

# BIT Committee: Airport Roundtable

**Facilitator:**

Ian Law, Chief Information Officer, San Francisco International Airport



**TAMPA 2019**

AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA  
ANNUAL CONFERENCE AND EXHIBITION  
SEPTEMBER 15 - 17, 2019

**#AIRPORTS19**

## **Contact Information**

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

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

1. Updated Flight Information & PA Systems
2. Re-designed flynashville.com incorporating active maps
3. Common Use
4. Parking Guidance system (ParkAssist) in Terminal Garage
5. Operations GIS Dashboard - real-time snapshot of an event, including significant geo-fenced social media activity
6. Virtual Reality to aid with design as part of BNA Vision

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

- IT Service Desk, January 2020
- IT Staffing, 1Q2020
- Check this link for a list of opportunities at BNA:
  - <https://www.flynashville.com/business-opportunities/opportunities/Pages/default.aspx>

# CLT – Charlotte Douglas International

## Contact Information

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## In regards to Technology at your Airport

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

1. Baggage Handling System upgrades
2. Parking Revenue Control System replacement
3. Terminal Refresh
4. New Air Traffic Control Tower
5. Security Enhancements

# CLT – Charlotte Douglas International

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

- Boarding Pass Paper Stock
- Electrical Panel Management System

# DFW Airport

## **Contact Information**

Name: Sonya Bridges

Title: Assistant Vice President Application Development and Delivery

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

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

1. New Integrated Operations Center (Call Center and Situational Awareness Platform)
2. Biometric Exit
3. Parking Control System Upgrade and Enhancements
4. Bus Tracking System
5. Comprehensive wireless strategy (DAS and WiFi)

# DFW Airport

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

- Access Control Replacement
- Airport Technology on call consulting
- Network design and modernization

# Greenville-Spartanburg International Airport

## Contact Information

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Title: IT Director

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## In regards to Technology at your Airport

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

1. ERP – Phase 1 (Core Financials, APRM, HRCM), Phase 2 (FBO), Phase 3 (CMMS / EAM)
2. Cisco DNA Spaces - location based services platform that leverages existing Wi-Fi to provide insights & drive business outcomes.



# Greenville-Spartanburg International Airport

Please share any upcoming technology related RFPs or RFQs:

- RFP for PARCS Replacement
- RFP for Large Video Wall for Grand Hall

# Jackson Municipal Airport Authority

## Contact Information

Name: Bryan Helaire

Title: Director of Information Technology

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## In regards to Technology at your Airport

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

1. Security Access Control and Infrastructure Project – 99% (540 days)
2. Enterprise Resource Planning (ERP) Implementation – 26% (730 days)
  - Core Financials (October 1, 2019)
  - Remaining Financials and Human Capital Management (July 2020)
  - Enterprise Asset Management (December 2020)
3. Terminal Paging – 1% (120 days)
4. Distributed Antenna System/Wireless Program – TBD
5. Terminal Feasibility Study (Technology Vision)

# Jackson Municipal Airport Authority

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

- F/B/GIDS (Flight Information Display System) – Scheduled to Advertise in October 2019
- Resource Management tool – Gate Scheduling, Surface Monitoring, and Aircraft Diversion Management - TBD

# Los Angeles World Airports – LAX/VNY

## **Contact Information**

Name: Aura Moore, PMP, CM

Title: Deputy Executive Director/Chief Information Officer

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

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

1. Cybersecurity – incident response & detection; Airport/City-wide cybersecurity exercise
2. Innovations in terminal facility and passenger processing operations– e-gates, airport guest engagement improvements (shop/dine, digital travel experience, CRM, common use bag drops, new MSC terminal technology, etc.)
3. Enhanced Radio Communications for airport public safety, security and operations
4. Security technology upgrades and replacement (ACAMS, CAD, CCTV, IMCS, E911)

# Los Angeles World Airports – LAX/VNY

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

- Currently advertised on <https://www.labavn.org>
  1. RFP Smart Parking - proposals due 11/5/2019
  2. RFP – Maximo System OO&M - proposals due 10/4/2019
  3. RFP – Intelligent Transportation System (ITS) – Decision Support System(DSS) - proposals due 9/19/2019
- Future Advertisements
  - RFP – Guest Engagement/Loyalty Solution
  - RFP – CCTV Phase 2
  - RFP – Ground Transportation Management System (GTMS)
  - RFP – Campus WiFi Coverage Improvement Program
  - RFP – Remote Bag Drop
  - RFP – On-Call Project Management, Project Controls, and Technical Support Services
  - RFP – Maximo Systems O&M (Facility Management System)

# 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 initiatives that your airport has (or is about to) deliver(ed) this year?

