



GRAND RAPIDS 2024

AIRPORTS COUNCIL INTERNATIONAL - NORTH AMERICA
ANNUAL CONFERENCE AND EXHIBITION
SEPTEMBER 7 – 10, 2024

2024 ACI-NA ANNUAL CONFERENCE AND EXHIBITION

Preliminary Schedule of Events // Subject to Change (as of June 27, 2024)

Unless specifically stated, all sessions take place at the DeVos Place Convention Center and are open to all registered attendees and exhibitors. Conference badges must be worn to the event for access.

EXHIBITION HALL HOURS

Sunday, September 8, 2024	3:30 PM – 6:00 PM
Monday, September 9, 2024	8:00 AM – 1:00 PM and 4:00 PM – 6:00 PM
Tuesday, September 10, 2024	8:00 AM – 1:00 PM

FRIDAY, SEPTEMBER 6, 2024

12:00 PM – 3:00 PM	ACI-NA Executive Committee Meeting <i>Executive Committee members only</i> <i>Grand Gallery Overlook G-H</i>
3:00 PM – 5:00 PM	Environmental Affairs Steering Group Meeting <i>Open to all attendees and exhibitors</i> <i>Grand Gallery Overlook C-D</i>
3:00 PM – 5:00 PM	Legal Affairs Steering Group Meeting <i>Steering Group members only</i> <i>Grand Gallery Overlook A-B</i>
3:00 PM – 6:00 PM	Operations, Planning, Safety, Infrastructure & Development Steering Group Meeting <i>Open to all attendees and exhibitors</i> <i>Grand Gallery Overlook E-F</i>
3:30 PM – 5:00 PM	ACI-NA Executive Committee and Past Chairs Meeting <i>Invitation only</i> <i>Grand Gallery Overlook G-H</i>
6:00 PM	ACI-NA Executive Committee and Past Chairs Dinner <i>Invitation only</i>



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SATURDAY, SEPTEMBER 7, 2024

- 7:30 AM – 5:00 PM **Check-In / Registration**
DeVos Place Atrium
- 8:00 AM – 9:00 AM **Networking Breakfast**
Steelcase Ballroom A-B
- 8:00 AM – 5:00 PM **Exhibition Hall Move-In**
Exhibit Hall
- 9:00 AM – 5:00 PM **Committee Workshops** *Open to all attendees and exhibitors*
Committee Workshops feature educational sessions, committee updates, and roundtable discussions with specific track agendas.
Note: *Some Committee Workshops will take place at the Amway Grand Plaza Hotel.*
- Business Information Technology Committee Workshop**
Steelcase Ballroom C
- Environmental Affairs Committee Workshop**
Grand Gallery D-F
- Finance Committee Workshop**
***Amway Grand Plaza Hotel // Ambassador Ballroom West*
- Legal Affairs Committee Workshop**
***Amway Grand Plaza Hotel // Ambassador Ballroom East*
- Operations, Planning, Safety, Infrastructure, & Development Committee Workshop**
Steelcase Ballroom D
OPSID Breakout Room from 1:15 PM - 5:00 PM – Grand Gallery Overlook E-F
- 9:00 AM – 12:00 PM **Diversity, Equity and Inclusion Working Group Meeting** *Open to all attendees and exhibitors*
***Amway Grand Plaza Hotel // Emerald Room*
- 9:00 AM – 11:00 AM **CAC Small Airport Caucus Meeting** *Invitation only*
River Overlook A-B
- CAC Large Airport Caucus Meeting** *Invitation only*
Grand Gallery Overlook A-B
- U.S. Small Airports Committee** *Airports only*
Grand Gallery Overlook C-D
- U.S. Medium Hub Committee** *Invitation only*
Grand Gallery Overlook E-F
- U.S. Large Hub Committee Meeting** *Invitation only*
Grand Gallery Overlook G-H
- 10:15 AM – 10:45 AM **Morning Networking Break**
DeVos Place Atrium & Amway Grand Plaza Hotel



