MISSION STATEMENT

The purpose of this Association is to provide an open forum for the membership to discuss and resolve mutual problems related to practices and procedures of each individual carrier and between carriers.
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I. HISTORY OF THE PASS BUREAU ASSOCIATION

Back in the mid 1960’s, most Pass Bureau offices consisted of only one, sometimes two, employees. Every year, it seemed as though the workload in most of the Pass Bureaus doubled. Staff members were on the phone daily to one another requesting company business passes. The telephone voices soon became familiar.

Mrs. Laura Williams, now retired, was in charge of Braniff’s Pass Bureau and had the idea that these tasks could be somewhat easier and certainly more pleasant, if all the voices could get together and talk over mutual problems. Thus, in 1967 a small group of 17 Pass Bureau staff members representing Alaska Airlines, Allegheny, Braniff, Delta, Frontier, Hawaiian, Hughes Airwest, New York Helicopter, Northwest, Ozark, Piedmont, Reeve Aleutian, Republic, Texas International, Trans World Airlines, Western and Wien Air Alaska gathered in Dallas for lunch one Saturday, the sole purpose being that of putting faces with the voices they spoke to on a regular basis.

Even though there were no formal business discussions, the 17 participants not only enjoyed the friendship but also realized much could be gained from such meetings. They voted unanimously to make their get-together an annual affair. The following year the number of attendees swelled to 27.

Following the 1969 luncheon gathering, one of the participants called an informal business meeting and stressed the fact that the group should formulate guidelines to enable the continuation of these annual gatherings. In addition, it was decided that the gathering would be “hosted” each year by a different carrier, which would be referred to as the Host Carrier. Finally, it was voted to name the group the “Pass Bureau Seminar”.

At the 1970 gathering, a most informative and interesting business session was planned for the annual seminar. In addition, a proposal was made to introduce formal rules and procedures by which all future annual seminars would be governed. Of specific importance, was the proposal to have a General Chairperson, who would be the representative of the host carrier, and a Board of Directors, which would consist of the Host Carrier representatives from the previous three seminars. The function of the Board would be to assist and advise the General Chairperson on all matters pertaining to the seminar. Also, it was proposed that the office of the General Chairperson be rotated between representatives of trunk airlines, local service carriers and international airlines. The classification of each carrier would be determined by the kind of operation from which it earned the largest portion of its gross revenue.

The first business meeting of the 1970 seminar was conducted by utilizing the panel discussions, and covered five basic subjects relating to the following Pass Bureau activities:

- Day to day problems incurred in the Pass Bureau operations.
- Selection of a nominating committee for the next year’s seminar.
- Interline/Marketing techniques through the Pass Bureau.
- Inter-departmental relations involving each Pass Bureau.
- Formal organization of future Pass Bureau Seminars.

The five subjects listed gave the group the basis on which to build future business meetings. As the group continued to move forward, in 1971, a very important milestone in the history of the Pass Bureau Seminar took place - the announcement of an official sponsor for the following year’s seminar. Over the years, having this information in advance has proven to be very advantageous for the transition of the current year’s General Chairperson to the next year’s Conference Chairperson.

Over the years, the participants increased and the organization grew into what is now the “Pass Bureau Association”. Several members realized that if the group was to continue meeting as an association, it must become more business-like to justify attendance at the gatherings. With the collective experience, expertise and knowledge of this group, a lot was gained by each carrier with the reciprocal dialogue, which always took place.
Hence, in 1972, the Pass Bureau Seminar was officially named the Pass Bureau Association and the first Constitution and By-laws were accepted by the membership. At the time, the Chairperson was the official representative of the carrier hosting that year’s conference and the Board members which served were representatives from the past five host carriers.

In an effort to achieve more for the Association, the 1982-1983 Board felt the Association should progress to an elected Board of Directors. Accordingly, the Constitution and By-laws were re-written by CP Air’s Marilyn Munro and the first Board, consisting of a Chairperson, Vice-Chairperson, Secretary and Board Member was elected in 1983. The Board had two additional members - the annual Conference Chairperson, who was the attending delegate of the current Host Carrier, and the following year’s Conference Chairperson, who was the attending delegate of the future Host Carrier. The Association is currently comprised of major U.S. national and regional scheduled carriers, major and regional Canadian carriers and foreign flag carriers. All operate under the same regulations and share common problems. The present membership represents well over 1,000,000 airline employees. Today’s annual Conference format calls for a one and a half days of business meetings, where such matters as Pass Bureau operational problems, free and reduced rate travel policies, applicable government legislation and abuse of free and reduced rate travel policies are discussed. There is an exchange of knowledge and ideas between the carriers and valuable networking which assists in performing job functions throughout the year.

