



## 2019 ACI-NA Business of Airports Conference Agenda (Concessions Track)

### Sunday, June 9, 2019

#### **Phoenix Sky Harbor International Airport Tour** (Pre-registration required)

Phoenix Sky Harbor International Airport has arranged an Airport Tour on Sunday, June 9, 2019 at 1:00pm. Come see the impressive array of shops, restaurants and public art in the newly-unveiled John S. McCain III Terminal 3 at Phoenix Sky Harbor International Airport. National brands like Johnston and Murphy, Passage by Hudson and Sugarfina pair with locals like Best of the Valley and SanTan Brewing – Arizona’s largest craft brewery. The public art installations include a colorful terrazzo floor and giant sunglasses. There’s also an aviation-themed children’s play area, indoor animal relief area and a state-of-the-art Delta Sky Club, plus much more!

The Tour will begin in Terminal 3, Level 5, Friends and Family Room at 1:00pm. Bus transportation will be provided to The Westin Kierland Resort & Spa. All attendees must preregister for the tour. Up to 50 people can attend and will be accommodated on a first-registered, first-served basis. All tour attendees will need to provide a Government Issued ID on the day of the tour.

### Monday, June 10, 2019

- 8:00am – 4:30pm     **Registration**
- 8:00am – 9:00am     **Networking Breakfast**
- 9:00am – 10:30am     **Commercial Management Committee Workshop** (*Open to all registered attendees*)

## **Welcome and Opening Remarks**

Speaker: Eric L. Johnson, Director, Commercial Management & Airline Affairs, Minneapolis-St. Paul Metropolitan Airports Commission

## **ACI-NA Annual Concessions Benchmarking Results Summary**

The findings of the 2019 Airport Concessions Benchmarking Survey will be presented. The survey results readily show that airports continue to creatively reinvent their concessions programs to improve the travel experience and explore new revenue streams.

Speakers: Paul Gerrety, Manager, Airport Properties, Business Development, Jacksonville Aviation Authority  
Liz Grzechowiak, Assistant Director, Concessions and Business Development, Minneapolis-St. Paul Metropolitan Airports Commission

## **Airport Roundtable** *(Open to all registered attendees)*

This session allows airport and World Business Partners/Associate members an opportunity to hear about ongoing airport concessions/non-aeronautical projects and developments throughout the ACI-NA airport membership.

This exciting new session will provide an excellent opportunity for everyone involved in airport concessions, and especially those new to the airport arena, to learn more about the industry and potential new opportunities.

10:30am – 11:00am **Networking Break**

11:00am – 12:15pm **Joint Meeting: Business Diversity Committee and Commercial Management Committee – U.S. Government Affairs and FAA Regulatory Update**

Get the latest information on FAA's Disadvantaged Business Enterprise (DBE) and Airport Concession DBE (ACDBE) programs to help expand opportunities for small businesses owned and controlled by socially and economically disadvantaged individuals and to ensure compliance with federal regulations.

Speakers: Michael Freilich, Director, National External Operations Program, FAA Office of Civil Rights  
Gene Roth, National Team Lead, Airport DBE and ACDBE Compliance Program, FAA  
Debby McElroy, Special Projects, ACI-NA

12:15pm – 1:30pm **Networking Lunch**

1:30pm – 3:15pm **Commercial Management Airports Only Meeting** *(Open to all registered airports)*

The Airports Only Meeting provides airport managers an opportunity to share thoughts, best practices and have an open discussion regarding current issues.

3:15pm – 5:00pm **Networking Time**

On-your-own networking time where airports, concession operators, and small business owners can meet and exchange contacts for future business relationships. Airports will be able to meet with potential tenants and/or service providers.

5:00pm – 6:30pm **Networking Lounge Grand Opening and Welcome Reception**

## Tuesday, June 11, 2019

8:00am – 4:30pm **Registration**

8:00am – 9:00am **Breakfast in Networking Lounge**

9:00am – 9:30am **Welcome and Opening Remarks**

Speakers: Kevin M. Burke, President & CEO, ACI-NA  
James E. Bennett, Director of Aviation Services, City of Phoenix Aviation Department  
Candace McGraw, CEO, Cincinnati/Northern Kentucky International Airport, and  
Chair, ACI-NA Board of Directors

9:30am – 10:45am **General Session 1: Insight From the Airport C-Suite**

Managing airports can be a challenging job, especially with a more concentrated airline industry and the difficulty of adding air service. Airports must continue to creatively reinvent their passenger services to improve the travel experience and remain competitive. There is also a need to manage their infrastructure and community expectations, while addressing new business models and exploring additional revenue streams. This session explores the successes and challenges airport CEOs face in developing strategies, which create economic benefits and increase passenger satisfaction.

