




THE **VOICE** OF AIRPORTS®

BUSINESS OF AIRPORTS CONFERENCE

CONCESSIONS • FINANCE • HUMAN RESOURCES • BUSINESS DIVERSITY

June 10 - 12, 2019 // Scottsdale, AZ

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

Sunday, June 9, 2019

1:00pm

Phoenix Sky Harbor International Airport Tour

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. (advance registration and confirmation required)

Monday, June 10, 2019

8:00am – 4:30pm

Registration

8:00am – 9:00am

Networking Breakfast

9:00am – 10:30am

Business Diversity Committee Meeting *(Open to all registered attendees)*

9:00 am – 9:10 am

Welcome & Opening Remarks

Robin Gibson, Chair, Philadelphia International Airport

Valerie Churchwell, Vice Chair, City of Phoenix Aviation Department

9:10 am – 9:20 am

Host Airport Welcome

Valerie Churchwell, Vice Chair, City of Phoenix Aviation Department

9:20 am – 9:25 am

Update on Inclusion Champions Awards

Debby McElroy, ACI-NA

9:25 am – 9:50 am

Review of 2019 Committee Workplan

9:50 am – 10:00 am

Preparation for Meeting with ACI-NA Commercial Management Committee

Robin Gibson, Chair, Philadelphia International Airport

10:00 am – 10:30 am

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.

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

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**

Introductions: Eric L. Johnson, Director, Commercial Management & Airline Affairs, Minneapolis-St. Paul Metropolitan Airports Commission
Robin Gibson, Assistant Director of Aviation-Business Development, Philadelphia International Airport

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

12:15pm – 1:30pm **Networking Lunch**

1:30pm – 2:45pm **Building An Inclusive Culture**

Joint Business Diversity & Human Resources Session

Research shows that diverse teams perform better because of the differing perspectives brought to the table. Companies with higher levels of diversity in employment and contracting are also more likely to have better financial results, showing that inclusion can be a competitive differentiator. Learn how successful organizations coordinate a culture of diversity across the entire operation and avoid siloed programs in individual departments.

Moderator: Chappelle Broome, Director of Human Resources & Diversity, Columbia Metropolitan Airport

Speakers: Richard Blut, Training and Wellness Manager, McCarran International Airport
Laura E. FitzRandolph, EVP, Chief HR Officer, HMSHost
Jennifer Raniga, Employment Advisor - Diversity & Inclusion, Vancouver Airport Authority
Devin Reed, Procurement Director, Jacksonville Aviation Authority

2:45pm – 3:15pm **Networking Break**

3:15pm – 4:15pm **Creating Wealth & Opportunity – A New Way To Talk About The DBE Program**

The DBE and ACDBE programs have facilitated the entry of many women and minority-owned businesses into the airport industry. But younger entrepreneurs often find the certification process burdensome and bureaucratic. Others dislike being labeled “disadvantaged”. While we can’t change the name of the regulations, we can change the way we talk to new companies, emphasizing the creation of wealth and the exciting opportunities to work with airports.

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

Speakers: Shivani Dubey, Deputy District Director, U.S. Small Business Administration, Arizona District Office
Ron Gomes, Vice President, Strategic Alliances, HMS Host
Sharon Jean – Baptiste, P.E., Regional Solutions & Technology Director, Jacobs

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 S. 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 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 1B: Community Engagement –Communicating Your Airport’s Commitment to Diversity**
Airports recognize that increasing diversity in contracting, employment and business practices help foster an operationally efficient and financially successful organization. While this commitment also strengthens positive relationships with the community, prompts innovation and promotes economic development, many airports do not effectively communicate about their programs. Learn from industry experts on how to better promote your airport’s commitment to diversity and the benefits for your community.
- Moderator: Rhonda Arnold, Chief Community Relations Officer, Houston Airports
- Speakers: Sharon McGhee, PHR, SHRM-CP, M/W SBA Coordinator, Charleston International Airport
Amber Meshack, Director, Business, Jobs and Social Responsibility Division, Los Angeles World Airports
Valerie Nesbitt, Airport Director, Business Diversity, Hartsfield Jackson Atlanta International Airport
Davita Taylor, Chief Procurement Officer, Nashville International Airport
- 12:30pm – 2:00pm **Lunch in Networking Lounge**
- 2:00pm – 3:15pm **Session 2B: Program Compliance or Policy Imperative: Assessing the Airport Commitment to Diversity and Inclusion**
Airports that receive AIP grants are required to comply with Part 23 and Part 26 regulations. But many airports structure their organizational policies to do more and truly promote inclusion at

every level, from contracting to employment. Their practices results in more diversity in their business partners, providing additional opportunities for contracting with minority and women owned businesses, rather than focusing on regulatory compliance.