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- 11:00 AM – 11:30 AM **Exec-to-Exec Meeting**
ACI-NA Board Executive Committee and WBP/Associates Board Executive Committee Members only
Business Center
- 11:30 AM – 1:15 PM **ACI-NA WBP/Associates Board of Directors Meeting with lunch** *Open to all attendees and exhibitors*
Grand Gallery Overlook C-D
- 12:00 PM – 1:15 PM **Networking Lunch**
Steelcase Ballroom A-B
- 12:00 PM – 1:15 PM **ACI-NA Board of Directors and Committee Chairs Luncheon** *Invitation only*
River Overlook C-D
- 12:00 PM – 1:15 PM **Commissioners Committee Meeting Luncheon** *Invitation only*
Grand Gallery Overlook G-H
- 1:15 PM – 2:45 PM **Canadian Policy Council and Membership Meeting** *Invitation only*
River Overlook A-B
- 1:15 PM – 2:45 PM **U.S. Policy Council Meeting** *Open to all attendees and exhibitors*
Grand Gallery A-C
- 1:45 PM – 2:45 PM **ACI-NA WBP/Associates General Meeting** *Open to all ACI-NA WBP/Associate Members*
Grand Gallery Overlook C-D
- 2:45 PM – 3:15 PM **Afternoon Networking Break**
DeVos Place Atrium & Amway Grand Plaza Hotel
- 3:15 PM – 4:30 PM **ACI-NA Board of Directors Meeting** *Open to all attendees and exhibitors*
Grand Gallery A-C
- 4:30 PM – 5:00 PM **ACI-NA Airport Membership Meeting** *Open to airport official representatives only*
Grand Gallery A-C
- 5:00 PM - 6:00 PM **Post-Workshop Happy Hour** *Open to all attendees and exhibitors*
DeVos Place Atrium

SUNDAY, SEPTEMBER 8, 2024

- 7:30 AM – 6:00 PM **Check-In / Registration**
DeVos Place Atrium
- 8:00 AM – 9:00 AM **Networking Breakfast**
Grand Gallery Overlook A-H & River Overlook A-D
- 8:00 AM – 1:00 PM **Exhibition Hall Move-In**
Exhibit Hall



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9:00 AM – 10:15 AM

Strategic Implementation Planning: Early Decisions Essential for Timely and Budget-Conscious Terminal Development

Concurrent Session 1A

Steelcase Ballroom C

Terminal development programs are complex efforts that are rarely business as usual for the airport owner team. This session will discuss implementation planning and Executive Program Management as tools for preparing the airport organization to meet the unique needs of large capital development programs. Topics will include current examples with strategies and tactics that support an on-time and on-budget program delivery.

ESG: Airport Experiences and Marketplace Reactions to ACI-NA's Performance and Risk Management Metrics

Concurrent Session 1B

Steelcase Ballroom D

This past April, ACI-NA published a white paper on ESG metrics for North American airports. This session will discuss lessons learned over the past five months, ranging from data collection and management to engaging with interested stakeholders.

FLITE: Pioneering Air Travel Innovation at Gerald R. Ford International Airport

Concurrent Session 1C

Grand Gallery A-C

Introducing the Ford Launchpad for Innovative Technologies and Entrepreneurship (FLITE), a groundbreaking initiative by the Gerald R. Ford International Airport Authority and partners including the Michigan Economic Development Corporation (MEDC), Seamless Ventures, Southwest Airlines, and West Michigan Aviation Academy. FLITE is one of the nation's first airport-based programs providing grant funding and pilot-testing opportunities in a live airport environment to companies bringing emerging air travel technologies and solutions to market. The program leverages cutting-edge advancements to redefine the passenger experience and increase operational efficiencies. Learn how FLITE and its financial partners, MEDC and Southwest Airlines, foster innovation and transform the air travel landscape with smart mobility solutions and next-gen aviation technologies.

The Supply Chain of Airport Talent

Concurrent Session 1D

Grand Gallery D-F

In today's rapidly evolving job market, the cultivation of strong relationships with external stakeholders is paramount for the successful development of the future workforce. This interactive panel session will delve into the strategies and best practices for fostering partnerships between educational institutions, industry leaders, governmental agencies, and community organizations. Gain insights into collaborative approaches that not only align educational programs with the skills demanded by the future job market but also ensure inclusivity and access for underrepresented communities.

