

# 2023 BUSINESS >> of AIRPORTS

AGENDA AT A GLANCE

June 26 - 28, 2023  
Scottsdale, AZ  
The Phoenician



AIRPORTS COUNCIL  
INTERNATIONAL



OUR JOURNEY TOGETHER

YEARS AS  
THE **VOICE** OF AIRPORTS®



# LONG BEACH 2023

AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA  
ANNUAL CONFERENCE AND EXHIBITION  
SEPTEMBER 30 - OCTOBER 3, 2023

**REGISTRATION HOURS**

GRAND BALLROOM  
REGISTRATION DESK

**WI-FI INFORMATION**

Monday, June 26	7:30 AM - 4:30 PM
Tuesday, June 27	8:00 AM - 4:30 PM
Wednesday, June 28	8:00 AM - 4:00 PM

Network: Simply Connected  
Password: airports2023

**MONDAY, JUNE 26, 2023**

**FINANCE**

**HUMAN RESOURCES**

**BUSINESS DIVERSITY**

**CONCESSIONS**

7:30 AM

**Networking Breakfast**

*Camelback H - L*  
7:30 AM - 8:45 AM

**World Business Partners / Associates Board of Directors Meeting and Breakfast**

*Camelback M*  
9:00 AM - 12:00 PM

8:15 AM

**Finance Committee Workshop**

*Open to all registered conference attendees*  
*Estrella Ballroom*  
8:15 AM - 4:30 PM

8:45 AM

**Human Resources Committee Steering Group Meeting**

*Open to all registered conference attendees*  
*Grand Ballroom EF*  
8:45 AM - 9:00 AM

9:00 AM

**Business Diversity Committee Meeting**

*Open to all registered conference attendees*  
*Grand Ballroom G*  
9:00 AM - 12:00 PM

**Commercial Management Committee Meeting**

*Open to all registered conference attendees*  
*Grand Ballroom ABCD*  
9:00 AM - 10:30 AM

**Human Resources Rotating Roundtables**

*Open to all registered conference attendees*  
*Grand Ballroom EF*  
9:15 AM - 10:30 AM

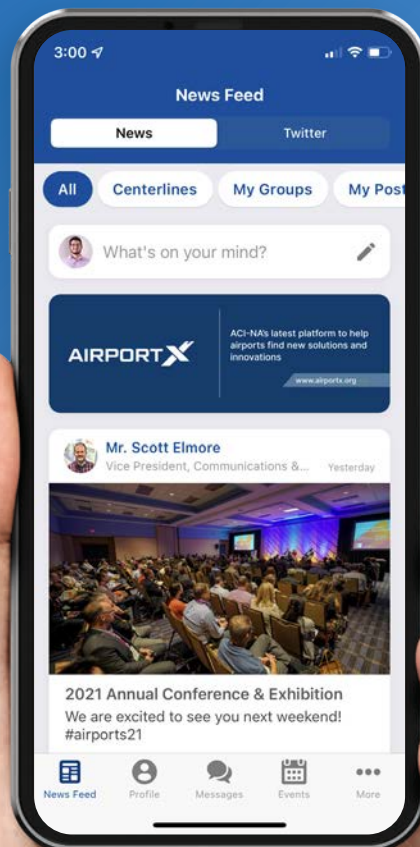
10:30 AM

**Networking Break**

*Grand Ballroom East Foyer*  
10:30 AM - 11:00 AM

# Centerlines Mobile

Connect, interact, and share with airport professionals all in one place.



