

CONCESSIONS • FINANCE • HUMAN RESOURCES • BUSINESS DIVERSITY

2018 BUSINESS >> of AIRPORTS

June 11 – 13, 2018 // Portland, OR



2018 ACI-NA Business of Airports Conference Agenda (Business Diversity Track)

Sunday, June 10, 2018

Portland International Airport Tour

(Pre-registration required)

Portland International Airport is hosting a Concessions Tour for attendees of the Business of Airports Conference. The tour will take place on Sunday, June 10, 2018 starting at 2:00pm (PT). The tour will provide an overview of Portland International Airport's food & beverage and retail concessions programs. The pre-security and post-security tour includes visits to food & beverage and retail concessionaires.

Monday, June 11, 2018

8:00am – 4:30pm **Registration**

8:00am – 9:00am **Networking Breakfast**
Salons A, B & E

9:00am – 10:30am **Business Diversity Committee Meeting** *(Open to all registered attendees)*
Salons C & D

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|-------------------|--|
| 9:00 am – 9:10 am | Welcome & Opening Remarks
Shannetta Griffin, P.E., Chair, Columbus Regional Airport Authority
Robin Gibson, Vice Chair, Philadelphia International Airport |
| 9:10 am – 9:15 am | Update on Inclusion Champions Awards
Debby McElroy, ACI-NA |
| 9:20 am – 9:25 am | Update on ACRP 06-05 Guidance for Diversity in Airport
Businesses Contracting and Workforce Programs
Debby McElroy, ACI-NA |
| 9:25 am – 9:55 am | Review of 2018 Committee Workplan
Shannetta Griffin, P.E., Chair, Columbus Regional Airport Authority |

- 9:55 am – 10:15 am Committee Brainstorming Session (*benchmarking surveys, additional training webinars and other potential Committee projects*)
Shannetta Griffin, P.E., Chair, Columbus Regional Airport Authority
- 10:15 am – 10:25 am Preparation for Joint Meeting with ACI-NA Commercial Management Committee
Shannetta Griffin, P.E., Chair, Columbus Regional Airport Authority
- 10:25 am – 10:30 am Other Business
Shannetta Griffin, P.E., Chair, Columbus Regional Airport Authority

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

11:00am – 12:15pm **Joint Meeting: Business Diversity Committee and Commercial Management Committee - FAA Update**
Salon F

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.

Introduction: Shannetta Griffin, Chief Development Officer, Columbus Regional Airport Authority
Amy Snyder, Property & Contract Administrator, Boise Airport

Speaker: Gene Roth, National Team Lead, DBE and ACDBE Compliance Program, FAA

12:15pm – 1:30pm **Networking Lunch**
Salons A, B & E

1:30pm – 2:45pm **CEO CLOSE UP: Building A High Performing Leadership Team**
Mt. Hood
[Joint Business Diversity & Human Resources Session](#)

In this session Airport CEOs will share their insights on how to develop and nurture an effective and diverse leadership team, reflecting the community and the industry. What are the critical elements for a culture of continuous improvement to build trust, encourage forward thinking and drive engagement within senior staff. How can human resources and diversity professionals create energy within senior staff? Don’t miss this unique opportunity to hear from key leaders in the airport industry.

Introduction: Bryant Francis, Director of Aviation, Oakland International Airport, and Board Liaison to the Human Resources Committee

Moderator: Deb Weiler, Organizational Psychologist, Master Certified Executive Coach, FASTLANE Coaching

Speakers: Christina Cassotis, CEO, Pittsburgh International Airport
Monica Lombraña, Managing Director of Aviation and International Bridges, City of El Paso, and Board Liaison to the Business Diversity Committee
Curtis Robinhold, Executive Director, Port of Portland

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

3:15pm – 4:15pm **Contract Monitoring – Federal Regulations and The Real World**
Salons C & D

Airports are required to implement Disadvantaged Business Enterprise (DBE) and Airport Concession DBE (ACDBE) monitoring programs to ensure compliance with federal

regulations. The absence of a direct relationship between all program participants and the airport does not affect this obligation under the regulations. This session will address the regulatory requirements for monitoring of program participants, challenges airports face (limited staff, lack of computerized tracking programs, etc.) and discuss strategies for compliance.