10:15 AM – 10:45 AM

Morning Networking Break

DeVos Place Atrium

10:45 AM – 12:00 PM

Optimizing Passenger Experience to Drive Revenue: Strategies for Airports

Concurrent Session 2A

Steelcase Ballroom C

In today's competitive aviation marketplace, enhancing the passenger experience is not just about satisfaction, it's a crucial driver of airport revenue. This session will explore innovative strategies airports can employ to optimize the passenger journey, from arrival to departure. By examining successful case studies and the latest industry insights, attendees will learn how investing in passenger experience can lead to significant financial benefits.



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Airports Electricity and Energy Management: Investing with a Hazy Crystal Ball

Concurrent Session 2B

Steelcase Ballroom D

Between airport operation needs and tenant plans, electricity and energy continue to be hot topics for airport managers. One of the biggest challenges is decision-making, given the rapid changes in technology and the immense cost of infrastructure. This session will examine developments over the last year and provide updates on what airport leaders need to consider when planning for the future.

Roundtable with Rating Agencies: How Airports are Viewed in Ongoing Economic Uncertainty

Concurrent Session 2C

Grand Gallery A-C

Credit rating agencies have closely watched airports weather the COVID-19 storm, from the 2020 lows to the recent recovery. They've reported on the sector's resilience, liquidity, and federal aid, despite varying credit impacts and downgrades. As airports approach or surpass pre-pandemic levels amid recession fears and high interest rates, ratings play a crucial role in financing capital projects. Join this panel to reflect on the pandemic's lessons and discuss future perspectives for airports in the financial landscape.

Keeping Pace with Change: Airport Regulatory Update

Concurrent Session 2D

Grand Gallery D-F

Navigate the ever-evolving landscape of U.S. regulations affecting airports in this dynamic session. Panel of experts will provide a rapid-fire update on both new and recent changes, unveiling the critical regulatory issues that are shaping the current and future operations of airports. Attendees will gain invaluable insights into the latest regulatory adjustments, understand their implications, and discuss strategies to adapt. This session is essential for airport professionals seeking to stay ahead in a regulatory environment that is in constant flux.

12:00 PM – 1:30 PM

Networking Lunch

Grand Gallery Overlook A-H & River Overlook A-D

1:30 PM – 3:30 PM

Opening General Session

Michael Smerconish

Nationally-Syndicated Sirius XM Radio Talk Show Host, CNN Host, and Best-Selling Author

Steelcase Ballroom A-B

Sirius XM radio and CNN television host Michael Smerconish is on a mission to restore civility and compromise to our public discourse. For three decades, he's had a front-row seat to the increase in polarization that has gripped the nation. He sees the current climate as part of a much larger disconnect in society fueled by technology and self-sorting, having a serious impact on the mental health of our youth. The Mingle Project is both his diagnosis and prescription for the problem, presented through anecdotes, social science ...and a few laughs!

3:30 PM – 6:00 PM

Exhibition Hall Grand Opening Reception in Exhibit Hall

Exhibit Hall

MONDAY, SEPTEMBER 9, 2024

8:00 AM – 6:00 PM

Check-In / Registration

DeVos Place Atrium

8:00 AM – 1:00 PM

Exhibition Hall Open

Exhibition Hall will be open 8:00 AM – 1:00 PM and 4:00 PM – 6:00 PM on Monday, September 9.

Exhibit Hall



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- 8:00 AM – 9:30 AM **Networking Breakfast in the Exhibition Hall**
Exhibit Hall
- 8:00 AM – 9:30 AM **ACI-NA Women in Aviation Breakfast**
From Earhart, Quimby, Chabrian to Kimbrell
Open to all registered attendees. As seating is limited, the seats will be allocated on a 'first come, first served' basis.
Steelcase Ballroom D
Join us in a Family Feud style event and soar with us through all things Women in Aviation.
- 10:00 AM – 11:00 AM **Airport Carbon Accreditation and Environmental Achievement Awards Ceremony**
Open to all attendees and exhibitors
Steelcase Ballroom A-B
- 10:00 AM – 10:30 AM **Solutions Showcase**
Exhibit Hall
Solutions Showcase Theater 1
Solutions Showcase Theater 2
- 10:45 AM – 11:15 AM **Unlocking Seamless Travel: The Role of Connected Airports in Enhancing Passenger Experience**
Presented by Boldyn Networks
Solutions Showcase Theater 1
Discover how enhanced wireless connectivity revolutionizes airports, enabling efficiency and convenience. Wireless infrastructure is crucial for both front-end and operational processes, streamlining check-ins, baggage handling, and security. Investments in cutting-edge technologies, including private wireless, Wi-Fi, and 5G, not only optimize passenger flow but also yield operational savings and revenue opportunities, transforming the travel experience.