The member carriers continue the attempt to standardize the basic fares which are acceptable for interline reduced rate ticketing. One of the major goals is to inspire an on-going communication between airlines in order to foster a feeling of cooperation and achieve more the respective companies by working together. Over the last 30 plus years, the Association has worked hard at making each conference interesting and beneficial for all member carriers and has been successful. The success of the Association is demonstrated by the now 121 member carriers. A large part of this success can be attributed to not only strong membership interest, but to beneficial or successful conferences which have included outstanding guest speakers and excellent seminars such as “The Systematic Approach to Problem Solving”, “Managing Change”, and “Time Management”, to mention a few.

The establishment of common objectives for the Pass Bureau Association and Interline Managers will continue. The goal is to achieve constant increased efficiency through the elimination of duplicated effort. Every year, the Association and its elected Board of Directors strive for continued success and cohesiveness amongst the members.

So, from an informal gathering of 17 Pass Bureau Managers in Dallas, an international group has evolved, whose members have assembled in venues ranging from Anaheim to Paris and Key Biscayne, Anchorage, Kona, Boston, Vancouver, Papeete, Istanbul and New Orleans. The Association has grown into an important and mature industry-recognized organization.
II. WHERE WE HAVE BEEN

<table>
<thead>
<tr>
<th>YEAR</th>
<th>PLACE</th>
<th>STATE</th>
<th>HOST CARRIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1967</td>
<td>Dallas,</td>
<td>TX</td>
<td>Braniff International</td>
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<tr>
<td>1968</td>
<td>Anaheim,</td>
<td>CA</td>
<td>Continental Western</td>
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<tr>
<td>1969</td>
<td>Houston,</td>
<td>TX</td>
<td>Texas International</td>
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<tr>
<td>1970</td>
<td>Colorado Springs</td>
<td>CO</td>
<td>Frontier</td>
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<td>1971</td>
<td>Miami,</td>
<td>FL</td>
<td>Northeast</td>
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<tr>
<td>1972</td>
<td>Wickenburg,</td>
<td>AZ</td>
<td>Flying Tigers</td>
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<tr>
<td>1973</td>
<td>Paris,</td>
<td>France</td>
<td>Air France</td>
</tr>
<tr>
<td>1974</td>
<td>Anchorage,</td>
<td>AK</td>
<td>Alaska Airlines/Wien Air</td>
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<tr>
<td>1975</td>
<td>Minneapolis,</td>
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<td>Northwest/North Central</td>
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<tr>
<td>1976</td>
<td>Kona,</td>
<td>HI</td>
<td>Aloha/Hawaiian /United</td>
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<tr>
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<td>New York,</td>
<td>NY</td>
<td>Sabena/Seaboard</td>
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<tr>
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<td>Monterey,</td>
<td>CA</td>
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<td>1979</td>
<td>Vancouver,</td>
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<td>CP Air</td>
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<tr>
<td>1980</td>
<td>Atlanta,</td>
<td>GA</td>
<td>Delta/US Air</td>
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<tr>
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<td>Papeete,</td>
<td>Tahiti</td>
<td>UTA French Airlines</td>
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<td>Phoenix,</td>
<td>AZ</td>
<td>America West/Flying Tigers/Metro/Royale</td>
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<td>Australia</td>
<td>Qantas</td>
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<tr>
<td>1989</td>
<td>Grand Cayman,</td>
<td>BWI</td>
<td>Cayman Airways</td>
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<tr>
<td>1990</td>
<td>San Antonio,</td>
<td>TX</td>
<td>Delta/Everygreen/Southwest</td>
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<td>1991</td>
<td>Las Vegas,</td>
<td>NV</td>
<td>PBA Board</td>
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<td>Memphis,</td>
<td>TN</td>
<td>Federal Express/American Trans Air</td>
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<tr>
<td>1993</td>
<td>Cancun,</td>
<td>Mexico</td>
<td>PBA Board</td>
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<tr>
<td>1994</td>
<td>RCCL Cruise,</td>
<td>Mexico</td>
<td>PBA Board</td>
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<td>1995</td>
<td>Quebec City,</td>
<td>Canada</td>
<td>Inter-Canadian</td>
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<td>Reno,</td>
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<td>1997</td>
<td>Orlando,</td>
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<td>1998</td>
<td>Istanbul,</td>
<td>Turkey</td>
<td>Turkish Airlines</td>
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<tr>
<td>1999</td>
<td>Scottsdale,</td>
<td>AZ</td>
<td>PBA Board</td>
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<tr>
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<td>Bahrain,</td>
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<td>Gulf Air</td>
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<tr>
<td>2001</td>
<td>Cancelled</td>
<td></td>
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<tr>
<td>2002</td>
<td>Honolulu,</td>
<td>HI</td>
<td>PBA Board</td>
</tr>
<tr>
<td>2003</td>
<td>Seattle,</td>
<td>WA</td>
<td>Alaska/Horizon Air</td>
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<tr>
<td>2004</td>
<td>London,</td>
<td>England</td>
<td>Virgin Atlantic Airways</td>
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<tr>
<td>2005</td>
<td>Santa Fe,</td>
<td>NM</td>
<td>Southwest Airlines</td>
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<tr>
<td>2006</td>
<td>San Juan,</td>
<td>PR</td>
<td>Spirit, Caribbean Sun/Star</td>
</tr>
<tr>
<td>2007</td>
<td>Kauai,</td>
<td>HI</td>
<td>Hawaiian Airlines</td>
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<tr>
<td>2008</td>
<td>Newport,</td>
<td>RI</td>
<td>PBA Board</td>
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<tr>
<td>2009</td>
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<td>FL</td>
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<td>2010</td>
<td>Las Vegas,</td>
<td>NV</td>
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</tr>
<tr>
<td>2011</td>
<td>New Orleans,</td>
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<tr>
<td>2012</td>
<td>Lisbon,</td>
<td>Portugal</td>
<td>PBA Board</td>
</tr>
<tr>
<td>2013</td>
<td>Nashville,</td>
<td>TN</td>
<td>PBA Board</td>
</tr>
<tr>
<td>2014</td>
<td>Puerto Rico,</td>
<td>PR</td>
<td>PBA Board</td>
</tr>
<tr>
<td>2015</td>
<td>Savannah,</td>
<td>GA</td>
<td>PBA Board</td>
</tr>
</tbody>
</table>
III. BY-LAWS

