



2018 ACI-NA Business of Airports Conference Agenda (Human Resources 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. [Click Here to Register for the Airport Tour.](#)

Monday, June 11, 2018

8:00am – 4:30pm **Registration**

8:00am – 9:00am **Networking Breakfast**
Salons AB & E

9:00am – 4:15pm **Human Resources Committee Workshop** *(Open to all registered attendees)*

9:00am – 10:30am **Welcome and Opening Remarks**
Mt. Hood

Speaker: Kurt Gering, Director, Talent Culture & Capability, San Diego County Regional Airport Authority and Chair, ACI-NA Human Resources Committee

Introduction of the ACI-NA Human Resources Steering Group Members

HR Working Group Updates

Moderator: Kurt Gering, Director, Talent Culture & Capability, San Diego County Regional Airport Authority and Chair, ACI-NA Human Resources Committee

Workforce Planning Working Group

Working group created to focus on collecting and reviewing best practices for airports, regardless of size and budget, to create an effective workforce plan that will support an airport's strategic business plan and economic strategy. The working group continues to concentrate in the area of developing executive level leadership and succession planning strategies through creating predictable pipelines of trained, qualified, and motivated airport professionals. Two programs being developed and executed currently are 1. The Exchange Leadership Executive Program (ELEP), and 2. The Edge4Vets. Two other sub-working groups were also created to focus on Awareness and Career Pathway Programs at airports.

1. ELEP

Rosa Beckett, Chief Administrative Officer, Jacksonville Aviation Authority, Chair, Workforce Planning Working Group and Vice Chair, ACI-NA Human Resources Committee

2. Edge4Vets (Program which concentrates on returning service member talent and placing them back into the civilian job market).

Tom Murphy, Founder, Edge4Vets

3. Career Pathway Program Sub Working Group

Mandy Haverdink, Manager, Talent and Development, Pittsburgh International Airport

4. Awareness Campaign Sub Working Group

Harleen Smith, Chief Human Resources Officer, Houston Airport System

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

11:00am – 12:15pm **Sustainability Subcommittee Update (15 minutes)**
Mt. Hood

Facilitator: Kurt Gering, Director, Talent Culture & Capability, San Diego County Regional Airport Authority and Chair, ACI-NA Human Resources Committee

Compensation and Benefits Benchmarking Survey Working Group (45 minutes)

Disrupting Trends in Compensation Benchmarking

Airports across North America are competing for talent in a tight labor market. With tools readily available to job seekers and employees regarding compensation (i.e. Salary.com) and the disruptive trend of data stream aggregation, how are airport HR leaders and ACI-NA addressing the challenge to assure we continue to attract and retain the best and brightest?

Inaugurated in 2008, the ACI-NA **Compensation and Benefits Benchmarking** survey was a response to requests from Airport Directors for a credible, reliable, and legally compliant source of market compensation data. 2017 represents the ninth annual survey conducted by Western Management Group (WGM - a consulting firm exclusively oriented to the development and conduct of third party, specialized compensation surveys since 1972). The 2017 survey (based on 2016 data) provided a record total of 152 airports (131 U.S. and 21 Canadian airports) contributed. The latest survey encompassed data on over 13,000 employees in 111 different industry specific jobs (the survey results were made available for purchase for participants this past February).

Facilitator: Kurt Gering, Director, Talent Culture & Capability, San Diego County Regional Airport Authority and Chair, ACI-NA Human Resources Committee
Steve Treder, Vice President of Strategic Development, Western Management Group

12:15pm – 1:30pm
Salons AB & E

Networking Lunch

1:30pm – 2:45pm
Mt. Hood
(1.25 PDC)

CEO CLOSE UP: Building A High Performing Leadership Team [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.

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

Speakers: Christina Cassotis, CEO, Pittsburgh International Airport
Monica Lombrana, 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
Ballroom Foyer

Networking Break

3:15pm – 4:15pm
Mt. Hood

Human Resources Rotating Roundtables

Discuss, brainstorm, and come up with potential solutions and uncover industry best practices with fellow colleagues on current hot topics that human resources professionals are facing at their airports. The focus sessions are open to every participant and led by an industry leader who has experience with the challenge. Share with your peers Success Stories, BIG WINS and A HA Moments.