Solutions Showcase Theater 2
- 11:30 AM – 12:00 PM *Solutions Showcase Theater 1*
Solutions Showcase Theater 2
- 12:00 PM – 1:00 PM **Networking Lunch in the Exhibition Hall**
Exhibit Hall
- 12:00 PM – 1:00 PM **PAC Lunch**
River Overlook C-D
Separate registration is required. Contact [Amanda LaJoie](#) for additional information.
- 1:00 PM – 2:15 PM **Harnessing Opportunity: Integrating Advanced Air Mobility into Airport Ecosystems**
Concurrent Session 3A
Steelcase Ballroom C
The Advanced Air Mobility (AAM) ecosystem is rapidly evolving through the increased adoption of drone technology and larger electric vertical take-off and landing (eVTOL) aircraft designed to efficiently transport cargo and people. The demands and requirements surrounding the integration of AAM will significantly affect the infrastructure, operations, and planning policy for airports and aviation authorities. Join this panel discussion as leading experts explore the intersection of AAM and airports.

Eliminating Blind Spots in Your Inclusion Initiatives
Concurrent Session 3B
Steelcase Ballroom D
Making the business case for an inclusive organization is no easy feat. The increased calls for flexibility, reduced barriers to hiring, more innovative benefits and outright change are enough to make leadership want to shut



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their eyes and plug their ears, but these are things that need to be seen and heard by all.

Incoming! Support Group for Airports Hosting Large Sporting Events

Concurrent Session 3C

Grand Gallery A-C

This dynamic speed networking session will concentrate on burning questions airports have regarding preparation for the FIFA World Cup, NCAA Playoffs, the Olympics, and other large-scale events that draw sports spectators. Attendees will have the opportunity to rotate among 20 different tables to discuss topics such as operations, communications, sustainability, security, general aviation, and politics.

Incorporating Cybersecurity into Airport Design and Build Process

Concurrent Session 3D

Grand Gallery D-F

As airports prepare for new construction, terminal renovations, and other capital projects, what infrastructure elements can be integrated into the designs to minimize cybersecurity risks to their networks and assets, both now and in the future? Airports can draw valuable lessons from other critical infrastructure sectors that have adopted smart and connected building concepts.

2:15 PM – 2:45 PM

Afternoon Networking Break

Steelcase Ballroom Foyer

2:45 PM – 4:00 PM

General Session: Enroute to Succession: Flight Path for the Future Leaders of Airports

Hosted by the WBP/Associates Board of Directors

Steelcase Ballroom A-B

4:00 PM – 6:00 PM

Exhibition Hall Reception

Exhibit Hall

6:30 PM – 8:00 PM

Board of Directors and Leadership Reception *Invitation Only, RSVP Required*

MDRD – Located on the 27th of the Amway Grand Plaza

TUESDAY, SEPTEMBER 10, 2024

8:00 AM – 3:00 PM

Check-In / Registration

DeVos Place Atrium

8:00 AM – 1:00 PM

Exhibition Hall Open

Exhibition Hall will be open 8:00 AM – 1:00 PM on Tuesday, September 10.

Exhibit Hall

8:00 AM – 9:30 AM

Networking Breakfast in the Exhibition Hall

Exhibit Hall

9:30 AM – 10:30 AM

Navigating Airport Congestion: Strategies and Solutions

Concurrent Session 4A

Steelcase Ballroom C

This session will explore the challenges into the complexities of airport congestion in the wake of strong and continued traffic growth across the US, Canada, and globally. Several airports currently face capacity constraints, with infrastructure demands exceeding available capacity at various times. The FAA anticipates that by 2031, 30 airports in the United States will experience significant congestion, potentially affecting the North American airport system as a whole. Panel experts will examine the areas most affected by congestion, from airspace to runway and gate to terminal capacities. Additionally, the session will cover legal and policy strategies that can be employed to manage congestion effectively, balancing competition and connectivity.



