



# Airport Roundtable

Facilitator:

Ian Law, Chief Information Officer, San Francisco  
International Airport



# Charlotte Douglas International Airport

## **Contact Information**

Name: Ted Cisine

Title: Aviation Senior Business Systems Manager

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Baggage Handling System migration to new HLC
2. Gate Management migration to EASE v5
3. Access Control and IDMS configuration and integration

# DFW International Airport

## **Contact Information**

Name: Michael Youngs

Title: Vice President Information Technology Services

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Access Control Replacement
2. Biometric Exit
3. Security Checkpoint Wait Times

# DFW International Airport

**Please share any upcoming technology related RFPs or RFQs:**

- Access Control Replacement
- IT Strategic Plan
- Integrated Operations Center – Situational Awareness Platform

# Metropolitan Washington Airports Authority

## Reagan National | Dulles International

### **Contact Information**

Name: Christian Kessler | Jeff Williams

Title: Business Relationships

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### **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Managed Airport Technology Services (MATS) Program
2. Integrated emergency messaging and display system
3. Biometric time clocks and SIDA/escort management

# Metropolitan Washington Airports Authority

## Reagan National | Dulles International

**Please share any upcoming technology related RFPs or RFQs:**

- Follow the Sun Integration and Implementation of Applications - Staff Augmentation
- Network Modernization (Cabling Services)
- Enterprise Asset Management (EAM) - combine 3 current systems into one SaaS solution

# Jacksonville Aviation Authority

## Jacksonville International Airport (JAX)

### **Contact Information**

Name: Steven Schultz

Title: Director, Information Technology

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### **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Video Surveillance (near completion) – Unified American Dynamics/Ccure 9000
2. PARCS (near completion) - TIBA
3. Oracle 12.2.8 upgrade (starting)

# Las Vegas McCarran International Airport

## Contact Information

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Title: Airport Manager, Information Systems

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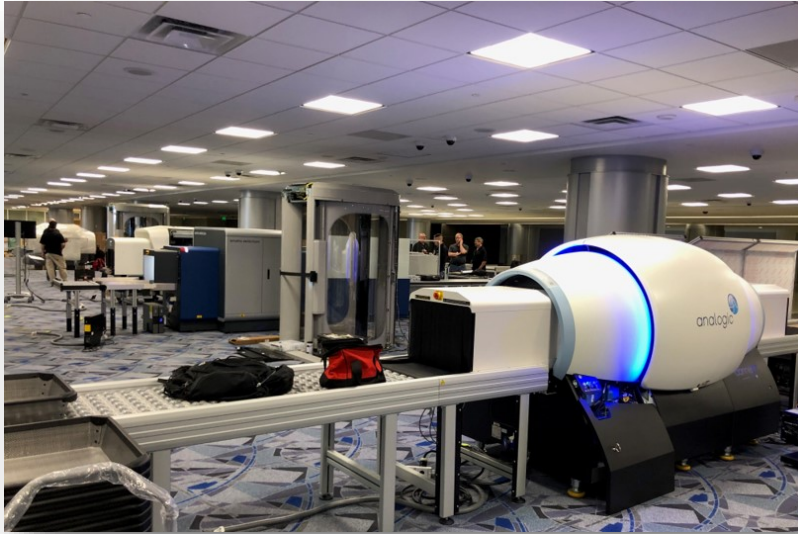




# Las Vegas McCarran International Airport

## Technology Projects

### Advancing the Checkpoint Experience (ACE)



### RFID Self Bag Drop - Trial



# Las Vegas McCarran International Airport

## Technology Projects

### CCTV – VMS, Storage, 3,000+ Cameras



### Biometric Exit – Single Step



# Las Vegas McCarran International Airport

## Technology Projects

### Others In-progress

- Automated Screening Lanes
- Badging System
- Facility Analytics
- Holdroom Upgrades - Design
- vMuse Upgrade

### On the Horizon

- Parking Revenue Control System
- Visual Parking Guidance System
- Public Announcement System
- T3 CUSS Kiosks Upgrades
- FIDS