A. GENERAL

1. Members may sponsor or co-sponsor a Conference.

2. Trade Affiliates representing an organization related to the travel and/or airline industry may attend as an observer invited by the Board. An exhibitor fee shall be determined by the Board of Directors and collected by the Treasurer.

3. Members may appoint an alternate to stand in place of their delegate.

4. Amendments to these by-laws may be made at any Pass Bureau Association Conference during the business session. An amendment shall be presented by a Delegate, and must be seconded by another.

5. Approval of the amendment shall be by a positive majority vote of the delegates present. The approved amendment shall be effective immediately after the Conference at which it was presented.

B. DELEGATE’S RESPONSIBILITIES

Delegates are responsible for adhering to the Pass Bureau Association’s Mission Statement. Delegates are encouraged to use the limited time together at annual conferences to swap experiences and create an agenda conducive to solving problems, meeting other delegates, speakers and the Board of Directors. Attend the Annual Conference for information, inspiration and interaction!

1. The membership is assigned to the carrier and each carrier is entitled to one (1) voting delegate.

2. Members may designate non-voting alternates to attend the annual Conference.

3. Members may appoint one (1) alternate to stand in place of their delegate.

4. Will receive all written communications from the Board.

5. May host a Pass Bureau Association Conference.

6. May serve as a Conference Coordinator. Members may sponsor or co-sponsor a Conference.

7. May sponsor events held during the annual Conference.

8. Designated delegate may be elected to hold office on the Board of Directors.

9. Designated delegate and alternate(s) may attend Business Meetings, serve on any committees, and may attend all functions at the annual Pass Bureau Association Conference.
C. **OFFICERS/BOARD OF DIRECTORS**

The Pass Bureau Association’s Officers/Board of Directors shall consist of:

i. **Chairperson**

ii. **Vice Chairperson**

iii. **Treasurer**

iv. **Secretary**

v. **First Board Member**

vi. **Second Board Member**

vii. **Conference Coordinator/Host Carrier**

Term of office shall be one (1) year.

Elected by the delegates in good standing, the Board of Directors shall maintain terms of office for two (2) years, with the exception of Treasurer. The Treasurer will remain in effect until the elected Treasurer resigns or is no longer able to perform the duties of that appointment. The two (2) years of office shall be elected alternately, the Chairperson, and First Board Member one year, and the Vice Chairperson, Secretary, and Second Board Member the alternate year. Retirees will be allowed to serve on the Board of Directors in any position except as Chairperson or Vice Chairperson and will have voting rights as long as they are on the Board.

In the event an elected Officer’s duties change with their respective carrier, the vacancy will be filled by an appointment by the Board until the next annual Pass Bureau Association Conference.

In the event that a board member is ineffective and does not fulfill their job responsibilities and work as part of the team, the individual may be removed from their position by a vote of at least four of the other board members.

