



Commercial Management Committee Working Agenda

Agenda subject to change. Please visit the ACI-NA website for the latest agenda.

MONDAY, JUNE 6, 2022

8:00 AM – 4:30 PM

Registration

8:00 AM – 8:45 AM

Networking Breakfast

8:45 AM – 10:30 AM

Commercial Management Committee Meeting

Committee Welcome and Opening Remarks

Laurie Noyes, Vice President of Concessions and Commercial Parking, Tampa International Airport

Airport Upcoming Opportunities – *Open to all registered conference attendees*

Hear about upcoming opportunities for planned RFPs for concessions over the next year. This session will provide an excellent opportunity for everyone involved in airport concessions, and especially those new to the airport arena, to learn more about the industry and potential new opportunities.

Facilitated by Deven Judd, Metropolitan Washington Airports Authority

Baltimore/Washington International Thurgood Marshall Airport; Chicago Department of Aviation; Norman Y. Mineta San Jose International Airport; Portland International Airport; San Diego International Airport; Salt Lake City International Airport, Tampa International Airport, and Metropolitan Washington Airports Authority

Summary of the ACI-NA Annual Financial Benchmarking Survey

This survey is ACI-NA's largest annual data-gathering effort and is deemed essential by most airports. The goal is to assist ACI-NA and its members to measure operational and financial performance across all airports. An understanding of economic performance based on robust performance indicators provides valuable business intelligence to decision-makers and other stakeholders.

Facilitated by Deven Judd, Metropolitan Washington Airports Authority

*Robert Palmer, Chair, Strategic Planning and Performance Management Working Group,
ACI-NA Finance Committee*

10:30 AM – 11:00 AM

Networking Break

11:00 AM – 12:15 PM

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 ensure compliance with federal civil rights regulations.

Facilitated by Thiané Carter, Director of Small Business Programs, Raleigh-Durham Airport Authority and Laurie Noyes, Vice President of Concessions and Commercial Parking, Tampa International Airport

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

12:15 PM – 1:30 PM

Networking Lunch

1:30 PM – 2:45 PM

Commercial Management Airports Only Meeting

The airports only meeting provides an opportunity to bring together senior airport professionals to exchange ideas, best practices, challenges, and opportunities regarding all aspects of non-aeronautical revenue.

Facilitated by Jaimini Erskine, Vice President of Marketing and Concessions, Metropolitan Washington Airports Authority and Ingrid Hairston, Vice President, Properties and Business Development, Birmingham Airport Authority

2:45 PM – 3:15 PM

Networking Break

3:15 PM – 4:30 PM

Open Networking Time

5:30 PM – 6:30 PM

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

8:00 AM – 4:30 PM

Registration

8:00 AM – 9:00 AM

Networking Breakfast

9:00 AM – 9:30 AM

Welcome and Opening Remarks

Kevin M. Burke, President & CEO, ACI-NA

Kate Gallego, Mayor, City of Phoenix

Chad R. Makovsky, Director of Aviation Services, City of Phoenix Aviation Department

Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

9:30 AM – 10:30 AM

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.

Introduced by Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

Rafat Ali, Chief Executive Officer/Founder, Skift

10:30 AM – 11:00 AM

Networking Break

11:00 AM – 12:00 PM

Session 2A/B: Airport Concessions 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 airport concession strategies and models?

Moderated by Sammy Patel, Vice President, Commercial, Vantage Airport Group

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

12:00 PM – 2:00 PM

Networking Lunch

2:00 PM – 3:15 PM

Session 3A: Using Business Intelligence for Concessions – Develop a Holistic Approach

To move beyond business intelligence as a mere buzzword and tap its transformative potential, airports must understand that it's more than just adding technology. Developing an airport-wide operating picture requires bringing together data from dozens of disparate systems and processes traditionally kept in silos. Examples include concession POS, parking, passenger flow, and other critical datasets. Learn how to take advantage of the untapped potential to collaborate with stakeholders, introduce new verticals and metrics and improve the passenger experience.

