



Concession Agenda

Monday, June 26, 2023

9:00am – 12:00 pm	World Business Partners/Associates Board Meeting (Open to all registered attendees)
8:00am – 4:30pm Camelback Ballroom Registration Desk	Registration
7:30am – 8:30am East Foyer	Networking Breakfast
9:00am – 10:30am Grand Ballroom ABCD	Commercial Management Committee Meeting (Open to all registered attendees)
	The ACI-NA Commercial Management Committee is the forum for the discussion and development of policies and programs that relate to airport non-aeronautical revenue. Committee members focus on creative sources of non-aeronautical revenue and new ways to enhance and entice the airport experience of traveling passengers.
	Join us for an informative conference session where we will hear updates from the CMC Leadership, Board Liaison, and ACI-NA staff and learn about the latest initiatives of the CMC, its strategic vision, and relevant regulatory updates.
	Moderator Deven Judd, Chairperson of the Commercial Management Committee & Vice President/Chief Commercial Officer, Greenville-Spartanburg International Airport
	Speakers Alexis Higgins, Chief Executive Officer, Tulsa Airports Improvement Trust and member of ACI-NA's Board of Directors Annie Russo, Chief Political and Congressional Strategy Officer, ACI-NA Carlos Charpenel, Director, Economic Policy, ACI World
10:30am – 11:00am East Foyer	Networking Break
11:00am – 12:15pm Grand Ballroom ABCD	Pivoting Best Practices in Concessions (Open to all registered attendees)
	The airport concession industry has been significantly impacted by the COVID-19 pandemic and the pent-up demand and solid recovery that has followed. As a result, airport operators and airport concessionaires have had to pivot their strategies and operations to adapt to the changing landscape.
	This conference session will provide insights into the best practices for pivoting in the airport concession industry. Experienced industry professionals will share their experiences and lessons learned in adapting to the new normal, including how to assess and adjust service offerings, and enhance the customer experience.

Attendees will learn from case studies and real-life airport examples of successful pivots, gaining a deeper understanding of how to identify opportunities, make strategic decisions, and implement changes effectively. The session will also explore the importance of collaboration and communication between airport operators and airport concessionaires, as well as the need to stay up-to-date with industry trends and best practices.

Moderator

Bhavesh Patel, Senior Vice President, Practice Leader, Concessions Planning & Retail Management, Unison Consulting, Inc

Speakers

Elisabeth Sailer, Chief Commercial Officer, Munich Airport US Holdings
Nicholas B. Crews, CEO / Managing Partner, Crews Companies
Abby Carey, PDX Concessions Development Manager, Restaurants & Retail, Port of Portland
Paul A. Brown, Senior Director Airport Brand & Concept, SSP America, Inc

12:15pm – 1:30pm
Grand Ballroom EFG

Networking Lunch

1:30pm – 2:00pm
Grand Ballroom ABCD

Benchmarking Airport Concessions: Insights from the ACI-NA Comprehensive Airport Concession Survey (*Open to airport attendees*)

The airport concession industry is constantly evolving, with new trends, technologies, and customer expectations shaping the way that airports and concessionaires do business. To better understand these changes and provide insights into best practices, ACI-NA conducted a comprehensive survey of airport concession operations across the United States and Canada.

This conference session will present the findings of this survey, highlighting key trends and benchmarks in airport concessions. We will explore areas such as food and beverage, duty free, specialty retail, marketing, passenger experience, etc., providing valuable insights into what makes a successful airport concession operation.

Attendees will learn about the challenges and opportunities facing airports and concessionaires and gain a deeper understanding of how to optimize their operations for success.

Whether you are a concessionaire, airport operator, or industry supplier, this session will provide valuable insights into the latest trends and benchmarks in airport concessions. Don't miss this opportunity to learn from the results of our comprehensive survey and engage with industry experts on the future of airport concessions.

Speakers

Jaimini Erskine, Vice President of Marketing and Concessions, Metropolitan Washington Airports Authority
Joe Daiello, Associate Director, Commercial Development, Greater Toronto Airports Authority

2:00pm – 2:45pm
Grand Ballroom ABCD

FAA Updates (*Open to all registered attendees*)

In this conference session, representatives from the Federal Aviation Administration (FAA) will be discussing the latest trends from recent airport audits on compliance with ACDBE (Airport Concession Disadvantaged Business Enterprise) programs and ADA (Americans with Disabilities Act) inspections. The session will cover the most common compliance issues found in recent audits, best practices for addressing these issues, and ways to ensure ongoing compliance with these important regulations.

