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 Password: *airports23*

As of 6/22/23



Business Diversity Agenda

Monday, June 26, 2023

- | | |
|--|---|
| 7:30am – 4:30pm
<i>Grand Ballroom
Registration Desk</i> | Registration |
| 7:30am – 8:30am
<i>Camelback H-L</i> | Networking Breakfast |
| 9:00am – 12:00pm
<i>Grand Ballroom G</i> | Business Diversity Committee Meeting <i>(Open to all registered attendees)</i> |
| 9:00 - 9:05 am | Welcome and Introduction of Committee Members and Attendees
Alexis Higgins, Chief Executive Officer/TUL, BDC Board Liaison
Thiané Carter, Director of Small Business Programs /RDU, BDC Chair |
| 9:05 – 9:35 am | FAA Update
Jonathan Klein, Team Lead, Airport Disability and Nondiscrimination Compliance Programs, Office of Civil Rights, FAA
Alexander Horton, National Team Lead, DBE/ACDBE Program Compliance Team, Office of Civil Rights, FAA |
| 9:35 – 10:30 am | Information Exchange: Successes and Challenges
Committee members |
| 10:30am – 11:00am
<i>Grand Ballroom
East Foyer</i> | Networking Break |
| 11:00 – 11:15 am | Legislative Update
Annie Russo, Chief Political and Congressional Strategy Officer, ACI-NA |
| 11:15 - 11:35 am | Review of Committee 2023 Workplan
Thiané Carter, Chair |
| 11:35 – 11:55 am | ACI-NA Annual Concessions Benchmarking Results Summary
<i>The findings of the 2022 Airport Concessions Benchmarking Survey will be presented, including key trends in food and beverage, duty free, specialty retail and passenger experience.</i>
Dafang Wu, Director, DWU Consulting LLC |
| 11:55 – 12:00 pm | Other Business |
| 12:00 pm | Adjourn |
| 9:00 am – 12:00 pm | World Business Partners/Associates Board Meeting <i>(Open to all registered attendees)</i> |
| 12:15pm – 1:30pm
<i>Camelback H-L</i> | Networking Lunch |

1:30pm – 2:45pm
Grand Ballroom G

Joint Meeting: Business Diversity Committee and Human Resources Committee: Learnings From ACRP Insight Event “Systemic Inequality in the Airport Industry: Exploring the Racial Divide”

In April 2022, the Airport Cooperative Research Program (ACRP) convened a two-day meeting of aviation experts to discuss the challenges faced by airports and identify areas of future interest and research. Learn about the conclusions from this discussion and strategies to continue the work to make the industry more diverse and inclusive.

Moderator: Katherine Preston, Group Leader of Aviation Environmental Services, HMMH

Speakers: Anthony Barnes, Senior Consultant, ADK Consulting & Executive Search
Heather Barry, Vice President of Strategic Partnerships, SSP America
Bookda Gheisar, Senior Director, Office of Equity, Diversity, and Inclusion, Port of Seattle/Seattle-Tacoma International Airport
Delicsha Wilds, Chief Administrative Officer, Philadelphia International Airport

2:45pm – 3:15pm
Camelback H-L

Networking Break

3:30pm – 4:30pm
Grand Ballroom G

Business Diversity Session 1B: Improving Your Outreach and Small Business Accelerator Programs

Increased DBE and ACDBE participation requires more effective outreach and assistance, especially for companies that are new to doing business at airports. And existing airport contractors can be concerned about working with new, untested partners. Learn from industry experts how outreach and accelerator programs can be improved offering new DBEs and ACDBE the opportunity to succeed and grow.

Moderator: Jennifer Clossin-Kerr, Manager, DBE Compliance, Allegheny County Airport Authority/Pittsburgh International Airport

Speakers: Alexis Kondratyk, Regional Manager of Community and Citizenship, Turner Construction
Tamela Lee, Vice President of Business Diversity and Development, Dallas/Fort Worth International Airport
Michelle Sandoval, Assistant Director, Commerce HUB, Denver International Airport
Justin Talbot Stern, CEO, B2GNow

5:00pm – 6:30pm
Grand Ballroom
East Foyer

Welcome Reception

Tuesday, June 27, 2023

8:00am – 4:00pm
Grand Ballroom
Registration Desk

Registration

8:00am – 9:00am
Camelback H-L

Networking Breakfast

9:00am – 9:30am
Grand Ballroom ABCD

Welcome and Opening Remarks

Matt Cornelius, Executive Vice President, ACI-NA
Chad Makovsky, Director of Aviation Services, City of Phoenix Aviation Department
Kate Gallego, Mayor, City of Phoenix
Stephen Douglas, Vice President of Business Development, HMS Host