Moderator: Angela Martin, Director, Office of Fair Practices, Maryland Aviation Administration

Speakers: Gene Roth, Team Lead, DBE and ACDBE Compliance Program, FAA
Tamela Lee, Vice President, Business Diversity and Development Department, Dallas Fort Worth International Airport
Jack Thomas, Director of Disadvantaged Business Enterprises, Jackson Municipal Airport Authority

3:00pm – 5:00pm **VIP Networking Session** (*Invitation only*)
Kimpton Portland

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

Tuesday, June 12, 2018

8:00am – 4:30pm **Registration**

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

9:00am – 9:30am **Welcome and Opening Remarks**
Salons A - E

Speakers: Kevin M. Burke, President & CEO, ACI-NA
Vince Granato, Chief Operating Officer, Port of Portland
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 McGraw, CEO, Cincinnati/Northern Kentucky International Airport and Chair, ACI-NA Board of Directors

Speakers: Lew Bleiweis, Executive Director, The Greater Asheville Regional Airport Authority
Chellie Cameron, Chief Executive Officer, Philadelphia International Airport
Vince Granato, Chief Operating Officer, Port of Portland
RJ Steenstra, President and CEO, Fort McMurray Airport Authority

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

11:15am – 12:30pm
Salons G, H & I

Session 1B: Matchmaking and Mentoring Program – Do They Work?

DOT encourages matchmaking and mentoring programs to improve the capabilities of disadvantaged and small businesses as part of an airport's comprehensive outreach efforts. While everyone agrees with the goal of assisting companies to better compete for airport opportunities, there are few programs for ACDBEs in place. Join the discussion about what it takes for successful matchmaking and mentoring programs and whether other assistance might be more useful for developing and fostering ACDBEs.

Moderator: Rhonda Arnold, Chief Community Relations Officer, Houston Airports

Speakers: Emylene Aspillia, Director, Social Responsibility and Community Sustainability, San Francisco International Airport
Michelle Ballard, Vice President, Turner Construction
Valerie Churchwell, Small Business Engagement Manager, Phoenix Sky Harbor International Airport
Kimberly Mitchell-Phillips, Small Business Development Program Manager, DBELO/ACDBELO, Port of Portland

12:30pm – 2:00pm
Exhibit Hall

Lunch in Networking Lounge

2:00pm – 3:15pm
Salons G, H & I

Session 2B: Show Me The Money: Challenges in Obtaining Joint Venture Financing

FAA regulations outline the requirements for ACDBE participation in joint ventures with large concessionaires, including participation of each party in the contribution of capital, efforts, skills and knowledge. As airports increase their ACDBE goals for joint venture concession projects, it can be difficult for ACDBEs to raise the funding necessary for their participation. Learn about these challenges and programs to provide assistance and ensure regulatory compliance.

Moderator: Courtney Thornton, Vice President, Partner Relations & Business Development, Hudson Group

Speakers: Ron Gomes, Vice President, Strategic Alliances, HMS Host
Seneca Holmes, Director, Commerce Hub, Denver International Airport
Edward Celaya, Former Senior Vice President, Mutual of Omaha Bank

3:15pm – 3:45pm
Exhibit Hall

Networking Break

3:45pm – 5:00pm
Salons G, H & I

Session 3B: Increasing Diversity in Bond Placement
[Joint Business Diversity & Finance Session](#)

While the percentage of airport bonds underwritten, at least in part, by minority-owned firms, is increasing, it is still very low. Many airports are committed to not only increasing participation but ensuring meaningful participation to help level the playing field so minority underwriting firms can grow, benefiting the industry and the community. These successful programs can also assist airports in meeting increased DBE goals. Join us to discuss lessons learned by airports that have successfully increased diversity among the financial firms that help them sell debt.

