



2020 ACI-NA Business of Airports Conference Agenda (Business Diversity Track)

Sunday, June 7, 2020

1:00pm -3:00pm

Phoenix Sky Harbor International Airport Tour (Pre-registration required)

Phoenix Sky Harbor International Airport has arranged an Airport tour to view the newly remodeled North Concourse at Terminal 3. The concourse consists of ten boarding gates serving five commercial airlines in a common use environment. Come see the new shops, which include Discover Arizona with Tech-on-the-Go/House of Marley and Stellar News + Market with Starbucks. Tantalize your taste buds and grab a bite at one of our new eateries, which include Scramble, Ajo Al's, and the Phoenix Beer Company.

The tour will begin in Terminal 3, Level 5, Friends and Family Room at 1:00pm. Bus transportation will be provided to The Phoenician following the tour. **All attendees must preregister for the tour.** Up to 50 people can attend and will be accommodated on a first-registered, first-served basis. All tour attendees will need to provide a Government Issued ID on the day of the tour.

Airport Tour Registration: <http://aci-na.2020-boa-airport-tour.sgizmo.com/s3/>

Monday, June 8, 2020

8:00am – 4:30pm

Registration

8:00am – 9:00am

Networking Breakfast

9:00am – 10:30am

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

- 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**
 Speaker: Annie Russo, Senior Vice President, Government and Political Affairs, ACI-NA
- 12:15pm – 1:30pm **Networking Lunch**
- 1:30pm – 2:45pm **Session 1B: Joint Business Diversity & Human Resources Session: How Are We Measuring Diversity And Inclusion?"**
 Metrics are important to ensure that policy initiatives, contracting targets and other diversity program goals are achieved. However, developing “the right metrics” can be difficult and must include consideration of the unique political, legal, historical, and cultural environment of the airport or company. Nevertheless, it is important to get it done, because what gets measured gets done.
 Moderator: Chappelle Stevenson, Director of Human Resources & Diversity, Columbia Metropolitan Airport
- 2:45pm – 3:15pm **Networking Break**
- 3:30pm – 4:15pm **Session 2B: ACDBE Opportunities: Can The Door Be Opened Wider?**
 The “ACDBE” program has been in place for more than 15 years but numerous studies indicate that participation from new DBEs/ACDBEs is decreasing. Possible reasons include the cumbersome U.S. DOT certification process, lack of access to capital and the increasing complexity and cost of bidding – and if successful, the expense of opening and sustaining a concession at an airport. Additionally, there are concerns about the evolving concessionaire models and continuing challenges with Joint Ventures. Learn from industry experts on ways to expand participation and address challenges faced by ACDBEs and small/minority-owned businesses.
 Moderator: Valerie Churchwell, Small Business Engagement Manager City of Phoenix Aviation Department
- 5:00pm – 6:30pm **Welcome Reception**

Tuesday, June 9, 2020

- 8:00am – 4:30pm **Registration**
- 8:00am – 9:00am **Breakfast**
- 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
 Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority and Chair, ACI-NA Board of Directors
- 9:30am – 10:45am **General Session 1: Innovative Strategies To Improve The Passenger Experience**
 Wendy Lea is a leading expert in digital innovation strategies that drive growth for global organizations and economic vibrancy for communities. Her multi-faceted background and extensive network of high growth startups, venture capitalists, and cross-sector business leaders gives her the forward-thinking, entrepreneurial, and innovative perspective needed to help airports and their business partners identify inventive strategies to improve the passenger experience and grow their business.
 Introduction: Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority and Chair, ACI-NA Board of Directors
 Speaker: Wendy Lea, Board Leader, CEO and Entrepreneur

- 10:45am – 11:15am **Networking Break**
- 11:15am – 12:30pm **Session 3B: Public-Private Partnerships – Trust, Transparency, and Opportunities**
 The trend of P3 funding for airport development is increasing and the question of whether “it’s right for you” is being asked. P3s help fund and modernize infrastructure to accommodate increasing passenger and cargo traffic as well as support major airport renovations and expansions. Learn from the experts how these projects can provide business opportunities for DBEs and ACDBEs as well as understand the financial and contractual risks during the pursuit phase, and in the delivery of the project.
 Moderator: Kaven Swan, Principal, HOK
- 12:30pm – 2:00pm **Lunch**
- 2:00pm – 3:15pm **Session 4B: Expanding Opportunity: The Commitment Starts at the Top**
 While airport sponsors receiving federal grants are required to contract with minority-owned DBEs and ACDBEs, many airports go beyond the regulatory mandates. This commitment to expanding opportunity starts with the CEO, with clear organizational policies that ensure more diversity in their business partners and additional opportunities for contracting with minority- and women-owned businesses.
 Moderator: Shannetta Griffin, PE, Chief Commercial Officer, Columbus Regional Airport Authority
- 3:15pm – 3:45pm **Networking Break**
- 3:45pm – 5:00pm **Session 5B: Joint Commercial Management & Business Diversity Session: Labor: Expensive & Short Supply – What’s Next?**
 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 attracting and retaining labor. Join us to learn about strategies airports and concessionaires can use. Topics will focus on labor costs, recruitment, retention, quality of the workforce, operational challenges, and value of time.
 Moderator: Roderick McOwan, Chief Development Officer, Marshall Retail Group

Wednesday, June 10, 2020

- 8:00am – 4:00pm **Registration**
- 8:00am – 9:00am **Breakfast in Networking Lounge**
- 9:00am – 10:00am **General Session 2: Insight From the Airport C-Suite**
 Moderator: Lew Bleiweis, Executive Director, Greater Asheville Regional Airport Authority and Chair, ACI-NA Board of Directors
- 10:00am – 10:30am **Networking Break**
- 10:30am – 11:30am **Session 6B: Joint Business Diversity & Commercial Management Session: Regulations vs. Real Life - Practical Solutions for Airport Challenges**
 While airport sponsors must comply with 49 C.F. R. Part 23, the regulations often do not adequately address real world challenges airports are facing today in implementing concessions programs. Join industry experts to discuss pragmatic solutions and best practices that can be implemented by airports, concessionaires and ACDBEs to increase revenue, enhance the passenger experience and comply with the spirit and the intent of the regulations.
 Moderator: Thiané Carter, Director of Small Business Programs, Raleigh-Durham Airport Authority
- 11:30am – 12:30pm **Session 7B: Attracting, Cultivating and Retaining the Next Generation of Business Diversity Leaders**

Many organizations have prioritized increasing contracts with women and minority-owned companies, as well as small businesses. But committed staff are critical for the success of these programs. Most often those responsible evolve into their positions, while others choose this focus given their dedication to expanding opportunities for those not well represented in the past. Find out what organizations need to do to attract and retain the personnel needed to continue expanding our diverse supplier base and address the continuing challenges facing the airport industry.

12:30pm – 1:30pm **Lunch**

1:30pm – 2:45pm **Session 8B: Joint Commercial Management & Business Diversity Session: Pouring Rights – Does it Have the Calories?**

One of the hottest topics in airport concessions is pouring rights. This panel discussion will provide different perspectives from various stakeholders. Managing the strategic delivery of in-terminal concessions at airports is becoming increasingly complex. Many factors, both external and internal, influence the opportunities and constraints that govern the provision of in-terminal concessions. However, airports continue to creatively reinvent their concession programs to improve the travel experience and explore new revenue streams.

Moderator: Deanna Zachrisson, Senior Business Development Manager, Santa Barbara Airport

2:45pm – 3:15pm **Networking Break**

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

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