Moderator: Candace S. McGraw, CEO, Cincinnati/Northern Kentucky International Airport and Chair, ACI-NA Board of Directors

Speakers: Kimberly J. Becker, President/CEO, San Diego County Regional Airport Authority  
Bryant L. Francis, Director of Aviation, Oakland International Airport  
Monica Lombraña, Managing Director of Aviation and International Bridges, City of El Paso  
Bob Sartor, President and CEO, Calgary Airport Authority

10:45am – 11:15am **Networking Break**

11:15am – 12:30pm **Session 1A: Technology and Transforming the Airport Ecosystem**

Airports are a component of a dynamic industry, continually causing and adapting to change. Today, new technologies play a pivotal role in how passengers travel. Technologies have revolutionized the passenger journey and become the norm. Adopting and implementing new technologies requires collaboration with stakeholders, as well as integration with existing infrastructure.

This session will discuss the roles, responsibilities, and strategic management of airports in developing technologies and analytic solutions. Airports have been amassing data analytics on various aspects of operations. Learn how airports and stakeholders can harness data analytics to drive strategies for increasing incremental revenue.

Moderator: Deven Judd, Director Customer & Concessions Development, Metropolitan Washington Airports Authority

Speakers: Daver Malik, Deputy Airport Director/ACIO, City of Phoenix Aviation Department  
Logan Meier, Vice President, Emerging Technology, Airports & Events, Unibail-Rodamco-Westfield Airports, LLC (“Westfield”)  
Leslie Ruiz, Senior Business Analyst from Barich, Inc.  
Jeffrey Wilkinson, Chief Information Officer, Delaware North

12:30pm – 2:00pm **Lunch in Networking Lounge**

2:00pm – 3:15pm **Session 2A: Incorporating Urban and Commercial Development in and around the Airport**  
*Joint Concessions & Finance Session*

Many airports have vacant land acquired for noise abatement or other purposes. This land can be developed for compatible purposes resulting in significant revenue to the airport. Different dynamics on mixed commercial land use and land development are key drivers in delivering local economy benefits. The recent FAA Reauthorization Bill included regulatory reform of eliminating the requirement for FAA approval in order for airports to dispose, use, or lease non-airfields property purchased without federal funding, thus allowing airports greater flexibility for developing and disposing of land. This session will provide examples of development ideas and strategies that airports can use.

Moderator: Eric Podnieks, Program Manager, Real Estate and Concessions, San Diego County Regional Airport Authority

Speakers: Paul Blue, Principal, Paslay Management Group  
Andrew M. Cohn, Director of Real Estate, Levine Investments Limited Partnership  
Shannetta Griffin, P.E., Chief Development Officer, Columbus Regional Airport Authority  
Coleman Swartz, Director, Commercial Development, Ottawa International Airport Authority

3:15pm – 3:45pm **Networking Break**

3:45pm – 5:00pm **Session 3A: Ground Transportation: Airport Challenges and Opportunities for Evolving Business Models**  
*Joint Concessions & Finance Session*

Transportation Network Companies (TNCs), peer-to-peer ridesharing or rental car companies businesses have created both opportunities and challenges for airports in managing operations, revenue, and passenger experience. The evolution of technology and passenger culture will continue to put pressures on Ground Transportation with autonomous vehicles, peer to peer car rentals, and more. Learn how airports can navigate through these changes and continue to effectively maximize their operations, revenue, and increase the passenger experience.