# Los Angeles World Airports-LAWA (LAX,VNY,PMD)

## Contact Information

Name: **Aura Moore**

Title: **Deputy Executive Director, Chief Information Officer**

Email Address: **amoore@lawa.org**

## In regards to Technology at your Airport

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

- 1. Midfield Satellite Concourse technology --Self/Biometric Boarding Gates-Airport Guest Experience Solutions (guest engagement/customer loyalty program, interactive kiosks, shop-order-dine, etc.)**
- 2. Trunked Radio System—700 MHZ upgrade and new multi-band handheld/mobile radios**
- 3. New Common Use Solution including utilizing common use bag drop technology**
- 4. Technology strategies and implementation for**
  - a. Cybersecurity physical strategy**
  - b. Cloud Strategy**
  - c. IT Application strategy**
  - d. Data Management and Analytics Strategy (Facilities Mgmt, Airfield Operations, etc.) – Data & Analytics Center of Excellence**
  - e. Parking Facilities including intelligent parking technology strategy**

# Los Angeles World Airports-LAWA (LAX,VNY,PMD)

Please share any upcoming technology related RFPs or RFQs:

- ***Closed Circuit Television Phase 2 (CCTV Phase 2)***
- ***Smart Parking***
- ***Cybersecurity Cloud Strategy Implementation***
- ***Commercial Vehicle Tracking and Revenue System***

# Milwaukee Mitchell Int'l Airport (MKE)

## **Contact Information**

Name: Andrew Shoemaker

Title: IT Manager

Email Address: [ashoemaker@mitchellairport.com](mailto:ashoemaker@mitchellairport.com)

## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Remodeling of our secondary data center
2. Network migration (moving separate networks of Admin, Security, FIDS, DMZ, Parking etc. to a single network with dual, load balanced, internet connections)
3. IT audit/vulnerability assessment

# Mitchell Int'l Airport Milwaukee (MKE)

**Please share any upcoming technology related RFPs or RFQs:**

- IT audit/vulnerability assessment – RFP to be released late 2<sup>nd</sup> quarter
- Parking Revenue Control System
  - Replace our 15 year old revenue control system
  - Currently only looking at replacing ticket spitters and credit card takers
  - May expand to replace our space count technology
- AODB – delayed from last year
  - Originally looking at a Gate Management tool
  - Adding property management tool that we use is sunsetting this year

# MINNEAPOLIS/ST.PAUL (MSP+6)

## **Contact Information**

Name: Eduardo Valencia

Title: CIO

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Develop new strategies to enhance financial strength
2. Grow stakeholder and community engagement
3. Deliver a seamless “one journey” experiences for MSP passengers



# Airport Service Quality (ASQ)

**MSP named best airport in North America for 3<sup>rd</sup> consecutive year!**

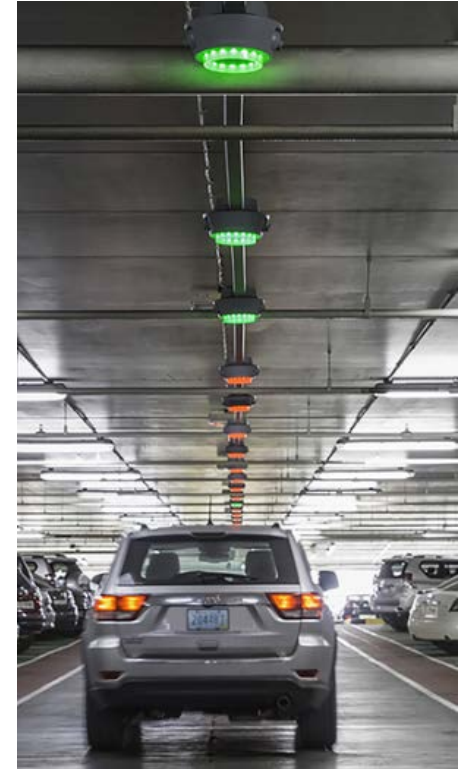
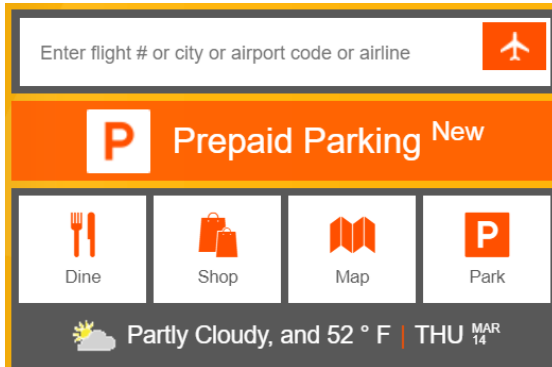
Category: airports serving 25 million – 40 million passengers per year



