



## Business Diversity Committee Agenda

### Monday, June 6, 2022

- 8:00am – 4:30pm **Registration**  
North Registration Desk
- 8:00am – 8:45am **Networking Breakfast**  
Grand Canyon 8-13
- 8:45 am – 10:30am **Business Diversity Committee Meeting** *(Open to all registered attendees)*  
Grand Canyon 3-5
- 8:45am – 8:55am Welcome & Opening Remarks  
Thiané Carter, Chair and Director of Small Business Programs, Raleigh-Durham Airport Authority  
Julio Rodriguez, Vice Chair and DBE Manager, Lee County Port Authority  
Valerie Churchwell, Immediate Past Chair and Senior Policy Advisor, Office of the Mayor/City of Phoenix
- 8:55am – 9:05am Host Airport Welcome  
Sarah Moratto, Small Business Engagement Manager, Phoenix Sky Harbor International Airport
- 9:05am – 9:15am Review of 2022 Committee Workplan  
Thiané Carter, Chair
- 9:15am – 9:30am AMAC Update  
Ebony Wimbush, President and CEO, AMAC
- 9:30am – 9:35am Update on ACRP 01-51 “Improving Airport Organizational Practices To Enhance ACDBE/DBE Participation”  
Michele Torres, Member, Business Diversity Committee Steering Group and Office of Civil Rights Manager, Charlotte Douglas International Airport
- 9:35am - 9:50am Non-Federal Program Survey Preliminary Results and Discussion  
Alexis Kondratyuk, Airport Young Professional Member, Business Diversity Committee Steering Group and Manager, Business Diversity & Development, Charlotte Douglas International Airport

- 9:50am – 10:10am Group Discussion: Fostering Diversity, Equity and Inclusion In Airport Contracts
- 10:10am – 10:20am Preparation for Meeting with ACI-NA Commercial Management Committee  
Thiané Carter, Chair
- 10:20am – 10:30am Other Business

10:30am – 11:00am  
*Grand Canyon 8-13*

**Networking Break**

11:00am – 12:15pm  
*Grand Canyon 6*

**Joint Meeting: Business Diversity Committee and Commercial Management Committee**

Get the latest information from FAA’s Office of Civil Rights on Disadvantaged Business Enterprise (DBE), and Airport Concession DBE (ACDBE) programs to help expand opportunities for small businesses owned and controlled by socially and economically disadvantaged individuals. Also, learn about the issues FAA most often sees in audits on airport Title VI and Americans With Disabilities Act (ADA) programs to help ensure compliance with federal civil rights regulations.

Facilitators: Thiané Carter, Director of Small Business Programs, Raleigh-Durham Airport Authority and Chair, Business Diversity Committee and Laurie Noyes, Vice President of Concessions and Commercial Parking, Tampa International Airport

Speakers: John Benison, Assistant Administrator, Office of Civil Rights, Federal Aviation Administration  
Anthony Cummings, Deputy Assistant Administrator, Office of Civil Rights, Federal Aviation Administration  
Gene Roth, Director, National External Operations and Policy Programs, Office of Civil Rights, Federal Aviation Administration  
Jonathan Klein, Team Lead, Airport Disability and Nondiscrimination Compliance Programs, Office of Civil Rights, Federal Aviation Administration  
Alexander Horton, National Team Lead, DBE/ACDBE Program Compliance Team, Office of Civil Rights, Federal Aviation Administration

12:15pm – 1:30pm  
*Grand Canyon 8-13*

**Networking Lunch**

1:30pm – 2:45pm  
*Grand Canyon 3-5*

**Joint Business Diversity & Human Resources Session: How Can Airports Promote Social Responsibility and Stewardship?**

Airports, as public entities, have a unique community responsibility to ensure equal access to employment and business contract opportunities. Learn from industry leaders that have effective social equity policies in place throughout their business model, benefiting employees, customers, business partners, and the community.

Moderator: Peter Gargiulo, President, 4QD Strategy Consulting LLC

Speakers: Holli Harrington, Senior Director of Supplier Diversity and Diversity Officer, Indianapolis Airport Authority  
Tanisha Lewis, Vice President for Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority  
Melia Gordon, Culture and Diversity Manager, City of Charlotte  
Eric Mercado, CEO, ACS Firm

2:45pm – 3:15pm  
*Grand Canyon 8-13*

**Networking Break**

3:30pm – 4:30pm  
*Grand Canyon 3-5*

**ACDBE Opportunities: Can The Door Be Opened Wider?**

The “ACDBE” program has been in place for more than 20 years but the COVID pandemic made the challenge of adding new ACDBEs even more difficult. There are concerns about the traditional concessionaire models and continuing challenges with Joint Ventures. Previous studies cited 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 as additional reasons for the lack of interest from new partners. Learn

from industry experts on ways to expand participation and address challenges faced by ACDBEs and small/minority-owned businesses.