Moderated by Jaimini Erskine, Vice President of Marketing and Concessions, Metropolitan Washington Airports Authority

Tina Iftiger, Chief Commercial Officer, Reno-Tahoe Airport Authority

Daver Malik, Deputy Aviation Director, Technology, Phoenix Sky Harbor International Airport

Tim Simon, Vice President, Finance and Revenue Development, Minneapolis-St. Paul Metropolitan Airports Commission

Bob Wilson, Group President, Travel Hospitality Services, Delaware North

3:15 PM – 3:45 PM

Networking Break

3:45 PM – 5:00 PM

Session 4A/B: Airport Tenant 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.

Moderated by Deanna Zachrisson, Director, Revenue Generation & Partnership Development, San Diego County Regional Airport Authority

Greg Plummer, CEO & Managing Partner, Concord Collective

Mandy Royston, Customer Experience Specialist, Indianapolis International Airport

Susan Seubert, Vice President, Human Resources, HMSHost

Courtney Thornton, Executive Vice President, Corporate Strategy & Business Development, Hudson

WEDNESDAY, JUNE 8, 2022

8:00 AM – 4:00 PM

Registration

7:30 AM – 9:00 AM

WBP/Associates Board Meeting with Breakfast

8:00 AM – 9:00 AM

Networking Breakfast

9:00 AM – 10:00 AM

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. Industry 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.

Moderated by Sam Samaddar, Airport Director, Kelowna International Airport, and Chair, ACI-NA Board of Directors

Danette Bewley, President and CEO, Tucson Airport Authority

David Keen, Principal, Keen Independent Research LLC

Tanisha Lewis, Vice President for Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority

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

10:00 AM – 10:30 AM

Networking Break

10:30 AM – 11:30 AM

Session 5A/B: Regulations vs. Real-Life – ACBDE 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.

Moderated by Cindy Olivares, Principal, Airport Concession Consultants (ACC)

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

11:30 AM – 12:30 PM

Session 6A/B: Airport Concessions – Responding to External Change

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?

Moderated by Zenola Campbell, Vice President, Concessions, Dallas Fort Worth International Airport

Heather Barry, Vice President of Strategic Partnerships, SSP America

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

12:30 PM – 1:30 PM

Networking Lunch

1:30 PM – 2:45 PM

Session 7A/C: Roundtable with Airlines

The past two years have been arguably the most difficult period in the history of commercial aviation. Airlines and airport operators face huge challenges in building back the business. Some of these challenges are shared, others are quite different. How will the industry come back and can we use this crisis as a means to fix structural flaws that have been exposed? This session features representatives from airlines who will share their perspectives on many issues including the state of the airline industry, new trends in airport-airline agreements, airline input into airport capital programs, and much more.

Moderated by Marge Basrai, Executive Vice President and CFO, Metropolitan Nashville Airport Authority

Eric Fletcher, Director, Legal and Corporate Affairs, Breeze Airways

David Harvey, Vice President, Southwest Airlines

AJ Pillai, Director-Corporate Security, Global Security Compliance & Facilitation, American Airlines

2:45 PM – 3:15 PM

Networking Break

3:15 PM – 4:15 PM

Session 8A/B: Increasing Airport Construction Costs – Building Concessions Programs

Airport construction and concessions build-out 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.

Moderated by Kaven Swan, Director, Business Development, Aviation & Transportation, HOK

Margaret McKeough, President, Advisory Services, Paslay Group

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

Gerry Savaria, Chief Development Officer, Paradies Lagardère

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

5:30 PM – 6:00 PM

Awards Gala Reception – Business or Cocktail Attire Suggested

6:00 PM – 9:00 PM

Awards Gala Dinner – Business or Cocktail Attire Suggested

DON'T MISS THESE GREAT UPCOMING ACI-NA EVENTS!

ACI-NA ANNUAL CONFERENCE & EXHIBITION

Annual Conference & Exhibition: September 17 - 20, 2022
Minneapolis, Minnesota

For more information, visit:

<https://airportscouncil.org/education/conferences/>