Moderator: Derryl Benton, Executive Vice President, Business Development, HMS Host Corporation

Speakers: Tamela Lee, Vice President, Business Diversity and Development Department, Dallas Fort Worth International Airport
Monica Lombraña, Managing Director of Aviation and International Bridges, City of El Paso
Joseph Nardone, President & CEO, Columbus Regional Airport Authority
Charlene Reynolds, Assistant Aviation Director, Phoenix Sky Harbor International Airport
Ricky Smith, Executive Director/CEO, Maryland Aviation Administration

3:15pm – 3:45pm **Networking Break**

3:45pm – 5:00pm **Session 3B: DBE, Title VI and ADA Compliance – How To Be Better Prepared When FAA Calls**

FAA conducts compliance reviews of airport sponsors' Disadvantage Business Enterprise/Airport Concessions Disadvantage Business Enterprise (DBE/ACDBE) programs, as well as those covering Title VI of the Civil Rights Act of 1964, Limited English Proficiency (LEP), Environmental Justice (EJ), the American with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. This session will help airports be better prepared when notified by the FAA of a compliance review or a mini-review of the required civil rights programs.

Moderator: Amber Gooding, Assistant Airport Director, Business Diversity Development, St. Louis Lambert International Airport

Speakers: Christy Kinard, General Counsel, Memphis-Shelby County Airport Authority
Jonathan Klein, National Team Lead, Airport Disability Compliance Program, FAA Office of Civil Rights
Angela Martin, Director, Office of Fair Practices, Maryland Aviation Administration
Cindy Olivares, Principal, Airport Concession Consultants, Inc.

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 & CEO, 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 Roundtable 4A & 5A: Concessions Barriers to Entry and Strategies**
 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 living wages, 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 5B: Success Stories – Learning From Other Industries**
 A diverse supply chain helps organizations be more successful and more profitable. That's because supplier diversity promotes innovation, drives competition and helps companies better recognize emerging consumer trends and shifting demographics. Don't miss the opportunity to hear from industry leaders outside the aviation industry about their successful strategies for increasing diversity and inclusion for business success.
- Moderator: Valerie Churchwell, Small Business Engagement Manager, City of Phoenix Aviation Department
- Speakers: Todd J. Jackson, Supplier Diversity and Inclusion Program Manager, Intel Corporation
 Michelle Cirocco, Chief Social Responsibility Officer, Televerde
 Thomas Shepherd, Senior Contract Officer, Tohono O'odham Ki:Ki Association
- 12:30pm – 1:30pm **Lunch in Networking Lounge**
- 1:30pm – 2:45pm **General Session 3 - Airline Roundtable**
 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 6B: Designing and Implementing An Airport Social Equity Program**
 Airports have traditionally focused on business diversity and creating and expanding access for small businesses. But some are changing to more comprehensive equity, culture, inclusion and diversity programs, known as DEI programs, to provide fair treatment and equitable access for business development, contracting, employment and community affairs. At their core, DEI programs address systemic and structural inequities related to accessibility, race, ethnicity, language, religion, gender, sexual orientation and expression, identity, and disability, by integrating equity thinking into business decision-making. In so doing, airports move beyond traditional measures of economic success, to include not only economic but also environmental and social dimensions –referred to as the triple-bottom line or sustainability approach. Attend this session to learn more about designing and implementing holistic equity, culture, diversity and inclusion programs to increase access to prosperity for those experiencing disparities in your community.

Moderator: Robin Gibson, Assistant Director of Aviation-Business Development, Philadelphia International Airport

Speakers: Emylene Aspillá, Director of Social Responsibility and Community Sustainability, San Francisco International Airport
Dr. Steve Nakana, Social Equity Program Manager, Port of Portland
Eric Warner, Special Projects Manager, San Antonio International Airport

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

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