**FINANCE**

**HUMAN RESOURCES**

**BUSINESS DIVERSITY**

**CONCESSIONS**

11:00 AM

<p><b>Finance Committee Workshop</b> <i>Continued</i> <i>Estrella Ballroom</i></p>	<p><b>Workforce Development: Maximizing the Airport's Potential</b> <i>Grand Ballroom EF</i> 11:00 AM - 12:15 PM</p>	<p><b>Business Diversity Committee Meeting</b> <i>Continued</i> <i>Grand Ballroom G</i></p>	<p><b>Pivoting Best Practices in Concessions</b> <i>Grand Ballroom ABCD</i> 11:00 AM - 12:15 PM</p>
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12:15 PM

<p><b>Networking Lunch</b> <i>Camelback H - L</i> 12:15 PM - 1:30 PM</p>			
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1:30 PM

<p><b>Finance Committee Workshop</b> <i>Continued</i> <i>Estrella Ballroom</i></p>	<p><b>Joint Meeting</b> <b>Learnings from ACRP Insight Event "Systemic Inequality in the Airport Industry: Exploring the Racial Divide"</b> <i>Grand Ballroom EF</i> 1:30 PM - 2:45 PM</p>	<p><b>Benchmarking Airport Concessions: Insights from the ACI-NA Comprehensive Airport Concession Survey</b> <i>Open to all registered conference attendees</i> <i>Grand Ballroom ABCD</i> 1:30 PM - 2:00 PM</p>
		<p><b>FAA Updates</b> <i>Open to all registered conference attendees</i> <i>Grand Ballroom ABCD</i> 2:00 PM - 2:45 PM</p>

2:00 PM

2:45 PM

<p><b>Networking Break</b> <i>Camelback H - L</i> 2:45 PM - 3:15 PM</p>			
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3:15 PM

<p><b>Finance Committee Meeting</b> <i>Estrella Ballroom</i> 3:15 PM - 4:30 PM</p>	<p><b>Winning the Race for Talent – What are Airports Doing to Attract and Retain Talent?</b> <i>Grand Ballroom EF</i> 3:15 PM - 4:30 PM</p>	<p><b>Improving Your Outreach and Small Business Accelerator Programs</b> <i>Grand Ballroom G</i> 3:15 PM - 4:30 PM</p>	<p><b>Concessions Open Networking</b> <i>Grand Ballroom ABCD</i> 3:15 PM - 4:30 PM</p>
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4:30 PM

<p><b>Finance Committee Steering Group Meeting</b> <i>Open to Steering Group members only</i> <i>Estrella Ballroom</i> 4:30 PM - 5:00 PM</p>			
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# BUSINESS OF AIRPORTS

5:00 PM

## Welcome Reception

*Grand Ballroom East Foyer*

5:00 PM - 6:30 PM

6:30 PM

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 27, 2023

8:00 AM

## Networking Breakfast

*Camelback H - L*

8:00 AM - 9:00 AM

9:00 AM

## Welcome and Opening Remarks

*Grand Ballroom ABCD*

9:00 AM - 9:30 AM

9:30 AM

## General Session 1: Ali Faddis, Director, Air Safety & Operations, Amazon Global Air

*Grand Ballroom ABCD*

9:30 AM - 10:30 AM

10:30 AM

## Networking Break

*Grand Ballroom East Foyer*

10:30 AM - 11:00 AM

11:00 AM

**Business Diversity Committee and Finance Committee: Title VI Requirements – Getting It Right**

*Grand Ballroom G*

11:00 AM - 12:00 PM

**Understanding Environmental, Social, and Governance (ESG) to Enhance Airport Financial Management**

*Estrella Ballroom*

11:00 AM - 12:00 PM

**Investing in Our Future Workforce**

*Grand Ballroom EF*

11:00 AM - 12:00 PM

**Changing Passenger Behaviors and their Impact on the Airport Business**

*Grand Ballroom ABCD*

11:00 AM - 12:00 PM

12:00 PM

## Networking Lunch

*Camelback H - L*

12:00 PM - 2:00 PM

2:00 PM

**Rising Costs of Construction and Labor, Cost of Goods**

*Grand Ballroom ABCD*

2:00 PM - 3:15 PM

**The Challenge of Compensation Equity**

*Grand Ballroom EF*

2:00 PM - 3:15 PM

**The Strategic Capital Improvement Program Financial Planning – Challenges and Solutions to Volatile Capital and Operating Environment**

