

Wednesday, January 30	
11:00 pm to 4:00 pm	<b>Golf</b> - Metro Links
6:00 pm to 8:00 pm	<b>Welcome Reception/Dinner</b> - <a href="#">Dashe Cellars</a> , Hosted by Visit Oakland
Thursday, January 31	
7:30 am to 9:30 am	<b>Breakfast</b> (Lanai Conference Room, same as Roundtable Meeting Room)
8:00 am to 8:45 am	<b>Welcome: Introductions &amp; Ice Breaker</b> Kim Sippola- The Quotient Group
8:45 am to 9:30 am	<b>State of the Industry Discussion</b> Brad DiFiore – Ailevon Pacific Aviation Consulting
9:35 am to 10:20 am	<b>Presentation: United Airlines Update</b> Nakul Narayan – Senior Analyst, Network Planning for United Airlines
10:25 am to 11:10 am	<b>Presentation: How to Build and Emotionally Intelligent Customer Feedback System</b> Amy Burritt- The Quotient Group
11:10 am to 11:15 am	<b>Break</b>
11:15 am to 12:00 pm	<b>Presentation: Southwest Airlines Update</b> Becky Kotara – Network Strategy, Network Planning for Southwest Airlines
12:00 pm to 1:00 pm	<b>Lunch</b> (Lanai Conference Room, same as Roundtable Meeting Room)
1:00 pm to 1:15 pm	<b>Guest Speaker: The Honorable Libby Schaaf, Mayor of the City of Oakland</b>
1:15 pm to 2:15 pm	<b>Discussion: Working with your Destination Marketing Organization</b> Visit Berkeley - Barbara Hillman, LVCVA -Kelly Sawyer, APAC - Joel Van Over, OAK - John Albrecht, SAV - Lori Lynah
2:15 pm to 3:15 pm	<b>Presentation: Digital Marketing for Aviation</b> Nikki Voelzke- The Quotient Group
3:15 pm to 3:30 pm	<b>Break</b>
3:30 pm to 4:15 pm	<b>Diio Enhancements Overview</b> Jim Ogden- FlightGlobal
4:15 pm to 5:00 pm	<b>Presentation: Allegiant Air Update</b> Daniel Meier – Manager, Airports for Allegiant Air
6:00 pm to 10:00 pm	<b>Reception/Dinner</b> – <a href="#">Kitchen on Fire</a> hosted by Visit Berkeley
Friday, February 1	
7:30 am to 9:30 am	<b>Breakfast</b> (Lanai Conference Room, same as Roundtable Meeting Room)
9:30 am to 10:15 am	<b>Presentation: American Airlines Update</b> Vincent Copeland – Domestic Planning Manager for LAX and ORD, American Airlines
10:15 am to 11:00 am	<b>Around the Room- Airport Show &amp; Tell</b> Kim Sippola- The Quotient Group
11:00 am to 12:00 pm	<b>Presentation: Airline Update</b>