Facilitator: Gale LaRoche, Senior Vice President/Chief Human Resources Officer, ADK Consulting & Executive Search

Topic: Harassment in the workplace – What should we be doing?
Topic Leader: Harleen Smith, Chief Human Resources Officer, Houston Airport System
Scribe: Kirstan Jewell, Edmonton

Topic: Culture Drives Employer Brand – What ingredients make up your Brand Recipe?
Topic Leader: Chappelle Broome, Director of HR and Diversity, Columbia Metropolitan Airport
Scribe: Rosa Beckett, Jacksonville

Topic: What's currently a hot topic at your airport?
Topic Leader: Paula Adams, Director of Airports Administration, Los Angeles World Airports, Chair of Awards Working Group
Scribe: Cindy Lewis, San Diego

5:00pm – 6:30pm
Exhibit Hall

Networking Lounge Grand Opening and Welcome Reception

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 Burke, President & CEO, ACI-NA
Vincent Granato, Chief Operating Officer, Port of Portland
Candace McGraw, Chair, ACI-NA and Chief Executive Officer, Cincinnati/Northern Kentucky International Airport

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

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 **Session 1D: Employee Engagement & Culture**
Mt. Hood
(1.25 PDC)

Employee engagement can make all the difference in company culture and organizational performance. Employees that feel connected come to work and are committed to do the best job possible. Companies play a critical role in creating an environment that drives engagement. From engagement surveys to specific programs that increase engagement efforts in this area, the efforts drive a very high return. This session will begin with an understanding of the Gallup philosophy, helping the audience understand the ABC's of engagement and the impact on the bottom line. From there, Teamphoria will lead the audience through ideas to develop an engaged workforce. Teamphoria developed software to help engage all levels of employees within an organization. The software suite focuses on millennials in a contemporary way that connects with this culture. They will lead us through a look at engagement through recognition, communication, surveying, and performance.

Moderator: Nikki Harland, Senior Vice President, Human Resources, Paradies Lagardère

Speakers: Andrew Strickland, Co-Founder, Teamphoria
Paul Letson, Senior Consultant, Gallup

12:30pm – 2:00pm
Exhibit Hall

Lunch in Networking Lounge

2:00pm – 3:15pm
Mt. Hood
(1.25 PDC)

Session 2Di: Health and Wellness

Studies show that an organization's profits are consumed by employee health care costs either from healthcare claims or lost productivity. Organizations that implement wellness programs find their average medical costs and absentee days' decrease. While changing behavior towards positive health outcomes is solely on employees, employers have a significant opportunity to help their employees see the value of adopting healthier behaviors so they can live healthier lives. Wellness programs can be used to create a culture of health and drive and reinforce healthy behaviors, which results in bringing benefits to the employer, the employee, and to the community.

Moderator: Bobbi Stedman, Chief Administrative & Equity Officer, Port of Portland

Speakers: Debi Marshall, Human Resources Manager, Syracuse Hancock International Airport
Melissa Solberg, Senior Manager, Sustainability & Wellness, Tampa International Airport
Stephanie Alexander, Manager, Talent & Rewards, San Diego International Airport
Sybil Murphy, Vice President, Human Resources, Cincinnati-Northern Kentucky International Airport
Tawnya Payne, Senior Benefits & Wellness Specialist, Port of Portland/Portland International Airport

2:00pm – 3:15pm
Pearl
(1.25 PDC)

Session 2Dii: Canadian Airports HR Roundtable Session

A forum to network with your Canadian airport peers; this interactive roundtable discussion will focus of relevant human resources topics facing Canadian airports. Bring along a topic that is important to you, share it, and hear the perspective of other human resources professionals. Topics may include, but are not limited to, collective bargaining outcomes or strategies, grievances and arbitration decisions, changes to employment laws, and human resources programs.