Nominations for each of the officers may be accepted from any delegate in good standing. The delegate must submit his/her nominations to the Board of Directors or Nominating Committee thirty (30) days prior to the annual conference. A member can only run for one position during any one election.

The Board of Directors will:

1. Be responsible for ensuring the host carrier complies with the Association’s by-laws.

2. Advise and assist the Conference Chairperson in all matters relating to the annual Pass Bureau Conference.

3. Meet as required by the Chairperson. Four (4) members of the Board will constitute a Quorum.

4. Hold a minimum of four (4) Board Meetings annually between conferences as required.

5. Hold the final Board Meeting within forty-five days after the Conference to effect the change in Members and Conference Chairperson.

6. Distribute the conference minutes to all official member delegates following the final Board Meeting.

7. Be responsible for soliciting the membership for a host carrier for future conferences and will choose the host carrier from volunteers solicited.

8. Be responsible for consulting and advising committees to ensure duties have been completed.
i. CHAIRPERSON

1. The Chairperson shall, assisted by the Board of Directors, ensure the Association’s by-laws and Delegate Handbook are adhered to.

2. The Chairperson of the Pass Bureau Association shall be responsible for the Annual Conference held during his/her term of office. Decisions regarding dates, location, accommodations, types of programs, entertainment, registration fees, and all matters involved in the organizing publicizing and directing the Conference shall be made by the Board of Directors. The Board may solicit and appoint volunteers to certain committees as necessary to accomplish the goals of the general membership.

3. Assisted by the Conference Coordinator, will preside over the Annual Pass Bureau Conference and all meetings of the Board of Directors.

4. Act as Conference Coordinator if required.

5. Call meetings of the Board of Directors on a regular basis to plan and coordinate activities for the following year.

ii. VICE CHAIRPERSON

1. The Vice Chairperson shall fill the Chairperson’s position in his/her absence.

2. Fulfill all assignments and duties designated by the Chairperson.

3. Assist with annual conference activities, agenda and assignments.

4. Solicit and appoint volunteers to committees as necessary in order to accomplish goals of the general membership.

iii. TREASURER

1. Establish and maintain a checking account.

2. Pay all Pass Bureau Association related accounts. The Treasurer will also be responsible for the expenses incurred by the Association.

3. Collect all membership dues and Conference registration fees and maintain all related records. The Treasurer will collect all dues, donations, and sponsorship money.

4. Present the Financial Report to the Pass Bureau Association’s Chairperson and the Conference delegates. It will be the responsibility of the Treasurer to keep all financial records and statements of the Association.

5. The Treasurer shall report to the Board of Directors thereafter.

6. Fulfill all assignments and duties designated by the Chairperson.
iv. SECRETARY

1. The Secretary shall conduct all correspondence on behalf of the Board.

2. Take minutes of the Board Meetings and distribute same to Board Members.

3. Ensure the Association membership list is accurate and up-to-date. Ensure that information is sent to bona fide members only.

4. Responsible for furnishing the incoming Conference Coordinator with an accurate and up-to-date list of all registered member carriers.

5. Provide pertinent records and files necessary for the Association and host carriers.

6. Responsible for soliciting topics from member carriers on behalf of Board for presentation at the Annual Conference.

7. Take minutes at the Annual Pass Bureau Conference. Distribute them to the Board of Directors and Conference Coordinator for approval at the final Board Meeting. Once approved, distribution to the membership along with an up-to-date copy of the official membership list, and by-laws within ninety (90) days after the final Board Meeting.


9. Fulfill all assignments and duties designated by the Chairperson.

v. FIRST AND SECOND BOARD MEMBERS

1. Assist Officers of the Board and take an active role regarding all aspects of planning and facilitating the annual Pass Bureau Association Conference.

2. Act as liaison, as assigned by the Chairperson for the Pass Bureau Association’s committees.

3. Fulfill all assignments and duties designated by the Chairperson.

vi. CONFERENCE COORDINATOR

1. Attend Board Meeting if requested by the Chairperson but will have no vote.

2. Prior to the Conference, assist the Board Members with assigned duties in order to facilitate the organization of the Conference.

3. During the Conference will assist the Board Members with the running of the Conference as requested.

4. Will not be a member of the Board, and will not automatically assume a Board position should one become vacant during the year they hold the position of Conference Coordinator.
D. **HOST**

Under the direction and control of the Board the Host's responsibilities are as follows:

1. Selection of a location and date for the Conference with concurrence from the Board.

2. Announce the date and location at the Annual Conference.

3. Correspond with carrier delegates on the official membership list regarding conference details. If required, request sponsorship of events, one hundred twenty (120) days prior to the conference.

