for flight planning software to be used by airlines, corporate, and military flight operations. With more than 20 years as an FAA Licensed Dispatcher, Brian has been with Jeppesen since 2007, where he led the team with international scheduled airline, and ad-hoc military and corporate mission planning contract dispatch service. Brian started his dispatcher career in 1998 for a United Airlines Regional carrier out of Washington Dulles, and has since worked as a dispatcher, dispatch supervisor/sector manager, dispatch instructor, dispatch check-airman, and OCC duty director. In his career, Brian has developed procedures and instructed dispatchers in international operations for scheduled airline, as well as complex military aerial refueling operations throughout the world.

Mike White

Mike is a 33-year veteran of the airline industry. He began his career at Piedmont Airlines in 1984 where he was responsible for designing, procuring and managing technology projects for Operational Control environments such as Flight Dispatch, MMOC and Ramp Control. Mike has an extensive background and practical application experience in radio, telephony, and IP network solutions across the commercial airline industry. For the past 20 years, Mike has served as Avtec's Vice President of Air Transportation Solutions helping airline clients develop and enhance their operations. Mike and Avtec have always been an advocate and voice for the Flight Dispatcher, and a consistent supporter and sponsor of their forums, symposiums and charters. Mike lives in the Charleston, SC area where you'll find him enjoying his down-time on his boat and giving back to the community through emergency communications via the Amateur (Ham) Radio fraternity. A native Tar Heel, Mike makes sure his clients are treated with the hospitality that is customary in the South.