Moderator: Ingrid Hairston, Director of Business Initiatives, Raleigh-Durham Airport Authority

Speakers: Sam El Gord, Principal Property Manager, San Francisco International Airport  
Scott Goldstein, Director of Facility Planning & Programming, Enterprise Holdings  
Craig Leiner, Associate Director, Ricondo  
Rob Mitchell, Airport Business Development Lead, Uber

## Wednesday, June 12, 2019

8:00am – 4:00pm **Registration**

8:00am – 9:00am **Breakfast in Networking Lounge**

9:00am – 10:00am **General Session 2: Level It Up! – How ‘Non-Cyber’ Business Executives Can Protect Today’s Airports from Cyber Threats**

This keynote session, specifically crafted for the Business of Airports audience, will provide "non-cyber" airport professionals an exciting, informative and entertaining look at real world cyber threats, cases and solutions. This includes threats from employees and physical attacks, as well as interruptions in IT services from organized crime, cyber terrorists and nation states. Industry leaders in commercial management, finance, human resources, and vendor oversight at large and small organizations will learn about actions they can take today to innovate and protect their airports and the ecosystems of their partners.

Introduction: Kevin M. Burke, President and Chief Executive Officer, ACI-NA

Speaker: Bryan Hurd, Vice President, Head of Office, Seattle, Aon Cyber Solutions

10:00am – 10:30am **Networking Break**

10:30am – 11:30am **Concessions Roundtables**

*The roundtables provide a forum to engage in candid discussions with your peers regarding two hot topics in airport concessions.*

### **Session 4A: Concessions Barriers to Entry and Strategies** *(Concessions Roundtable)*

Airport concessions programs continue to mature and develop, and are an increasingly important element for the airport experience. However, both concessionaires and airports face challenges in delivering operational efficiencies. Join us to learn about strategies the airports and concessionaires can use. Topics will focus on labor costs, recruitment – retention and the quality of the workforce, operational challenges – badging and value of time.

Facilitators: Liz Grzechowiak, Assistant Director, Concessions and Business Development, Minneapolis-St. Paul Metropolitan Airports Commission

Laurie Noyes, Vice President of Airport Concessions, Tampa International Airport  
Lieske Renz, Vice President, Human Resources, SSP America

11:30am – 12:30pm **Session 5A: Recent Trends in Airport Concessions Models** *(Concessions Roundtable)*

Airports have several concession management models they can choose from, on what works best for their airport. Models include direct leasing, prime concessionaires, fee managers, and private developers among others. There are obviously advantages and disadvantages of each model, and some airports have chosen one or the other for a variety of reasons. What does the future hold for Concessions Models?

Facilitators: Sal Amico, Aviation Business General Manager, Massachusetts Port Authority  
Daniel Cappell, Director, LeighFisher  
Amy Snyder, Property & Contract Administrator, Boise Airport

12:30pm – 1:30pm **Lunch in Networking Lounge**

1:30pm – 2:45pm      **General Session 3: Roundtable with Airlines**

This session features representatives from airlines who will share their perspectives on many issues including industry growth projections, airport privatization and public/private partnerships, new trends in airport-airline agreements, airline input into airport capital programs and much more. And, of course, we'll look to airports in the audience for their questions and discussion with our airline panelists.

Moderator: Thomas Jewsbury, Executive Director, St. Pete-Clearwater International Airport

Speakers: Julie Boston McGrath, Senior Manager of Hospitality, Southwest Airlines  
Randall Fiertz, Director, Airport Affairs, Alaska Airlines  
Matthew Glover, Director, Finance, Spirit Airlines  
Mike McNaney, Vice President, Industry, Corporate and Airport Affairs, WestJet

2:45pm – 3:15pm      **Networking Break**

3:15pm – 4:30pm      **Session 6A: Concessions Construction**

Construction of concession space in airports is a complex and expensive process. As one of the key pillars of the economic viability of commercial opportunity, a clear accurate understanding of actual construction costs and design as well as of construction process is critical. A review of various current Request for Proposals indicate that landlord anticipated costs may not be reflective of actual market conditions.

The panel will review and discuss their actual experiences based on multiple recent projects. The goal of the session is to educate and inform small and new entrant operators of actual situation and to present best practice recommendations for inclusion into RFP documents.

Moderator: Michael Mullaney, Executive Vice President, Hudson Group

Speakers: Sandra Greene, President and Founder, Greene US  
Cheryl Nashir, Director, Revenue Development & Management, San Francisco International Airport  
Patrick Wallace, Vice President, Business Development, Paradis Lagardère  
Roy Wunderlich, Vice President Design and Construction, HMSHost

5:30pm – 6:00pm      **Awards Gala Reception** (*business or cocktail attire suggested*)

6:00pm – 9:00pm      **Awards Gala Dinner** (*business or cocktail attire suggested*)