4. The Host will have the Conference Registration Forms available to all carrier delegates a minimum of sixty (60) days prior to the Conference date to allow carriers sufficient time to obtain and forward conference registration fees prior to the cut-off date.

5. The Host is also responsible for arranging the following:
   
   i. Adequate meeting rooms, social function facilities, registration desk and delegate accommodations. (Portion of the registration fee to cover delegate’s accommodations).
   
   ii. Business meeting agenda including speakers and related requirements.
   
   iii. Luncheon, morning and afternoon coffee breaks for delegates and alternates only. (To be sponsored prior to any other functions).
   
   iv. Final banquet for all delegates, alternates, guests and spouses.

NOTES:

1. A Conference Coordinator may be appointed by the Board of Directors and acquires the duties of Host.

2. The Board, any member and/or any affiliate member in good standing, alone or as part of a group, may host the conference.

E. **COMMITTEES**

1. PURPOSE: The purpose in establishing committees is for selected members/volunteers to:

   a. Gather information regarding rules and regulations of subjects selected for study by the delegates, alternates, and non-member attendees working towards Membership of the Association.

   b. Study their practical application.

   c. Search for recommendations, which may be agreed upon by all or most airline members of the Association.

   d. Committees will consist of delegates, alternates, and non-member Attendees working towards Membership of the Association of members of the Association who desire to work on a specific subject. The subject will be one chosen from those selected by the Board Members.
e. The Board of Directors will review all subjects submitted for study prior to being submitted to the Committee.

f. The Committee Officers will consist of a Chairperson, who will be nominated by members of the committee and approved by the Association Board of Directors. In the event there is no nominee, then the Board of Directors will appoint a Chairperson to the Committee.

g. The Chairperson will select a Co-Chairperson to assist and/or assume the responsibilities in the absence of the Chairperson. The Chairperson will also appoint a Committee Secretary who will issue minutes of each meeting of the Committee.

h. The Committee Secretary will submit the minutes of the Committee meeting to the Association Chairperson, who will communicate them to the Board of Directors on the occasion of their regular meetings.

i. The Committee Chairperson will direct the meetings and coordinate the activities of the Committee.

j. The Committee Chairperson will assume the responsibility of a written report to the Board of Directors a minimum of two (2) months prior to the Annual Conference.

k. The Board of Directors will not participate actively in the work of the Committee although the Committee Chairperson may seek them for advice.

2. LIST OF COMMITTEES AND OBJECTIVES

a. Nominating Committee: reports to the Secretary as the Secretary is responsible for creating the ballots.

i. The Nominating Committee consists of PBA member volunteers whose objective is to accept and/or solicit member carrier volunteers to fulfill open board positions. The Committee prepares prints and distributes ballots. Ensures nominees meet the Board position requirements. The Committee invites nominees to share their platform for open Board positions at the annual Conference. The compiled results are announced at the annual Conference. Nominating Committee communicates via e-mail. Volunteers are required to be experienced in formal presentation, demonstrate good judgment, integrity and follow-through.

b. Membership Committee: Reports to an assigned board member.

i. The Membership Committee consists of PBA member volunteers whose responsibilities include compiling applications from prospective new member carriers. The Committee advises prospective carriers of the requirements and ensures criteria have been met. The Membership Committee submits proposed carriers’ applications to the Board and member carriers for acceptance at the annual Conference.

c. Sponsorship Committee: reports to Treasurer. As the Treasurer is responsible for all financial matters.
i. The Sponsorship committee consists of PBA member volunteers whose objective is to secure monetary support from the member carriers in order to help defray the cost of the annual PBA Conference. Committee members must be willing to contact PBA member carriers to ask for their financial assistance each year. The Sponsorship Committee is also responsible for soliciting Host Carriers for upcoming Conferences. Initial contact, follow-up and follow-through are required. The Committee meets via conference calls and communicates via e-mail messages several times from early spring through to the fall. Volunteers on this Committee are required to be resilient, tenacious and have excellent communication skills.

d. Prize Committee: Reports to an assigned board member.

i. The Prize Committee, also known as the “Prize Patrol” consists of PBA member volunteers whose objective is to accept and/or solicit donations from member carriers as well as trade associates to use for prize drawings at the annual PBA Conferences. This Committee was established to thank PBA members for their participation and attendance, and add a little fun to the business at hand. Volunteers on this Committee are required to be highly motivated, enthusiastic, and cooperative, organized and have excellent communication skills.

e. PBA by-laws Committee: Reports to an assigned board member.