Facilitator: Kirstan Jewell, Vice President, Human Resources & Organizational Effectiveness, Edmonton International Airport

3:15pm – 3:45pm
Exhibit Hall

Networking Break

3:45pm – 5:00pm
Mt. Hood
(1.25 PDC)

Session 3D: Leadership Development tied to Succession: Addressing the Competencies Gap

In this session, attendees will learn strategies and best practices for successful succession planning and effective leadership development. The session will provide information on specific Airport Leadership Programs that are available for the development of current and future airport leaders, such as the Airport Executive Leadership Programme (AELP) Executive Exchange Program, Airport Management Professional Accreditation Program (AMPAP), Global Safety Network Diploma Programme (GSN), Professional Certificates (Professional certification courses in specialty areas: safety, security, facilitation, economics, environment, finance, and other airport-related competencies). Attendees will also learn about the importance of Workforce Readiness and why it is vital that Human Resources' Leaders are part of the short and long-term strategic goals and objectives discussions.

Moderator: Janice Avery-Walthall, Director of HR, Memphis International Airport

Speakers: Amy Leavy, Senior Vice President, Culture and Strategy, Denver International Airport
Kevin Caron, Director, Capacity Building Programmes, ACI World
Pamela Murray, Associate Director – Talent & Rewards, Willis Towers Watson

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:**
Salons A – E
Embracing Disruption: Moving Beyond Innovation in the Age of Sustainability
(1 PDC)

Learn how to create and apply sustainable business solutions at your airport, translating cutting-edge ideas into success.

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 **Session 4D: 2018 ACI-NA Excellence in Human Resources Recognition Program**
Mt. Hood
(1 PDC)

The ACI-NA Excellence in Human Resources Recognition Program was established with the objective to acknowledge airports' outstanding achievements in HR management, to recognize the contribution of HR management to the successful airport business, and to share best practices in airport management. For this session, we will introduce the winners of this year's inaugural program and allow the winners to share with attendees their ideas, challenges, and success of their respective HR programs.

Moderator: Paula Adams, Director of Airports Administration, Los Angeles World Airports, and Chair of Awards Working Group

Speakers: Winner of the Category Award – TBD
Winner of Total Recognition Award – TBD

11:30am – 12:30pm **Session 5D: Social Sustainability**
Mt. Hood
(1 PDC)

As the airport industry addresses the ongoing wave of baby boomer retirements, developing new and stable talent pipelines in our industry is an issue of sustainability. Partnering with local and national partners, airport operators are establishing programs that both support workforce development and promote a healthy community. Don't miss this opportunity to hear about unique programs that leverage underserved communities in the United States and Canada to fill labor gaps and create workforce stability that benefits airport operators, airlines and concessionaires.

Moderator: Kurt Gering, Director, Talent Culture & Capability, San Diego County Regional Airport Authority

Speakers: Kim Des Marais, Director, Talent Acquisition & HR Business Partners, Port of Seattle
Rosemary Barnes, Public Information Manager Business Development, San Jose International Airport
Steve Twitchell, SVP of Sales & Marketing, PRIDE Industries

12:30pm – 1:30pm
Exhibit Hall

Lunch in Networking Lounge

1:30pm – 2:45pm
Salons A – E
(1.25 PDC)

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

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
Ballroom Foyer

Networking Break

3:15pm – 4:30pm
Mt. Hood
(1.25 PDC)

Session 6D: Workforce Efficiency Study and the Bottom Line
[Joint Human Resources & Finance Session](#)

Considering new business challenges confronting airports, airport leadership have recently begun questioning whether more cannot be done with the workforces that they have. Leadership have increasing need to address pressure from nearby airports competing for the same air service, address pressure from stakeholders to reduce OPEX, deliver higher customer service, and free up budget to pursue revenue generating opportunities. This session will dive into this topic of workforce efficiency for airports highlighting specific opportunities to be pursued and guidance for approaching the topic based on real world examples and experiences.

Moderator: Jeffery Oboy, Partner, M2P Consulting

Speakers: Dale Cottrill, Chief Financial Officer, Pittsburgh International Airport
Lisa Naylor, Senior Vice President, Human Resources, Pittsburgh International Airport
Michael Nonnemacher, Aviation Chief Operating Officer, Ft. Lauderdale-Hollywood International Airport
Linda Yeung, Director of People, Performance & Development, San Francisco International Airport
Richard Batty, Principal, ICF

5:30pm – 6:00pm
Ballroom Foyer

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

6:00pm – 9:00pm
Salons A – E

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

SHRM Recertification Provider



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