Moderator: Shannetta Griffin, P.E., Chief Development Officer, Columbus Regional Airport Authority

Speakers: Michael Phemister, Vice President Treasury Management, Dallas/Fort Worth International Airport
Kenneth Cushine, Principal, Frasca & Associates, LLC
Nadine Mentor, Senior Vice President, Samuel A. Ramirez & Co., Inc.

Wednesday, June 13, 2018

8:00am – 4:00pm **Registration**

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

9:00am – 10:00am **General Session 2: Embracing Disruption: Moving Beyond Innovation in the Age of Sustainability**
Salons A - E

Introduction: Lew Bleiweis, Executive Director, The Greater Asheville Regional Airport Authority and Vice Chair, ACI-NA

Speaker: John Picard, Founder & CEO, John Picard & Associates

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

10:30am – 11:30am **Concessions Roundtable**
Salon F
The roundtables provide a forum to engage in candid discussions with your peers regarding two hot topics in airport concessions.

Session 4A: The New World of Airport Advertising — Updated Thinking Brings Financial Rewards

Does your airport want an innovative, viable, engaging advertising program that generates the most non-aeronautical revenue possible? Are you willing to explore the steps that will achieve that goal? Join us as a comprehensive panel of key industry leaders discuss real-time hurdles--and potential solutions—to building the best and most lucrative advertising concessions.

Facilitators: Sal Amico, Aviation Business General Manager, Massachusetts Port Authority
Leslie Bensen, President, Departure Media, Inc.
Shauna Forsythe, Director of Business Development, Lamar Alliance Airport Advertising
Stacey (Ferris) Kodak, Co-Managing Director, JCDecaux North America
Faith Quilling, Senior Director, Development, Clear Channel Airports

11:30am – 12:30pm **Session 5A: Pricing Methodology & Menu Flexibility**
Salon F

Allowing some pricing and menu flexibility can foster value-based pricing and customization for the traveler, while ensuring concessionaires can optimize revenues. Some airports have a broad survey standard for street pricing that has worked well and not caused any problems. This roundtable will consider potential ways to facilitate speed to market for price approvals and allow pricing adjustments to be made when the brand moves on the street. What measures can be implemented to promote pricing and menu flexibility?

Facilitators: Eric Friedman, Concessions Manager, Louis Armstrong New Orleans International Airport
Brian Holtman, Director of Development, Vino Volo
Bryan Loden, Vice President, Business Development, HMSHost
Renee Tedesco, Vice President, Business Development, Paradies Lagardère

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

1:30pm – 2:45pm **General Session 3: Roundtable with Airlines**
Salons A - E

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.

Moderators: Randy Bush, CFO, Columbus Regional Airport Authority
Tatiana Starostina, Manager, Financial Planning, Oakland International Airport

Speakers: David J. (DJ) Anderson, Director, Properties, American Airlines, Inc.
Brent Cagle, Aviation Director, Charlotte Douglas International Airport
Randy Gillespie, Director - Airport Affairs, Southwest Airlines
Chip Sandifer, Senior Director of Corporate Real Estate and Airport Administration, Spirit Airlines
Matt Shelby, Managing Director, Airport Affairs, Alaska Airlines

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

3:15pm – 4:30pm **Session 4A: Concession Trends: True Trends or Traps**
Salon F [Joint Concessions, Business Diversity & Finance Session](#)

Airport concessions programs continue to mature and develop, and are an increasingly important element of non-aeronautical revenue for airports. However, the key issue is how to seize new trends without getting caught up in short-lived fads. Join us to learn from stories about past successes and failures, and learn what airports and concessionaires do to test the staying power of a concept. Additionally, The session will also address additional challenges faced by ACDBEs in evaluating these opportunities.

Moderator: Eric Johnson, Director, Commercial Management & Airline Affairs, Metropolitan Airports Commission

Speakers: Susan Gray, Managing Director, Concessions Planning International
Pady Regnier, CEO & Founder, Croix Airport Retail, Inc.
Mark Sullivan, Managing Director, DFS North America
Joe Waller, Chief Executive Officer, Pacific Gateway

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

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