Our strategies are.....

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

... therefore our most significant tech initiatives attempt to be in alignment



# 1. Enhance Financial Strength



## Parking reservation system

- Parking reservation system
- Soft launch October 1, 2019
- Major marketing push in April 2020
- Lays **foundation** for a loyalty/CRM program
- Enables **airports to communicate directly** with customers before and after their trip
- Opportunity to manage parking inventory through **dynamic pricing**

Choose your dates    Select Parking Option    Complete Your Information    Confirmation

### NEW! Prebooked Parking

Purchase your parking online before you arrive. When you prebook, you don't have to worry about getting a spot. You're guaranteed a place to park.

#### IT'S AS EASY AS 1-2-3

- 1 Pick your lot online and pay with a credit card.
- 2 Print your confirmation email or present it on your mobile device when you arrive at the parking ramp.
- 3 Scan the QR code to gain entry and find the first open space.

Select your airline

Arrival Date/Time  
09/11/2019 08:00 AM

Departure Date/Time  
09/19/2019 05:30 PM

Apply your Promocode

Search Parking

#### New Parking Ramp Opening in 2020!

We are in the midst of building a new 5,000-space parking ramp. The ramp will help alleviate parking constraints at Terminal 1, where current facilities regularly fill for short periods on Tuesdays and Wednesdays.

[Learn More](#)

Arrivals and Departures

# 2. Grow Stakeholder & Community Engagement

## DirecTV for Tenants

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

## eGIS

- Facilitate a Managed Single Source of Truth for Spatial Data
- Provide "State of the Art" GIS Capabilities to MAC
  - Ex: Automate 911 call locations and response plans for dispatchers
- Expand the use of Geospatial Technologies
  - Ex: Implement integrated dashboards to analyze rideshare location and frequency

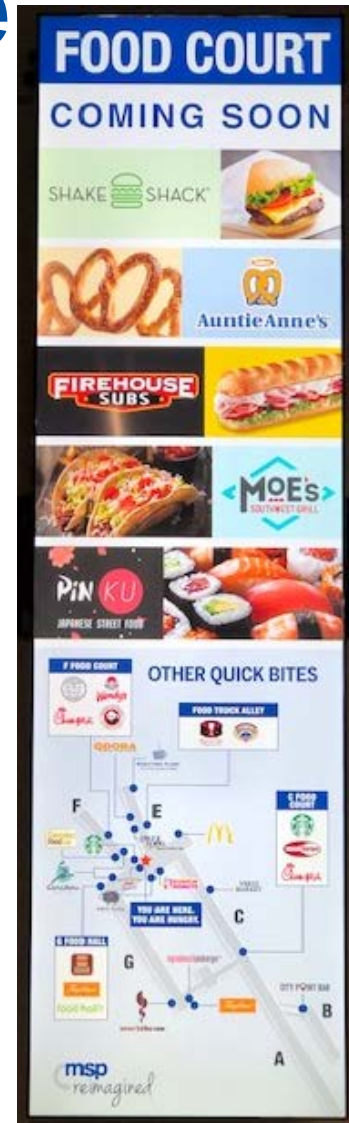




# 3. Seamless Passenger Experience

## 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.)



# MINNEAPOLIS/ST.PAUL (MSP+6)

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

- Airport Operations Center Tooling/Interoperability solutions
- IT Continuing Consultants
- Paging system RFI

# 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 initiatives that your airport has (or is about to) deliver(ed) this year?