i. The PBA by-laws Committee is called upon by the Board when required.

f. Automation and Website Committee: Reports to an assigned board member.

i. The Automation and Website Committee consists of PBA member volunteers whose objective is to seek automated solutions to apply to PBA communications and administration processes. The Committee is also responsible for maintaining and updating the PBA website. Volunteers on this committee are required to be organized, analytical, detail-oriented, creative, and have a general working knowledge of website design.

g. Survey Committee: Reports to an assigned board member.

i. The Survey Committee shall prepare, distribute and analyze a survey of relevant topics, policies based on industry practices and member inquiries on a bi-annual basis. The Survey Committee will report on the findings of the survey to the member during the next annual PBA conference. The Survey Committee will provide the Automation and the Website Committee with the final results of the survey for posting to the PBA Website.

h. Agenda Committee: Reports to the Secretary as the Secretary is responsible for soliciting topics from the members.

i. The Agenda Committee will be responsible for assisting the Board Members with identifying and securing conference speakers and discussion items for the annual conference. Speakers and discussion items will be industry related.
F. **RETIREE**

1. Pass Bureau Association Retirees shall be invited to attend the annual Pass Bureau Association Conference as a retired member of the Pass Bureau Association, if the following qualifications are met:

   i. A PBA retiree is defined as an employee who has met the company retiree criteria/policy of the air carrier or has a minimum of ten (10) years company seniority and has been granted a company sanctioned early separation. A PBA retiree must have been a past PBA delegate/alternate who has attended at least five (5) conferences as an active delegate/alternate.

   ii. A Retiree will not be considered a member of the Association, and will have no voting rights unless they have been elected to the Board of Directors in any position except Chairperson or Vice Chairperson.

   iii. Registration fees will be set by the Board of Directors and may be at a discounted rate where possible.

   iv. The Board for participation in committees and special projects may call upon retirees.

   v. Retirees may contribute to or sponsor events scheduled for the Conferences.

G. **TRADE AFFILIATES**

1. Companies related to the travel and/or airline industry will be invited to attend the annual Pass Bureau Association conference as a Trade Affiliate or Vendor. Trade Affiliates and/or Vendors expressing interest in attending the annual conference for the first time must be referred by a member of the association. Trade Affiliates and/or Vendors will not be considered a member of the association and will have no voting rights, nor may he/she serve in any position on the Board of Directors.

   i. Have been in the business of providing a service to the industry for a minimum of three (3) years.

   ii. Have attended two (2) consecutive PBA conferences as a Trade Affiliate at which the company participated in the Vendor Trade Show Luncheon at the full exhibitor fee as determined by the Board of Directors.

   iii. Have been recommended for a Trade Affiliate status in writing by at least three (3) current Member Carriers in good standing.

H. **MEMBERSHIP**

1. Pass Bureau Association membership is open to scheduled passenger, cargo or charter service carriers. A carrier who wishes to become a member must meet the following criteria:
i. Have been in operation continuously for the past three (3) consecutive years and provide scheduled passenger, cargo or charter service.

ii. The carrier’s representative must be directly involved in the issuance of free and reduced rate transportation.

iii. Have attended one (1) PBA conferences as an “Observer”. An “Observer” is defined as a Pass Bureau employee or equivalent employee of the air carrier.

iv. Have in effect at least three (3) individual reduced rate interline agreements with member carriers.

v. Be a member of any industry group, e.g. ACH (Airline Clearing House), ATA, IATA, or ATAC.

vi. Prospective members will be automatically accepted into the membership upon satisfaction of the above criteria, unless there is an objection from the floor during the Conference.

   a. In the event that a Member Carrier opposes the acceptance of a prospective member carrier, their concerns may be expressed at the annual conference.

I. MAINTAINING MEMBERSHIP

i. Carrier may send a Delegate/Alternate to attend the annual Conference. In the event that circumstances prevent this, the Carrier’s designated PBA representative will send a letter to the current PBA Chair, indicating the Carrier’s ongoing intent to remain a member in good standing.

ii. Be current in membership dues and keep membership dues in good standing. After two (2) years, a Carrier that has not remained current on dues shall pay back the two (2) years of unpaid dues or have its membership revoked.

iii. Membership is assigned to the carrier and each carrier is entitled to one (1) voting delegate, as assigned by the member carrier.
J. APPLICATION AND DUES

i. The Board of Directors must receive application for membership in written form sixty (60) days prior to the annual conference. The application must include proof of items listed under “Membership” and “Trade Affiliate”. A one (1) time joining membership fee of $200.00 U.S. will be required and payable at the time of application. It is the Board of Directors or their appointed committees’ responsibility to recommend/or not recommend for Membership/Trade Affiliate Status to the delegates of the current membership.

ii. An annual membership fee of $200.00 U.S. per carrier is due by March 1st of each year. Membership dues are payable to the Pass Bureau Association.