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

Speakers Alexander Horton, National Team Lead, DBE/ACDBE Program Compliance, Office of Civil Rights, FAA
Jonathan Klein, National Team Lead, Airport Disability and Nondiscrimination Compliance Program, Office of Civil Rights, FAA

2:45pm – 3:15pm **Networking Break**

Grand Ballroom EFG

3:30pm – 4:30pm **Concession Open Networking**

Grand Ballroom ABCD

5:00pm – 6:30pm **Welcome Reception**

East Foyer

Tuesday, June 27, 2023

8:00am – 4:30pm
Camelback Ballroom
Registration Desk

Registration

8:00am – 9:00am
Salon EFG

Networking Breakfast

9:00am – 9:30am

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

General Session 1: Amazon Global Air

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

10:30am – 11:00am
Grand Ballroom EFG

Networking Break

11:00am – 12:00pm
Grand Ballroom ABCD

Changing Passenger Behaviors and their Impact on the Airport Business *(Open to all registered attendees)*

The aviation industry has experienced significant changes in passenger behavior in recent years. These changes have had a profound impact on the airport business. In this conference session, industry experts will present the latest findings from data-driven surveys conducted among travelers. The speakers will discuss the emerging trends in passenger behavior and how these trends are shaping the airport industry. They will also provide insights into the challenges and opportunities presented by these changes in passenger behavior.

Topics covered in the session will include the changing expectations of passengers, the impact of technology on the passenger experience, the rise of sustainable travel, etc. The speakers will also address the implications of these trends for stakeholders of the airport ecosystem, including the need to adapt to changing customer expectations.

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

Speakers Ben Barrocas, Country Manager US & Canada, International Air Transport Association
Liz Grzechowiak, Senior Director Brands and Concept Development, Delaware North
Roderick McOwan, Chief Development Officer, The Marshall Retail Group

12:00pm – 2:00pm
Grand Ballroom EFG

Lunch

2:00pm – 3:15pm
Grand Ballroom ABCD

Session 3A/B: Joint Meeting: Business Diversity Committee and Commercial Management Committee:

Rising Costs of Construction and Labor, Cost of Goods *(Open to all registered attendees)*

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 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
East Foyer

Networking Break

3:45pm – 5:00pm
Grand Ballroom ABCD

Session 4A/B: Joint Meeting: Business Diversity Committee and Commercial Management Committee:

Terminal planning: Concession Planning with Terminal Expansions/New Terminals; and Concession Consolidation (Open to all registered attendees)

As airports continue to grow and expand to meet the demands of the traveling public, terminal planning and concession planning become critical components in ensuring the success of these projects. With the expansion of existing terminals or the construction of new ones, the challenge lies in creating a seamless and enjoyable travel experience while maximizing revenue opportunities through concessions.

In this conference session, we will examine the best practices for concession planning in terminal expansions and new terminal construction, as well as strategies for concession consolidation in existing terminals. Our panel of experts will share insights on how to balance the needs of travelers and concessionaires while maximizing revenue opportunities for all parties.

We will discuss the importance of early and ongoing collaboration between airport operators, terminal designers, and concessionaires, and explore how data-driven insights can help inform concession planning decisions. We'll also delve into the unique challenges posed by consolidation, including maintaining a diverse range of offerings while managing space constraints and ensuring operational efficiency.

Moderator Roxann M. 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
Mike Rawson, Business Development Manager, Salt Lake City International Airport

Wednesday, June 28, 2023

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

Registration

8:00am – 9:00am
East Foyer

Networking Breakfast

9:00am – 10:00am

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
Karen Zygun, Director, Human Resources, Vancouver Airport Authority

10:00am – 10:30am
East Foyer

Networking Break

10:30am – 11:30am
Grand Ballroom ABCD

Session 5A/B: Joint Meeting: Business Diversity Committee and Commercial Management Committee:

Evolving Trends to Increase ACDBE Participation and Airport Inclusion (*Open to all registered attendees*)

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 concession programs.

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 ABCD

Commercial Management Committee Meeting *(Open to all registered attendees)*
Innovation and Automation at the service of an Enhanced Customer Experience

In the highly competitive airport concession industry, providing an exceptional customer experience is crucial for success. With the rapid pace of technological advancement, airports and concessionaires are increasingly turning to innovative solutions and automation to enhance the customer experience and streamline operations.

This conference session will showcase examples of how innovation and automation are being used to improve customer satisfaction and drive growth in airport concessions. We will explore a range of technologies and strategies that can help concessionaires to provide a more efficient, personalized, and seamless customer experience.

Attendees will learn about the benefits of these technologies and gain insights into how to implement them effectively. The session will feature case studies and examples of successful implementations.

In addition to showcasing examples of innovation and automation, the session will also explore the importance of collaboration and communication with airport operators and other stakeholders in the industry. Attendees will learn about the benefits of partnerships and how to work together to provide a truly exceptional customer experience.

Moderator Carlos Ruiz, Director of Commercial Management, CVG Airport - Cincinnati/Northern Kentucky International Airport

Speakers Christina Apatow, CEO and Founder of FetchyFox
Hannah Meredith, Senior Manager of Strategic Innovation, CVG Airport - Cincinnati/Northern Kentucky International Airport
Joshua Bellendir, Chief Information Officer, WHSmith North America
Jason Johnson, Founder and President, H.U.B.B. Kitchens

12:30pm – 1:30pm
East Foyer

Lunch

1:30pm – 2:45pm

Airlines Roundtable

2:45pm – 3:15pm
East Foyer

Networking Break

3:15pm – 4:30pm
Palo Verde

Commercial Management Committee Steering Group Meeting *(Open to Steering Group Members only)*

5:30pm – 6:00pm

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

6:00pm – 9:00pm

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