9:30am – 10:30 am
Grand Ballroom ABCD

General Session 1: Amazon Global Air

Ali Faddis, Director, Air Safety & Operations, Amazon Global Air

10:30am – 11:00am
Grand Ballroom
East Foyer

Networking Break

11:00am – 12:00pm
Ballroom G

Session 2B: Joint Meeting: Business Diversity Committee and Finance: Title VI Requirements – Getting It Right

Beginning in FY23, large and medium hub airports must comply with Title VI nondiscrimination reporting and planning requirements before receiving AIP grants. Compliance for small and non-hub airports begins in FY24. While FAA is providing training and templates for reporting data, many airports have questions about increased data collection as well as the required Community Participation Plan.

Moderator: Denise Bailey, Deputy Director for Business Diversity and Accessibility, Philadelphia International Airport

Speaker: Jonathan Klein, National Team Lead for the Airport Disability and Nondiscrimination Compliance Programs, Federal Aviation Administration

12:00pm – 2:00pm
Camelback H-L

Lunch

2:00pm – 3:15pm
Grand Ballroom ABCD

Session 3B: Joint Meeting: Business Diversity Committee and Commercial Management Committee: Rising Costs of Construction and Labor, Cost of Goods

Airport concessions are facing unprecedented economic challenges, with rising costs of construction and labor, as well as the increasing cost of goods, impacting the bottom line of concessionaire operations. In this conference session, we'll explore these challenges and discuss strategies for navigating these economic headwinds while maintaining profitability and delivering an exceptional customer experience. Our panel of experts will discuss the factors driving these rising costs, including market dynamics, labor shortages, and supply chain disruptions, and share insights on how to manage these challenges effectively. We'll explore the role of technology in enhancing operational efficiency and reducing labor costs, as well as best practices for managing cost of goods and optimizing pricing strategies. We'll also delve into the impact of these economic challenges on the customer experience, discussing strategies for maintaining quality standards while managing costs. Join us for this timely and informative session, as we explore the economic challenges facing airport concessions and share insights on how to navigate these headwinds effectively. Attendees will come away with practical strategies for managing costs while delivering an exceptional guest experience and maintaining concessionaire profitability.

Moderator: Colleen von Hoene, Associate Principal, Paslay Management Group

Speakers: Nava Singam, Owner & CEO, Kind Hospitality
Cassandra Bozeman, Vice President, Business Development, Paradies Lagardère
Valentina Ellison, Chief Development Officer, Earl Enterprises

3:15pm – 3:45pm
Grand Ballroom
East Foyer

Networking Break

3:45pm – 5:00pm
Grand Ballroom ABCD

Session 4B: Joint Meeting: Business Diversity Committee and Commercial Management Committee: Terminal planning: Concession planning with terminal expansions, building new terminals; and concession consolidation

The session will explore the complex world of airport terminal planning, with a focus on concession planning in the context of new terminals, terminal expansions, and concession consolidation. Industry experts will share their expertise, experiences and best practices, providing practical advice on how to design and implement successful concession planning strategies.

Moderator: Roxann Favors, Assistant Aviation Director/Chief Revenue Officer, Phoenix Sky Harbor International Airport

Speakers: Cindy Olivares, Principal, Airport Concession Consultants, Inc.
Sammy Patel, Vice President of Commercial, Vantage Airport Group, and Chief Executive

Wednesday, June 28, 2023

7:30am – 4:00pm
Grand Ballroom
Registration Desk

Registration

8:00am – 9:00am
Camelback H-L

Networking Breakfast

9:00am – 10:00am
Grand Ballroom ABCD

General Session 2: Expanding DEI in The Airport Industry

Many North American airports have expanded their diversity, equity and inclusion (DEI) plans to better address all aspects of their operations and the communities they serve. Some airports asked for help to join in this effort. To assist in this work, ACI-NA's leadership created the DEI Working Group to explore the range of DEI engagement practices at airports and to guide airports wanting to begin or enhance their DEI Program. As part of that work, the DEI Working Group surveyed airports in the United States and Canada to understand what is already being done and what additional DEI measures may be implemented, and is issuing "The ACI-NA DEI Working Group Report: Resource Materials and Good Practices for Developing DEI Programs at Airports". Join us to learn about the survey, the report and lessons learned from this important industry initiative.