Moderator: Valerie Churchwell, Senior Policy Advisor, Office of the Mayor, City of Phoenix  
Speakers: Ron Gomes, Vice President, Strategic Alliances, HMSHost  
Davita Taylor, Vice President of Procurement and Business Diversity, Metropolitan Nashville Airport Authority  
Michele Torres, Office of Civil Rights Manager, Charlotte Douglas International Airport

5:00pm – 6:30pm  
Grand Canyon 7-8  
Foyer

### **Welcome Reception**

Catch up with old friends and make new ones at ACI-NA's welcome reception. It is the perfect opportunity to find out what your colleagues are doing to address the challenges of our ever-changing airport world.

## **Tuesday, June 7, 2022**

8:00am – 4:30pm  
North Registration  
Desk

### **Registration**

8:00am – 9:00am  
Grand Canyon 8-13

### **Breakfast**

9:00am – 9:30am  
Grand Saguario  
North

### **Welcome and Opening Remarks**

Speakers: Kevin M. Burke, President & CEO, ACI-NA  
Kate Gallego, Mayor, City of Phoenix  
Chad Makovsky, Director of Aviation Services, City of Phoenix Aviation Department  
Sam Samaddar, Chair, ACI-NA & Airport Director, Kelowna International Airport

9:30am – 10:30 am  
Grand Saguario  
North

### **General Session 1 - Uncertainty is the New Certainty – So What Happens Now?**

The travel industry has seen a structural shift in how companies approach their business strategy. The previous way of doing business will not always work in this new travel environment. Companies have become more concerned with customer engagement and the overall lifetime value of having a customer. Airports in particular have come to recognize the need to improve their role in the customer's end-to-end travel journey.

Introduction: Sam Samaddar, Chair, ACI-NA & Airport Director, Kelowna International Airport  
Speaker: Rafat Ali, CEO, Skift

10:30am – 11:00am  
Grand Canyon 8-13

### **Networking Break**

11:00am – 12:00pm  
Grand Canyon 6

### **Session 2A/B Joint Commercial Management, Business Diversity Session: Airport Concessions Business Strategies & Models - Moving the Needle**

One of the hottest topics in airport concessions is the future of the business model. Many external and internal factors influence the opportunities and constraints that govern the provision of in-terminal concessions. However, airports recognize the need to creatively reinvent their concession programs to improve the travel experience and adjust to the changing environment. The question is what will this mean for concession business models?

Moderator: Sammy Patel, Vice President, Commercial, Vantage Airport Group  
Speakers: David Freedman, Senior Vice President and Chief Revenue Officer, Raleigh-Durham International Airport  
Jennifer Long, Terminal Concessions Manager, Charlotte Douglas International Airport  
Pady Regnier, Founder and CEO, Airport Retail Group, LLC  
Kent Vanden Oever, Executive Vice President, Strategy & Analytics, Fraport USA

12:00pm – 2:00pm  
*Grand Canyon 8-13*

**Lunch**

2:00pm – 3:15pm  
*Grand Canyon 3-5*

**Session 3B: 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 organizations go beyond the regulatory mandates. This commitment to expanding opportunity starts with senior leadership establishing clear organizational policies that ensure more diversity in their business partners and additional opportunities for contracting with minority- and women-owned businesses.

Moderator: Thiané Carter, Director of Small Business Programs, Raleigh-Durham Airport Authority

Speakers: Kim Becker, President & CEO, San Diego County Regional Airport Authority  
Lew Bleiweis, President & CEO, Asheville Regional Airport  
Folasade (Sade) Olanipekun-Lewis, Vice President, Operating & Community Partnerships, Vantage Airport Group  
Ricky Smith, Executive Director/CEO, Maryland Aviation Administration

3:15pm – 3:45pm  
*Grand Canyon 8-13*

**Networking Break**

3:45pm – 5:00pm  
*Grand Canyon 6*

**Session 4A/B: Joint Commercial Management, Business Diversity & Finance Session: Labor - Expensive & In Short Supply – Strategies For Success**

Airports understand concessions are an increasingly important element for the passenger experience and continue to modernize their programs. However, both concessionaires and airports face challenges attracting and retaining labor, especially in today's competitive market. Join us to learn about strategies airports and concessionaires can use to address labor costs, recruitment, retention, customer service and operational challenges.