# 1. Enhance Financial Strength

## Parking Reservation & Guidance

- Ability for parking customers to reserve and prepay
- Lights above spaces indicating empty (green), full (red)
- Find your car feature enablement



## 2. Grow Stakeholder & Community Engagement

### DirectTV for Tenants

- Common antenna and distribution system
- Tenant connects at MAC's nearest Telecommunications Room (TR)
- Tenant subscribes to DirecTV



### Website channel enhancements

- mspairport.com
- Interactive Maps
- Lost and found functionality

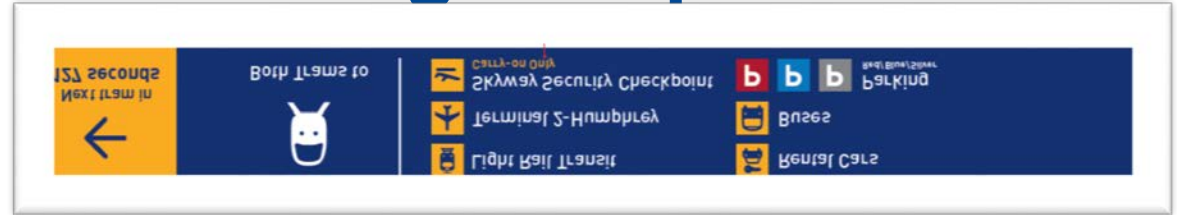


### Smart Waste

- Real-time status "Phone Home" when full
- Collection notifications
- No overflows or visible waste
- Uniform recycling programs



# 3. Seamless Passenger Experience



## Digital Content Management

- Central System for managing all digital signage across the MAC campus
- Able to consume data from multiple sources
- Custom business rules for managing content and languages
- Supports all media types (FIDs, GIDs, RIDs, BIDs, CIDs, Media Mesh, Video walls, etc.)

## Beacons

- Leverage Bluetooth signal to trigger notifications or advertisements
- Concessionaires can entice passing travelers with special offers
- Airport service providers can track assets and optimize work assignments
- Coordinate disability handling and meet and assist



# MINNEAPOLIS/ST.PAUL (MSP+6)

**Please share any upcoming technology related RFPs or RFQs:**

- Unstaffed exit doors
- CCTV maintenance and support
- Network Operation Center (NOC) support partners
- Common use hardware (Kiosks/SBD) & software (CUSE, RMS, AODB)
- Airport Operations Center (AOC) support tech

# Oakland International Airport

## **Contact Information**

Name: Kyle Mobley

Title: Aviation IT Manager

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Searchable Video Analytics – BriefCam
2. Cyber Threat Intelligence\Monitoring
3. Document Retention Program – SharePoint, moved all network shares, reduce VPN accounts by 75%
4. MFA for all on premise network access

# Oakland International Airport

**Please share any upcoming technology related RFPs or RFQs:**

- Enterprise Asset Management System (Aviation and Maritime) to Replace Oracle ERP
- Five year agreement for annual vulnerability assessments (Port wide)
- High level network architecture design (Port Wide)
- Airport Mapping and Interactive Kiosks
- 3<sup>rd</sup> Party Cyber Threat Intelligence\Monitoring
- Exit Solutions