Moderator: Solomon Wong, World Business Partner/Associates Representative, DEI Working Group and President and CEO, InterVISTAS Consulting

Speakers: Tanisha Lewis, Chair, Chair of the DEI Working Group, and Vice President of Diversity, Inclusion and Social Impact, Metropolitan Washington Airports Authority
Debi Marshall, Vice Chair of the DEI Working Group, and Director of Human Resources, Syracuse Regional Airport Authority
Michelle Brega, Senior Director, External Affairs, San Diego County Regional Airport Authority
Elita McMillon, Assistant General Counsel, Tampa International Airport
Karen Zygun, Director, Human Resources, Vancouver Airport Authority

10:00am – 10:30am
Grand Ballroom
East Foyer

Networking Break

10:30am – 11:30am
Grand Ballroom ABCD

Session 5B: Joint Meeting: Business Diversity Committee and Commercial Management Committee: Evolving Trends to Increase ACDBE Participation and Airport Inclusion

Airport concession business models continue to evolve, including creating new approaches to help ACDBEs and small businesses overcome the challenges of funding the construction of concession spaces and managing their operations. This session will discuss these new models and the goal of more sustainable and equitable programs, as well as increasing diversity and inclusion throughout the airport.

Moderator: Chris Czarnecki, Director, PDX Business & Properties, Portland International Airport

Speakers: Andrea Albo, Deputy Chief of Staff, Denver International Airport
Thiané Carter, Director of Small Business Programs, Raleigh Durham Airport Authority
Sade Olanipekun-Lewis, Vice President, Operating & Community Partnerships, Vantage Airport Group Ltd.

11:30am – 12:30pm
Grand Ballroom G

Business Diversity Session 6B: Minority Contracting Success Stories – Learning From Other Industries

A diverse supply chain helps organizations be more successful and more profitable. Research has documented that supplier diversity promotes innovation, drives competition and helps companies better recognize emerging consumer trends and shifting demographics.

Join the conversation as we hear from industry leaders outside the aviation industry about their successful strategies for increasing diversity, equity and inclusion for business success.

Moderator: Valerie Churchwell, Senior Policy Advisor, Office of the Mayor of Phoenix
Speakers: Erika Castro, Supplier Diversity Program Manager, Salt River Power (SRP)
Dr. Velicia McMillan Humes, Chief Diversity Officer, City of Tempe
Mel Jones, Director of Inclusion, Hoffman Corporation

12:30pm – 1:30pm
Camelback H-L

Lunch

1:30pm – 2:45pm
Grand Ballroom G

Business Diversity Session 7B: Show Me The Money: Continuing Challenges in Obtaining Financing

Access to capital is one of the leading barriers to new DBE/ACDBE firms obtaining business at airports. Even for existing DBEs and ACDBEs, the challenge of securing financing at reasonable rates can prevent expansion of their business. For concessions, joint ventures had been a viable option but the impact of the pandemic on ACDBE balance sheets and increased construction costs have made JVs more challenging. Learn about these challenges and new programs underway to overcome financial barriers and expand opportunity.

Moderator: Lauryn Mangum Reed, Executive Vice President, TMG Hospitality USA
Speakers: Gonzalo De La Melena, Founder and CEO, Emerging Airport Ventures, LLC
Amber Meshack, Director, Business, Jobs & Social Responsibility Division, Los Angeles World Airports
Khalia Moore, Senior Manager, Airport Dining & Retail, Seattle-Tacoma International Airport
Lachele Mangum, President and CEO, LAM Holdings, LLC
Tarisa Shelton, Wealth Strategist, Factum Financial

2:45pm – 3:15pm
Camelback H-L

Networking Break

3:15pm – 4:30pm
Grand Ballroom G

Business Diversity Session 8B: DBELO Challenges – Top Issues Now and Expected in 2024

The DBE Liaison Officer (DBELO) is responsible for developing, implementing and monitoring DBE and ACDBE programs at airports – as well as ensuring such programs comply with federal regulations. It's a big job that requires collaboration with airport colleagues, business partners and the regulators. What are the biggest challenges now, what is expected next year and how do DBELOs plan to address them?

Moderator: Alexis Higgins, Board Liaison, ACI-NA Business Diversity Committee and Chief Executive Officer, Tulsa Airports Improvement Trust
Speakers: Tekia Jefferson, Director, Diversity Equity and Inclusion, Metropolitan Airports Commission/MSP
Odette Oppe, Financial Compliance Officer, Eugene Airport
Julio Rodriguez, DBE Manager, Lee County Port Authority
Kimberly Wilson, Contract Compliance Supervisor, Port of Oakland

5:30pm – 6:00pm
*Grand Ballroom
East Foyer*

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

6:00pm – 9:00pm
Grand Ballroom ABC

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