The Cost of Complaints: Aligning Stakeholders for Success
Concurrent Session 4B

Steelcase Ballroom D

Large-scale capital programs are a herculean effort that requires collaboration at every turn. Ensuring the presence of the right stakeholders around the planning table can help ward off challenges and missteps, as well as high or unexpected costs, once passengers begin using a new facility. This session convenes experts in customer experience, communications, and construction planning for a sincere conversation on the importance of early collaboration to align the project's scope, budget, and customer insights.

Enhancing Airport Systemic Resilience
Concurrent Session 4C

Grand Gallery A-C

Airports are increasingly urged to approach resilience in a frequent and strategic manner. This session will examine resilience as the capacity to swiftly recover, adapt, and mitigate future losses, with a focus on essential airport operations and climate adaptation strategies.

AirportNEXT: An Exciting New Program to Measure & Improve Stakeholder Alignment
Concurrent Session 4D

Grand Gallery D-F

In January, ACI-NA partnered with AirportNEXT Solutions to test and validate a sophisticated, new program for airports to measure and improve stakeholder alignment in their communities. Twenty-four airports across the US and Canada have participated in the pilot project. The program includes a detailed assessment of six variables determining airport infrastructure and facilities as well as six variables determining stakeholder alignment. Join us for an update on AirportNEXT and to explore some of the key insights and results from the program so far.

10:30 AM – 11:00 AM **Networking Break in the Exhibition Hall**
Exhibit Hall

11:00 AM – 11:30 AM **Solutions Showcase**
Exhibit Hall

Safety Management System (SMS): Incident Life Cycle Management Integration

Solutions Showcase Theater 1

Presented by Electronic Data, LLC

Explore the streamlined SMS Incident Management System, designed for seamless integration with your airport's Enterprise Asset Management System. Learn how to enhance safety through efficient Incident Reporting, thorough Investigations, and effective Mitigation Tracking. Discover ways to improve safety management and ensure a proactive approach to incident lifecycle management and continuous improvement.

Solutions Showcase Theater 2

11:45 AM – 12:15 PM Solutions Showcase Theater 1
Solutions Showcase Theater 2

12:00 PM – 1:00 PM **Networking Lunch in the Exhibition Hall**
Exhibit Hall

1:00 PM – 7:00 PM **Exhibition Hall Move Out**
Exhibit Hall



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1:15 PM – 3:00 PM

Closing Keynote Session and Closing Remarks

Sheryl Connelly

Leading Futurist & Global Consumer Trends Expert, Legendary Chief Futurist at Ford Motor Company from 1996-2023

Steelcase Ballroom A-B

When the world's top companies want to understand what's next for their businesses and how they can create the next big breakthrough in their industries, they turn to world-renowned futurist Sheryl Connelly. Connelly is a global trends and consumer expert whose mastery at identifying what's coming around the corner and the potential influences on customer attitudes and behavioral patterns that directly impact business strategy is unparalleled.

From 1996 to 2023, Connelly was a cornerstone presence on Ford Motor Company's global trends and futuring team, working her way up the ranks at the automotive juggernaut and becoming the company's chief futurist. Connelly draws upon her business foresight expertise and experiences at Ford to help organizations in any industry identify and analyze global consumer trends in order to lay the groundwork for long-term, future-focused planning and strategy across the entire company, and anticipate the ever-evolving needs and desires of the people they serve.

3:00 PM

Grab-and-Go Snacks

Steelcase Ballroom Foyer

6:00 PM – 9:00 PM

Host Airport Closing Night Event

The B.O.B.

Please note this event requires conference badges for entry.

Join us for the Closing Night Event at the iconic B.O.B. in downtown Grand Rapids, Michigan on September 10. Nestled along the banks of the Grand River, this renovated 1903 warehouse exudes historic charm while offering modern amenities in a truly unique setting.

As Beer City, USA, this event will close the conference in true Grand Rapids fashion including an outdoor experience at the B.O.B's Beer Garden featuring local craft beer, savory menus, and a bar made from a shipping container. The evening celebration will be filled with a memorable mix of networking, live music, and indoor entertainment set against the stunning backdrop of this magnificent "Big Old Building."