*Estrella Ballroom*

2:00 PM - 3:15 PM

3:15 PM	<p><b>Networking Break</b>  <i>Grand Ballroom East Foyer</i>                  3:15 PM - 3:45 PM</p>		
3:45 PM	<p><b>How to Finance Airport Capital Improvement Program in a Volatile Capital and Operating Environment</b>  <i>Estrella Ballroom</i>                  3:45 PM - 5:00 PM</p>	<p><b>The Great Burnout: Tackling the Crisis Among HR Professionals</b>  <i>Grand Ballroom EF</i>                  3:45 PM - 5:00 PM</p>	<p><b>Terminal Planning: Concession Planning with Terminal Expansions, Building New Terminals; and Concession Consolidation</b>  <i>Grand Ballroom ABCD</i>                  3:45 PM - 5:00 PM</p>

## WEDNESDAY, JUNE 28, 2023

8:00 AM	<p><b>Networking Breakfast</b>  <i>Camelback H - L</i>                  8:00 AM - 9:00 AM</p>		
9:00 AM	<p><b>General Session 2: Expanding Diversity, Equity, and Inclusion in the Aviation Industry</b>  <i>Grand Ballroom ABCD</i>                  9:00 AM - 10:00 AM</p>		
10:00 AM	<p><b>Networking Break</b>  <i>Grand Ballroom East Foyer</i>                  10:00 AM - 10:30 AM</p>		
10:30 AM	<p><b>Evolving Trends to Increase ACDBE Participation and Airport Inclusion</b>  <i>Grand Ballroom ABCD</i>                  10:30 AM - 11:30 AM</p>	<p><b>HR Innovation, Digital Transformation, and Modernizing Your Organization</b>  <i>Grand Ballroom EF</i>                  10:30 AM - 11:30 AM</p>	<p><b>Airport Finance Roundtables by Hub Size</b>                  10:30 AM - 12:30 PM</p> <p><i>Large Hub</i>  <i>Palo Verde</i></p>
11:30 AM	<p><b>Minority Contracting Success Stories – Learning From Other Industries</b>  <i>Grand Ballroom G</i>                  11:30 AM - 12:30 PM</p>	<p><b>Leadership Development - Developing Leaders at All Levels</b>  <i>Grand Ballroom EF</i>                  11:30 AM - 12:30 PM</p>	<p><b>Innovation and Automation at the Service of an Enhanced Customer Experience</b>  <i>Grand Ballroom ABCD</i>                  11:30 AM - 12:30 PM</p> <p><i>Medium Hub</i>  <i>Camelback MN</i></p> <p><i>Small / Non-Hub</i>  <i>Estrella Ballroom</i></p> <p><i>Canadian Airports</i>  <i>Ironwood</i></p>
12:30 PM	<p><b>Networking Lunch</b>  <i>Camelback H - L</i>                  12:30 PM - 1:30 PM</p>		

1:30 PM	<b>Roundtable with Airlines</b> <i>Grand Ballroom ABCD</i> 1:30 PM - 2:45 PM	<b>The CEO-HR Executive Partnership: A Critical Imperative for Business Success</b> <i>Grand Ballroom EF</i> 1:30 PM - 2:45 PM	<b>Show Me The Money: Continuing Challenges in Obtaining Financing</b> <i>Grand Ballroom G</i> 1:30 PM - 2:45 PM	
2:45 PM	<b>Networking Break</b> <i>Camelback H - L</i> 2:45 PM - 3:15 PM			
3:15 PM	<b>Roundtable with the Rating Agencies</b> <i>Estrella Ballroom</i> 3:15 PM - 4:30 PM	<b>Canadian HR Rotating Roundtable</b> <i>Grand Ballroom EF</i> 3:15 PM - 4:15 PM	<b>DBELO Challenges – Top Issues Now and Expected in 2024</b> <i>Grand Ballroom G</i> 3:15 PM - 4:15 PM	<b>Commercial Management Committee Steering Group Meeting</b> <i>Open to Steering Group members only</i> <i>Palo Verde</i> 3:15 PM - 4:30 PM
5:30 PM	<b>Awards Gala Reception</b> <i>Business or cocktail attire suggested</i> <i>Grand Ballroom East Foyer</i> 5:30 PM - 6:00 PM			
6:00 PM	<b>Awards Gala Dinner</b> <i>Business or cocktail attire suggested</i> <i>Grand Ballroom ABCD</i> 6:00 PM - 9:00 PM			