# Port of Portland / Portland international airport (PDX)

## **Contact Information**

Name: Linda Dyson

Title: Aviation Technology Programs Manager

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Concourse C ground load operations for Alaska / Horizon Air – temporary (18-month) relocation while new Concourse B is developed; interim conversion of other CCC gates to common use
2. Terminal Balancing – ticket counter relocations for United & Southwest as a construction continues (into next year) for a new 6-gate extension of Concourse E
3. Terminal Core – design of new seismically resilient terminal extension, with checkpoint relocations, new roof, and “reinvention” of the ticketing / check-in passenger experience; associated, continued planning of relocation of Police, Badging, EOC, and Comm Center and efforts to minimize impacts of new columns supporting roof



# Port of Portland / Portland international airport (PDX)

**Please share any upcoming technology related RFPs or RFQs:**

- Queue Wait Time
- Beacons
- “Managed Services” – potential
- Digital Content Management System – timing tbd; has been on hold due to other priorities
- Possible Facial Biometrics “pilot” in conjunction with CBP
- No doubt, much much more ...

# Philadelphia International Airport

## Contact Information

Name: Patrick W. Keating, CISSP, CISM, CCSP, M.Sc.

Title: Chief Information Security Officer

Email Address: patrick.keating@phl.org

## In regards to Technology at your Airport

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Outsource Cyber Security Operations Center (SOC), Network Operations Center (NOC), and Service Desk
2. Maturing Airport's Information Security Program and IT Governance Program
  - Vulnerability / Patch Management Program
  - Security Awareness Program
  - Unified Vulnerability Patching Application
  - Change Management
3. Conditional Access for Office 365
4. Airport Drone Planning- Commercial Applications and Incursion Mitigation
5. Data Initiative
  1. Open Data Philly
  2. University Partnership
  3. Reach and Data Agreement

# Philadelphia International Airport

**Please share any upcoming technology related RFPs or RFQs:**

- Complete Infrastructure Modernization
  - Wired infrastructure
  - HVAC
  - Power
  - Switches/Routers
  - Servers / VMware environment
  - Disaster Recovery
  - LAB/UAT infrastructure
- Secure Internet Gateway
- Privileged Access Management Application
- File Integrity Monitoring Tool
- Internal Information Technology (IT) Audit Services
- Continued External Penetration Testing and Internal Vulnerability Assessment
- Static Code Analysis Application
- Secure CCTV network Refresh

# Phoenix Sky Harbor International (PHX), Deer Valley(DVT), Good Year (GYR)

## **Contact Information**

Name: Daver Malik

Title: Deputy Aviation Director and ACIO

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

- |    |  |           |
|----|--|-----------|
| 1. | Terminal 3 South Concourse – new 15 gate common use facility | (Q1 2019) |
| 2. | Security and Badging Office automation                       | (Q1 2019) |
| 3. | VoIP   | (Q2 2019) |
| 4. | Emergency Management System – Phase 2                        | (Q3 2019) |
| 5. | Data Management and Orchestration                            | (Q4 2019) |

# PHX, DVT, GYR

**Please share any upcoming technology related RFPs or RFQs:**

- Public WiFi service
- New PHX/DVT/GYR website
- Distributed Antenna System (DAS)
- Shared Use Systems (CUPPS, CUSS, RMS, AODB, FIDS, Paging, Queue Management)

# Raleigh-Durham International Airport

## **Contact Information**

Name: Chuck McFall

Title: SVP, Chief Information and Strategy Officer

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Common Use Transformation Program – New Common Use System implementation
2. Oracle ERP Improvement Program – Integration Hub, etc. (multi-year program)
3. Parking On-Line Reservation System (full production) and Revenue Management System

# Raleigh-Durham International Airport

**Please share any upcoming technology related RFPs or RFQs:**

- Any current IT related RFPs and RFQs can be accessed at:

<https://www.rdu.com/do-business-with-rdu/>

<https://www.rdu.com/do-business-with-rdu/business-opportunities/>

- The following link provides a booklet on doing business with RDU:

[http://www.rdu.com/wp-content/uploads/2014/11/Booklet\\_web.pdf](http://www.rdu.com/wp-content/uploads/2014/11/Booklet_web.pdf)

