



2018 ACI-NA Business of Airports Conference Agenda (Concessions 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**

9:00am – 10:30am **Commercial Management Committee Workshop** (Open to all registered attendees)

Welcome and Opening Remarks

Speaker: Amy Snyder, Property & Contract Administrator, Boise Airport

ACI-NA Annual Concessions Benchmarking Results Summary

The findings of the 2018 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: Liz Grzechowiak, Assistant Director, Concessions and Business Development, Metropolitan Airports Commission
John Reeb, Senior Principal Property Manager, San Francisco International Airport

Present Your Airport's Upcoming Opportunities

Join this session on upcoming opportunities for planned RFPs for concessions over the next year. 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 - FAA 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.

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

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

12:15pm – 1:30pm **Networking Lunch**

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

3:15pm – 5:00pm **Open 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.

4:00pm – 5:00pm **VIP Networking Session** (*Invitation only*)

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

Tuesday, June 12, 2018

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
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**

11:15am – 12:30pm **Session 1A: The Intersection of Concessions and Technology**

The role of airports has changed, with a greater emphasis and focus on passenger orientation to improve the traveler experience. The ability to connect the traveler at different stages of the journey creates an unprecedented opportunity for airports to deliver a continually personalized and more relevant experience. Airports need to continually engage their passengers and offer improved services but at the same time maximize non-aeronautical strategies that can be achieved through customer service and emerging technologies.

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

Speakers: Rick Belliotti, Director, Innovation and Small Business Development, San Diego County
Regional Airport Authority
Mark Bergsrud, CEO, Grab
Kyle Lloyd, Program Manager, Emerging Technologies & Startups, American Airlines

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

2:00pm – 3:15pm **Session 2A: Ground Transportation: Airport Challenges and Opportunities for Evolving Business Models**

Joint Concessions & Finance Session

Transportation Network Companies (TNCs), peer-to-peer ridesharing businesses have created both opportunities and challenges for airports in managing operations, revenue, and passenger experience. The evolution of technology 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 and revenue.

Moderator: Laurie Noyes, Vice President of Airport Concessions, Tampa International Airport

Speakers: Bakari Brock, Head of Business Development for Airports and Venues, Lyft
Chris Poinsette, CFO and Executive Vice President, Dallas Fort Worth International Airport
Mark Taylor, Vice President, Ricondo & Associates, Inc.
Marcus Womack, Director of Product, Uber

3:15pm – 3:45pm **Networking Break**

3:45pm – 5:00pm **Session 3A: Private-Public Partnership (P3) 101: The Concessions Perspective**

Airport concessions privatization and public-private partnerships have been in the news as possible solutions to U.S. and Canadian infrastructure funding challenges. Could “selling off” public assets provide a huge windfall to fund infrastructure needs outside of aviation? What are the pros and cons of such programs for North American airports and their communities? What are the things concessionaires should know? Learn from international experts what you and your elected representatives and other government officials need to know.

Susan Stiene, President and CEO, Optimas Management Group

Moderator:

Gisela Shanahan, Chief Financial Officer, Denver International Airport

Speakers: Pat Murray, Executive Vice President, SSP America
Sammy Patel, Chief Executive Officer, Midway Partnership | Vantage Airport Group (Chicago) Management

Wednesday, June 13, 2018

8:00am – 4:00pm **Registration**

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

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

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**

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

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 Airport Advertising
Ade Galloway, Airport Operations Counsel/Director of Diversity & Inclusion, Clear Channel Airports
Stacey (Ferris) Kodak, Co-Managing Director, JCDecaux North America

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

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
Randy Goodman, Director of Concessions, Houston Airport System
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**

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.

Moderators:

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

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
David J. (DJ) Anderson, Director, Properties, American Airlines, Inc.

2:45pm – 3:15pm **Networking Break**

3:15pm – 4:30pm

Session 6A: Concession Trends: True Trends or Traps
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.
Ihab Ibrahim, Director Operations & Control, DFS North America
Joe Waller, Chief Executive Officer, Pacific Gateway

5:30pm – 6:00pm

Awards Gala Reception (*business or cocktail attire suggested*)

6:00pm – 9:00pm

Awards Gala Dinner (*business or cocktail attire suggested*)