1. PDXNext (program) Construction
  - a. Relocation of Horizon ground load operations from Concourse A to Concourse C (enabling work for Concourse B) – 11/2019
  - b. Opening of a new Parking Exit Toll Plaza (enabling for new Parking Garage & Consolidated Rental Car Facility) – 11/2019
  - c. United & Southwest ticket counter and bag make-up unit relocations – 11/2019 & 4/2020
  - d. Opening of 6-gate extension + ground load hold room for Concourse E; relocate Southwest – 6/2020
2. PDXNext Design – continuing work on Terminal Core, 3<sup>rd</sup> Parking Garage, and 3 floors above Rental Car Center that will house a number of airport functions that will relocate from the existing terminal (including Comm Ctr, EOC, & Security Badging)
3. Facial Biometrics pilot
4. Capacity – efforts to increase IT capacity through On-Call Consulting / Project Services contract, targeted outsourcing, and “Managed Services”

# Port of Portland / Portland International Airport (PDX)

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

- Digital Content Management (still on hold – see slide 1 re capacity 😊)
- Beacons
- “Managed Services”

Register as a supplier / vendor and see business opportunities through Planet Bids

<https://www.portofportland.com/business/Vendors>

# Phoenix Sky Harbor International Airport (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 initiatives that your airport has (or is about to) deliver(ed) this year?

- |  |           |
|--|-----------|
| 1. Security and Badging Office Automation                        | (Q2 2019) |
| 2. VoIP – Phase 1  | (Q2 2019) |
| 3. Emergency Management System – Phase 2                         | (Q3 2019) |
| 4. Video Surveillance System (VSS) Data Center Migration         | (Q3 2019) |
| 5. Airside NOV   | (Q3 2019) |
| 6. Parking 2.0 (online reservation, demand and yield management) | (Q3 2019) |
| 7. Terminal 3 – North Concourse                                  | (Q1 2020) |
| 8. Data Management and Orchestration                             | (ongoing) |

# PHX, DVT, GYR

Please share any upcoming technology related RFPs or RFQs:

- Public WiFi service (Q2 2019)
- New PHX/DVT/GYR website (Q2 2019)
- Shared Use Systems (CUPPS, CUSS, RMS, AODB, FIDS, Public Announcement) (Q3/Q4 2020)
- Queue Management or, something else??? (Q3/Q4 2020)
- Access Control System (Q1 2021)
- Identity Management System (Q1 2021)
- Record Management System Yesterday

# Pittsburgh International Airport (PIT)

## Contact Information

Name: Katherine Karolick

Title: Senior Vice-President of Information Technology

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## In regards to Technology at your Airport

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

1. IoT Lab – Actility, Zensors, Smart Parking
2. Big Data Platform - Azure
3. CRM
4. ERP Upgrade
5. Disaster Recovery/Second Site

# Pittsburgh International Airport (PIT)

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

- Digital Signage
- Identity Management / Badging
- Cybersecurity

**Are there any specific topics you would like to see covered at future ACI-NA BIT Conferences?**

- Shared Tenant Services
- IT Sourcing Models



# Raleigh-Durham International Airport

## **Contact Information**

Name: Chuck McFall

Title: Senior Vice President, Chief Information and Strategy Officer

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

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

1. Implementation of an all new Common Use System in Terminal 2 and partial installation in Terminal 1 (4-Gate activation); remaining installation in Terminal 1 to complete by April 1, 2021
2. Internalization of the WiFi system in the Terminals and on the ramps
3. Continued development of our Business Intelligence (BI) System and ERP improvements

# 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 initiatives that your airport has (or is about to) deliver(ed) this year?

1. Ticket & Gate Counter Upgrades
  - New Millwork
  - New Airport & Airline GIDS / Hold Room monitors / LED Ticket Counter Backwalls
2. Unified Communications System
  - Telecom Expense Management / Shared Tenant Services

# Southwest Florida International

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

- Terminal Expansion project
  - Additional Gates
  - Passenger Boarding Bridges
  - Consolidated Security Checkpoint
  - Remote Loading Dock

# San Diego International Airport

## Contact Information

Name: Jessica Bishop

Title: Director, Information and Technology Services

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## In regards to Technology at your Airport

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

1. Replacing aging network with new SDN (Software Defined Network) infrastructure
2. Upgrading Common Use systems
3. Implementing RMS/AODB solution
4. Numerous cyber initiatives – NIST, NCATS, PCI renewal

# San Diego International Airport

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

2019

- Biometrics Exit – Q4
- DAS Maintenance – Q4

2020

- Fiber Duct Bank Master Plan – Q1
- MFP Leasing – Q1
- 5G Master System Integrator – Q3
- Redundant Telco Carrier – Q4