# Southwest Florida International

## **Contact Information**

Name: Phillip Murray

Title: Director, Information Technology

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## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Passenger Throughput
2. Shared Tenant Services
3. Making it easier for ULCCs to start doing business at RSW



# Southwest Florida International

Please share any upcoming technology related RFPs or RFQs:

## 1. Passenger Processing Modernization Project



# Southwest Florida International

**Please share any upcoming technology related RFPs or RFQs:**

1. Terminal Expansion



# San Diego International Airport

## Contact Information

Name: Jessica Bishop

Title: Director, Information and Technology Services

Email Address: [jbishop@san.org](mailto:jbishop@san.org)

## In regards to Technology at your Airport

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Terminal wide network redesign to add capacity and enable software defined networking.
2. Biometrics exit for international departures.
3. Design and implementation of a business analytics platform.

# San Diego International Airport

**Please share any upcoming technology related RFPs or RFQs:**

- Terminal 1 replacement special systems RFQ – Q2/Q3
- JD Edwards E1 hosting and tier 2 support RFP– Q3
- Biometrics exit solution RFP– Q3
- Business analytics platform implementation RFP– Q3/Q4

# Seattle-Tacoma International Airport

## Contact Information

Name: Dave Wilson  
Title: Director, Airport Innovation  
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## In regards to Technology at your Airport

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Biometric Exit Pilot project leading to full implementation in 2020
2. Visual light communication way finding in SEA app in North Satellite (iOS/Android) in Q4
3. Deployment using our new Digital Signage Platform
4. New train system-integrated digital signage and audio system
5. Fleet Tracking System for Employee Parking and Rental Car Facility Buses
6. SafeDock centralized Gate Operating System (GOS) to connect and manage SafeDock units

# Seattle-Tacoma International Airport

Please share any upcoming technology related RFPs or RFQs:

- Crowd-sourced Incident Reporting mobile application
- Airport community mobile application
- Biometric Exit System at common use gates (late 2019)
- Parking Guidance System
- Perimeter Intrusion Detection System
- Inspections Platform
- Baggage Source Messaging

# San Francisco International Airport - SFO

## Contact Information

Name: Ian Law

Title: CIO

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## In regards to Technology at your Airport

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Common Use systems replacement
2. Capital Program – new systems
3. International terminals – biometric conversion

# San Francisco International Airport - SFO

**Please share any upcoming technology related RFPs or RFQs:**

- Camera analytics pilot
- Mobile apps development
- Dense Wavelength Division Multiplexing (DWDM)
- Core network improvements
- Data catalog



# Tampa International Airport (TPA)

## Contact Information

Name: David Potter

Title: Sr. Manager Enterprise Service Delivery

Email Address: Dpotter@TampaAirport.com

## In regards to Technology at your Airport

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Security Master Plan – Replacement of physical security system including access control, perimeter monitoring, conversion and expansion of CCTV
2. Enterprise Business Systems (Oracle) upgrade and enhancements. Deployments for core business competencies (HR, Payroll, Sourcing, etc..), completion of Hyperion implementation
3. GIS and Asset Management System deployment for airfield asset mapping, management, and airfield/terminal inspection process improvements

# Tampa International Airport (TPA)

**Please share any upcoming technology related RFPs or RFQs:**

- RFP – Oracle and Linux Software Consulting
- RFQ – Database Administration Services
- RFP - Gateway Development Area Office Building
- ITB - SkyCenter Site Development, Atrium and Pedestrian Bridge

<http://www.tampaairport.com/current-solicitation-opportunities>

# Tucson International Airport (TUS)

## **Contact Information**

Name: Adele Edwards

Title: Chief Technology Officer

Email Address: aedwards@flytucson.com

## **In regards to Technology at your Airport**

What are the most significant technology projects that your airport has (or is about to) deliver(ed) this year?

1. Replaced CCTV system (cameras, system, network infrastructure)

# Tucson International Airport (TUS)

**Please share any upcoming technology related RFPs or RFQs:**

- Replace EVIDS and Paging system
- Replace Access Control System
- Replace Parking System