CONCESSIONS • FINANCE • HUMAN RESOURCES • BUSINESS DIVERSITY

SAVE THE DATE

2024  
**BUSINESS >>**  
*of*  
**AIRPORTS**



OUR JOURNEY TOGETHER  
 YEARS AS  
 THE VOICE OF AIRPORTS®

June 10 - 12, 2024 // Miami, FL // JW Marriott Miami Turnberry Resort & Spa





# U.S. Airport Professional Program

## About the U.S. Airport Professional Program

The U.S. Airport Professional (USAP) Program is an e-learning training curriculum for airport industry professionals accredited by Airports Council International – North America. After completing the program, individuals will be awarded the U.S. Airport Professional (USAP) designation.

### Program Overview

- Custom designed curriculum that enables individuals to acquire the necessary skills to increase their value and success in the U.S. airport industry.
- Focus on developing leadership and strategic management skills for airport industry professionals.
- Designed for seasoned airport industry professionals as well as new entrants to the industry.
- Provide individuals with a broad and detailed understanding of the U.S. airport industry to build the next generation of industry leaders.
- Any employee of an ACI-NA Airport Member or World Business Partner/Associate Member is eligible to enroll in the USAP Program.

### USAP Objectives

On completion of the USAP Program, individuals will be able to understand and apply, as appropriate:

- Regulatory framework in which U.S. airports operate
- Strategy and leadership development supporting the airport business
- Fundamentals of airport governance
- Financial and commercial management practices of an airport
- Key areas of airport operations and the importance of safety and security as airport operational imperatives
- Trends affecting the U.S. and global airport industry

## What's Covered

The USAP Program covers a full range of current airport management topics, including:

- Leadership development
- Business strategy
- Commercial management
- Finance
- Operations
- Safety
- Security
- Air service

*For more information about the USAP Program, please visit [www.airportscouncil.org/usap](http://www.airportscouncil.org/usap) or contact [training@airportscouncil.org](mailto:training@airportscouncil.org).*



## Checklist for Selecting an Industry Accreditation Program

The U.S. Airport Professional accreditation program provides the most unique leadership and professional development opportunity for seasoned and new airport industry executives of any educational curriculum that exists today. When considering which program is right for you or your team, consider the following criteria to assist in your decision making process.

Criteria	Other Industry Accreditation or Certification Programs	 USAP PROGRAM
Technical Knowledge	X	X
Leadership Development		X
Airport Management		X
Business Strategy		X
Global Travel Trends		X
Prerequisite Experience	3+ years	6 months <i>recommended</i>
Online Only		X
Open to Non-Airport Executives <sup>1</sup>		X
Accreditation Follows <sup>2</sup>		X
Fixed, Predictable Costs		X
Additional Course and Administrative Fees	X	
Travel Expenses to Complete Program	X	

<sup>1</sup> While the program is not limited to only those employed by an airport, corporate membership in ACI-NA is required to determine eligibility for all students enrolling in the USAP program. Employees of ACI-NA World Business Partners and associate members are eligible to participate.

<sup>2</sup> Your accreditation follows you if you change jobs or organizations so long as your new employer remains or becomes an ACI-NA member, even if you are no longer employed by an airport, and you undertake the required continuing education.



# BUSINESS OF AIRPORTS

THANK YOU TO OUR 2023 BUSINESS OF AIRPORTS CONFERENCE SPONSORS