K. CONFERENCE REGISTRATION FEE

i. The Conference registration fee for delegate/alternate and spouse from each member will be set by the Board of Directors (and Conference Coordinator if there is a host carrier) and will be an amount which, when all registration fees and monies donated by sponsoring carriers and membership fees are added together, shall not exceed the anticipated total cost of accommodation and operation of the Annual Conference.

ii. The Board of Directors (and Conference Coordinator if there is a host carrier), will set a per-person surcharge which will be at a minimum, equal to the current membership dues, to be applied above the registration fee, to all guests or other persons attending the Conference.

iii. Any monies remaining at the conclusion of the annual Conference are to be banked and applied to the costs of the Conference in the following year.

iv. The deadline for payment of registration fees will be set by the Board of Directors according to the location and site requirements of the Annual Conference.

L. ORDER OF BUSINESS

i. The Agenda for each Conference will be established by the Conference Coordinator in conjunction with the Board of Directors. A minimum of one (1) full day will be devoted to a business meeting to include the resolution of topics previously selected and studied by the Board of Directors, and the annual election of officers. Additional topics may be introduced by delegates as time permits.

M. AMENDMENTS

i. Amendments to the Pass Bureau Association’s by-laws may be made at any Pass Bureau Association Conference during the business session. An amendment shall be presented by a Delegate, seconded by another. Approval of the amendment shall be by a positive majority vote of the delegates present. The approved amendment shall be effective immediately after the Conference at which it was presented.
N. “EXTRA MILE AWARD”

i. The “Extra Mile” Award is an award developed to recognize a PBA member/delegate who has gone above and beyond the ordinary expectations to facilitate the goals and vision of our association.

ii. This award is to recognize activity, which improved our organization’s work environment, productivity, morale, and motivation. Delegates who demonstrate commitment to our future while working together with our colleagues to serve and promote the Pass Bureau Association and the annual Conferences are those who may be nominated for the prestigious “Extra Mile Award”.

iii. The “Extra Mile Award” form is available on the PBA website and distributed with each post-Conference mailing. The form consists of name of the nominee, airline, reason this person should receive award, and name and airline of member submitting nomination. This award is not automatically an annual event, however is awarded to a recipient(s) for outstanding service to the association.

O ALUMNI

1. A PBA Alumni shall be invited to attend the annual Pass Bureau Association Conference if the following qualifications are met:

   i. A PBA Alumnus is defined as an employee who represented a member carrier of the PBA but subsequently moved to another role within the industry. A PBA Alumni must be a past PBA delegate/alternate who attended at least five (5) conferences as an active delegate/alternate.

   ii. An Alumnus will not be considered a member of the Association and will have no voting rights, nor may he/she serve in any position on the Board of Directors.

   iii. Registration Fees will be set by the Board of Directors and may be at a higher rate than active delegate/alternates.

   iv. Alumni may contribute to or sponsor events scheduled for the conference.
IV. THE ART OF CONVENTIONEERING

GET READY, SET, THEN GO.

What’s so tough about going to a convention? It’s easy. You send in your registration fee and go. You assume you’ll get something out of it. Your organization also assumes that you’ll come back with something besides a tan.

But what you actually gain from a conference, conference planners say, depends on the tactics you use.

“I don’t think delegates give enough thought to what they want to accomplish,” says Bob Stewart, executive vice president from the Association of Diesel Specialists.

People go to conventions for information, inspiration and interaction. Meeting planners can almost guarantee that attendees will get the first two (2) items on the list from the speakers and sessions. But it’s much harder for the planners to ensure that attendees make contact on more than a superficial level.

One attendee described a miserable moment: “I was standing in line at the coffee shop waiting to get a seat for lunch. In line with me were people who were attending the same conference, and nobody was talking. We might as well have been back at the office, sitting at our desks. I waited for somebody to say hello. Then I realized I felt like a wallflower at the eighth-grade dance. It was an awful feeling. I didn’t like it. And what’s more, I know that I wasn’t getting as much out of being at the conference as I could.”

There’s an art to conventioneering. To take charge of getting the interaction you came for and getting the most out of the experience, here are some tips on what to do before you go, once you’re there and afterward.

BEFORE YOU GO

Unfortunately, most people spend lots of time picking and packing their convention wardrobes, but very little time thinking about how to get the most out of meeting so many people.