# San Antonio International

## Contact Information

Name: Brian Legacy

Title: IT Manager

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## In regards to Technology at your Airport

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

1. Common Use Pilot – Limited to 4 gates in 2019 -- a Phase II expansion of Common Use is in concept phase
2. Customer Experience Program Phase I – Includes new SAT Website, Intranet for employees, programming complete for MUFIDS and Paging projects, Wayfinding
3. Information Management Applications -- Property Management and Identity Management Software

# San Antonio International

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

- Ground Transportation Management RFP
- Paging Modernization and MUFIDS Modernization RFP's (Currently in Design – RFP in 3<sup>rd</sup> or 4<sup>th</sup> Qtr 2020)
- Airport Operational Database (Phase I) – The database layer, enterprise service bus, and BI platform



# Seattle-Tacoma International Airport

## Contact Information

Name: Todd VanGerpen

Title: Manager, Innovation and Systems

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## In regards to Technology at your Airport

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

1. Surface Area Management – Situational awareness and forensics for analysis on airfield operations  
Parking Guidance System – Stall level availability and guidance for airport parking garage
2. Parking Revenue Control System – Installation of the T2 Flex system
3. Visitor Gate Pass System – Registration and security checks for non-ticketed airport visitors
4. Digital Signage Installations – Installations using a Port wide standard digital signage platform
5. Inspections Platform – Inspection implementations using a standard Inspection platform
6. Incident Reporting Mobile App – Mobile app for airport community to report safety, security, and maintenance issues

# Seattle-Tacoma International Airport

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

- Biometric Air Exit System
- Security Background Checks (DAC)
- Telephone System

# SFO – San Francisco International Airport

## Contact Information

Name: **Ian Law**

Title: **CIO**

Email Address: **ian.law@flysfo.com**

## In regards to Technology at your Airport

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

1. Implementation of cloud-hosted Common Use
2. Pilot of one- & two-step biometric Exit processing
3. Staff-only Airport Ops mgt app

# SFO – San Francisco International Airport

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

- Capital program IT&T infrastructure.
- Video analysis technology.
- Enterprise architecture tools.

# Tampa International Airport

## Contact Information

Name: Marcus Session

Title: Vice President of Information Technology Services

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## In regards to Technology at your Airport

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

### **1. Public Safety System Replacement**

- a) Consolidation of seven current systems to support public safety department down to two systems
- b) Change will support new standards being implemented by new police chief

### **2. Digital Workplace Technology Deployment**

- a) Deploying technologies to support organizational culture shift (Box, MS Teams, DocuSign, Employee Portal, O365)
- b) Developing technology portfolio for SkyCenter Office Building

### **3. ERP Upgrade and Migration**

- a) Upgrade of Oracle ERP and ancillary systems to supported version
- b) Migration to hosted environment for data resiliency

# Tampa International Airport

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

- Internet Service Provider Review
- (RFQ) SkyCenter AOC, ICC and NOC
- (RFQ) CCTV Storage Refresh
- (RFP) Authority Website Refresh
- Cloud Disaster Recovery
- High resolution video walls for multiple terminal areas

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

# Edmonton International Airport

## Contact Information

Name: Tara Mulrooney

Title: VP Technology

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## In regards to Technology at your Airport

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

1. Digital Foundations Assessment & Recommendations (covering Data, Analytics, Integrations & Applications)
2. “CATSA Plus” pre-board screening enhancements (processing enhancements: new queues & tech)
3. Office 365 Cloud Migration of Email (application of Data Retention policies)
4. Preparation for Air Canada Reservation & Departure Control System Changes

# Edmonton International Airport

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

- Public Address (PA) System Replacement
- Enterprise Data Management Setup (Governance Model & Processes, Product Evaluations & Selection)
- Business Intelligence Setup (Define Process and Operating Models, BI Tool Evaluation & Selection)
- Digital Foundations Build (Data & BI, Integrations, Security, ITSM, Platforms & Services)
- Airport Operational Management Systems (AOMS) – AODB, Digital Display, RMS, Billing System
- Concessions (Point of Sale) Real-time Data Capture
- Common Use Passenger Processing System (CUPPS) – CUTE/CUSS Platform
- Building Automation (IoT) Platform
- Airport Operations Centre (AOC) Display & Content Management Technology