Moderator: Deanna Zachrisson, Director, Revenue Generation & Partnership Development - San Diego International Airport

Speakers: Mandy Royston, Customer Experience Specialist, Indianapolis International Airport  
Susan Seubert, Vice President, Human Resources, HMSHost  
Courtney Thornton, Esq., Executive Vice President, Corporate Strategy & Business Development, Hudson Group

**Wednesday, June 8, 2022**

7:30am – 9:00am  
*Wildfire A-B*

**World Business Partners/Associates Board Meeting**

8:00am – 4:00pm  
*North Registration Desk*

**Registration**

8:00am – 9:00am  
*Grand Canyon 8-13*

**Breakfast in Networking Lounge**

9:00am – 10:00am  
*Grand Saguaro North*

**General Session 2 - Diversity, Equity, and Inclusion in the Aviation Business**

It's easy to talk about the importance of DEI broadly, but more challenging to make the changes that result in a real difference in an organization's culture. This session will explore the causes of implicit and unconscious bias and explore tactics to interrupt those causes. Airport leaders will also discuss the differences between diversity and inclusion and the benefits of having a diverse workplace to recruit and retain a talented workforce to develop an environment that promotes inclusivity.

Moderator: Sam Samaddar, Chair, ACI-NA & Airport Director, Kelowna International Airport

Speakers: Danette Bewley, President and CEO, Tucson Airport Authority  
David Keen, Keen Independent Research  
Tanisha Lewis, Vice President of Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority

Folasade (Sade) Olanipekun-Lewis, Vice President, Operating & Community Partnerships,  
Vantage Airport Group

10:00am – 10:30am **Networking Break**  
*Grand Canyon 8-13*

10:30am – 11:30am **Session 5A/B: Joint Business Diversity & Commercial Management Session: Regulations vs. Real Life - Practical Solutions for Airport Challenges**  
*Grand Canyon 6*

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: Cindy Olivares, Principal, Airport Concession Consultants (ACC)

Speakers: Thiané Carter, Director of Small Business Programs, Raleigh-Durham Airport Authority  
Michael Freilich, President, Michael Freilich Consulting  
Tamela Lee, Vice President, Business Diversity & Development Department, Dallas Fort Worth International Airport

11:30am – 12:30pm **Session 6A/B: Joint Commercial Management & Business Diversity Session: Airport Concessions – Responding to External Change**  
*Grand Canyon 6*

The airport industry has been incredibly resilient over the last two years in quickly adapting to the challenges from the pandemic. Nevertheless, the list of challenges continues to increase, from supply chain problems to inflation to labor shortages, the list goes on and on. Looking to the future, what are the potential solutions to ensure airports and concessionaires can stay ahead of the curve, be better coordinated and more proactive in responding to new issues?

Moderator: Zenola Campbell, Vice President of Concessions, Dallas Fort Worth International Airport

Speakers: Heather Barry, Vice President of Strategic Partnership  
Dan Cappell, Chief Commercial Officer, Ontario International Airport Authority  
Chris Czarnecki, Director, PDX Terminal Business & Properties, Port of Portland  
Roddy McOwan, Chief Development Officer, The Marshall Retail Group

12:30pm – 1:30pm **Lunch**  
*Grand Canyon 8-13*

1:30pm – 2:45 pm **Session 7B: Attracting, Cultivating and Retaining the Next Generation of Business Diversity Leaders**  
*Grand Canyon 3-5*

Many organizations have prioritized increasing contracts with women and minority-owned companies, as well as small businesses. However, committed staff are critical for the success of these programs. 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.

Moderator: Julio Rodriguez, DBE Manager, Lee County Port Authority

Speakers: Mića Anderson, Senior Director, DEN Commerce Hub  
Tamy Gray, Human Resources Manager, Paradis Lagardère  
Alexis Kondratyck, Manager, Business Diversity & Development, Charlotte Douglas International Airport  
Tamela Lee, Vice President, Business Diversity & Development Department, Dallas Fort Worth International Airport

2:45pm – 3:15pm **Networking Break**  
*Grand Canyon 8-13*

3:15pm – 4:15pm **Session 8A/B: Joint Commercial Management & Business Diversity Session: Increasing Airport Construction Costs – Building Concessions Programs**  
*Grand Canyon 6*

Airport construction costs continue to increase, driven primarily by supply chain problems and chronic shortages of skilled labor in many communities. Additionally construction cost inflation is rising at rates not seen in almost 15 years. Increased costs are particularly challenging for ACDBEs who often struggle with obtaining financing to participate in airport projects or joint ventures.

**Moderator:** Kaven Swan, Senior Principal and Firmwide Director of Business Development – Aviation and Transportation, HOK

**Speakers:** Gonzalo de la Melena, Founder & Chief Executive Officer, Emerging Domestic Market (EDM) Ventures

Margaret McKeough, President, Advisory Services, Paslay Group

Gerry Savaria, Chief Development Officer, Paradies Lagardère

Brad Wolfe, Commercial Manager, Salt Lake City Department of Airports

5:30pm – 6:00pm  
Grand Sagaro North  
Foyer

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

6:00pm – 9:00pm  
Grand Sagaro North  
Foyer

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