MAKE A LIST: Jot down questions you have, problems you want to solve, leaders and speakers you admire and want to meet, and people whose jobs are similar to yours, so you can swap experiences. Use your own needs to create your own conference agenda, “What I Want To Get.”

Review the relationships you have with the suppliers you’ll see at the conference. Are there any problems? Have them in mind when you see the people from a particular company across the table at lunch or in their booth at the trade-show. The trade-show exhibitors often are better prepared than delegates. They will be trying to sell, establish new business relationships, find new distributors, cultivate current customers and expand the business they are doing with them and solve problems.

Delegates aren’t giving enough thought to what they want to accomplish. There are a lot of opportunities that are being missed or not utilized.

So, take stock of your company’s operations and think about the challenges you face. Then, when you talk with people, you can ask if they are facing the same things and find out how they are dealing with them. You should go home with some new insights, new approaches, and if nothing else, the comfort that everybody’s trying to cope with the same obstacles and opportunities you are.

The best networkers plan ahead and think about who’ll be there. If you receive a list of attendees prior to the conference, you can call people and make arrangements to have breakfast or a drink. Or use your association directory to set up appointments. Groups of four to six provide the most conversational possibilities, so include others. Putting a group together also gives you a reason to connect. Consult your agenda to remind yourself what you want to find out at these meetings.
List also “What You Have To Give.” If you know what you have to give to other attendees, you’ll feel more comfortable making contact. Be ready to tell people about useful or interesting books, opportunities you are aware of, trends you’ve discovered, solutions you’ve come up with to any challenge in your work or your life.

Newcomers can be intimidated at seeing old-timers gravitating toward each other; so if you’re a newcomer, don’t just attend, get involved. Volunteer for a committee; serve on a task force or just help at the registration desk.

CHECK OUT THE CITY: Browse through travel magazines and ask the destination’s convention and tourism bureau to send you a packet of information. Take advantage of the location. Does you company have an office there that you might visit to increase your knowledge of the business?

PLAN TIME TO UNWIND: Do something you couldn’t do at home. Your out-of-the-ordinary experience could well have a business payoff.

BE VISIBLE: Don’t just sit there, participate in sessions. To ask a question, stand and speak loudly. Give your name and company. Your question will draw others to you. Seek out other people who have asked questions and follow up with them. And introduce yourself to the speaker before the sessions.

DON’T SLAVISHLY ATTEND SESSIONS: Sometimes, the conversation you’re having in the hall or over a cup of coffee is more valuable. Even if the sessions are just average, if people have a chance to make contact on a deeper level, they will go away happy and they will come back to the next conference.

BACK HOME: Follow up with people you met. That’s why you collected all those business cards. Drop a note to say, “It was so nice to meet you.” Send your contacts an article that expands on something you talked about. And, before the next conference, call and ask, “How about meeting me for breakfast?”

THAT’S THE WAY TO MAKE A CONFERENCE COUNT!

Article from Anne Baber of Lenexa, Kansas, and Lynn Waymon of Silver Spring, Maryland. They are co-authors of Great Connections: Small Talk and Networking for Businesspeople and 52 Ways to Re-connect, Follow Up & Stay in Touch…When You Don’t Have Time to Network.
VI. CURRENT PBA BOARD OF DIRECTORS

(Effective: March 2015)

Chairperson (2011- Ongoing)  Secretary (2016)
Ms. Hanna Woskoboinik  Ms. Terry Firmand
Administration Manager, USA  Travel Manager
EL AL ISRAEL AIRLINES  REPUBLIC AIRWAYS
15 East 26th Street  8909 Purdue Road (Suite 300)
New York, NY 10010  Indianapolis, IN 46268
Phone: 212 852-0626  Phone: 317 471 2627
Fax: 212 852-0730  E-Mail: Theresa.Firmand@rjet.com
E-Mail: hwoskoboinik@elalusa.com

Vice Chair (2010- Ongoing)  Treasurer (2016)
Mrs. Lisa Ondrey  Mr. John Theodor
Manager, HR & Pass Bureau  Travel Manager
SUN COUNTRY AIRLINES  TRANS STATES AIRLINES
1300 Mendota Heights Rd  11495 Navaid Road
Mendota Heights, MN 55120  Bridgeton, MO 63044
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Fax: 651 681-4851
E-Mail: lisa.ondrey@suncountry.com  E-Mail: john.theodor@tshstl.com

1st Board Member (2012- Ongoing)  2nd Board Member (2011- Ongoing)
Mrs. Antonina Pitino  Mrs. Josephine Bowie
Staff Travel Executive  Manager, Pass Bureau
BRITISH AIRWAYS  ALASKA AIRLINES
2 Park Ave  19300 Pacific Highway South
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