

ENVIRONMENT • SECURITY • OPERATIONS • TECHNOLOGY

2024
**AIRPORTS @
>> WORK**

April 8 - 11, 2024
New Orleans, LA
Hyatt Regency New Orleans



THANK YOU TO OUR SPONSORS!





Sunday, April 7, 2024

- | | | |
|-------------------|---|--|
| 9:00 AM – 5:00 PM | CAC Environment Committee Meeting
<i>Celestin Ballroom H</i>
<i>CAC members only</i> | CAC Planning, Development & Infrastructure Committee Meeting
<i>Celestin Ballroom G</i>
<i>CAC members only</i> |
|-------------------|---|--|

Monday, April 8, 2024

- | | | | | |
|--------------------|---|--|--|--|
| 9:00 AM – 2:00 PM | CAC Environment Committee Meeting
<i>Celestin Ballroom H</i>
<i>CAC members only</i> | CAC Planning, Development & Infrastructure Committee Meeting
<i>Celestin Ballroom G</i>
<i>CAC members only</i> | | |
| 12:00 PM – 5:00 PM | Registration
<i>Celestin Ballroom Foyer</i> | | | |
| 1:00 PM - 2:00 PM | BIT Steering Group Meeting
<i>Celestin Ballroom ABC</i>
<i>Open to BIT Steering Group members only</i> | | | |
| 2:00 PM - 2:45 PM | BIT Cybersecurity Working Group Meeting
<i>Celestin Ballroom ABC</i>
<i>Open to all conference attendees</i> | | | |
| 3:00 PM – 5:00 PM | BIT Airport Roundtable
<i>Celestin Ballroom ABC</i>
<i>Open to all conference attendees</i> | Environmental Affairs Steering Group
<i>Celestin Ballroom H</i>
<i>Open to all conference attendees</i> | OPSID Steering Group
<i>Celestin Ballroom G</i>
<i>Open to all conference attendees</i> | PS&S Steering Group
<i>Celestin Ballroom F</i>
<i>Open to all committee members</i> |
| 5:30 PM – 7:00 PM | Welcome Reception
<i>Storyville Hall</i> | | | |

Tuesday, April 9, 2024

- | | |
|-------------------|---|
| 8:00 AM – 4:00 PM | Registration
<i>Celestin Ballroom Foyer</i> |
| 8:00 AM – 9:00 AM | Networking Breakfast
<i>Storyville Hall</i> |



9:00 AM – 9:30 AM

Welcome and Opening Remarks

Celestin Ballroom DE

Welcome to New Orleans for Airports@Work 2024! Please join Louis Armstrong New Orleans International Airport Director of Aviation and ACI-NA Board Chair Kevin Dolliole and ACI-NA President & CEO Kevin Burke for opening remarks and a strategic overview of issues facing the North American airports in 2024.

9:30 AM – 10:15 AM

Plenary 1: Keynote Address: Washington, Lincoln, Roosevelt, and Churchill: A Strategic Approach to Leading Through Crisis and Change

Celestin Ballroom DE

Effectively managing through times of crisis and change are critical skills for all of us in the airport industry. ACI-NA is proud to offer our opening keynote address from Dr. Peter Cressy about key historical leadership lessons, emphasizing the importance of strategic vision, effective communication, leadership, visibility, collaboration, and pre-planning.

Speaker:

Dr. Peter Cressy, Director of Executive Leadership Programs, Washington Leadership Institute

10:15 AM – 10:45 AM

Morning Networking Break

Storyville Hall

10:45 AM – 11:45 AM

Plenary Session 2: Artificial Intelligence and its Airport Applications—Cross-Committee Challenges for the 2020s and 2030s

Celestin Ballroom DE

Artificial intelligence (AI) has gained significant traction over the last 2-3 years, driven partly by the increasing accessibility of AI models and applications like OpenAI's ChatGPT, Microsoft's Copilot, and Amazon's Bedrock. Airports can leverage these AI tools for a wide range of applications, including data analysis, pattern recognition, and decision support systems. In this session, we'll provide an overview of AI, define what it is and what it isn't, and explore current and future airport applications across operations, security, facilities, environmental management, and information technology.

Moderator:

Daver Malik, Deputy Aviation Director/ACIO, Phoenix Sky Harbor International Airport

Speakers:

Eve Machol, Americas Director of Airport Industry Strategy, Microsoft

Tyler Subasic, Principal, Airports, Amazon Web Services

Eduardo Valencia, Chief Information Officer, Minneapolis-St. Paul Metropolitan Airports Commission

11:45 AM – 1:00 PM

Networking Lunch

Storyville Hall

1:00 PM – 2:15 PM

Plenary Session 3: Power Up—Airport Energy and Why it Matters

Celestin Ballroom DE

The predicted shifting needs in future aviation power requirements is going to involve all airport professionals, from airside operations to the executive suite. This session will build on previous conversations, and look at issues such as power station security, commercial and legal aspects, and the complex decision-making that these developing needs require.

Moderator: Joan Zatopek, Aviation Planning & Development Manager, Oakland International Airport

Speakers:

Greg Kozak, Director, Ricondo & Associates

Harvey "PT" Perriott, Regional Director, Cybersecurity and Infrastructure Security Agency (CISA) Region 6

Chad Reese, Environmental Affairs Manager, San Diego International Airport



2:15 PM – 2:45 PM

Afternoon Networking Break

Storyville Hall

2:45 PM – 3:45 PM

Session 1A: Airport Climate Resiliency

Celestin Ballroom DE

Climatological data indicate that 2023 was by far the warmest year on record. This session will address the latest ways in which airports are adapting their facilities, operations, and development programs to improve the resiliency of airport infrastructure and mitigate climate impacts.

Moderator:

Alexandra Howard, Principal Consultant, RS&H

Speakers:

Todd Cavender, Director, Environment and Sustainability, Indianapolis Airport Authority

Marie-Christine Jacques, Policy Advisor, Environmental Policy, Clean Air Policy, Transport Canada

Stephen McCoy, Chief Information & Development Officer, Omaha Airport Authority

Alan W. Strasser, Environmental Protection Specialist, Airport Planning and Environmental Division, Federal Aviation Administration

Amity Wilczek, Statistician, U.S. DOT Volpe National Transportation Systems Center

Session 1B: Cybersecurity and Artificial Intelligence: Developing Security Policies that Embrace New Technology

Celestin Ballroom ABC

Join this session to learn about strategies to mitigate evolving cyber threats and the development of policies to ensure the safe integration of emerging capabilities.

Moderator:

Christian Kessler, Airports Transformation and Innovation Division Manager, Metropolitan Washington Airports Authority

Speakers:

Marchal Magee, Cyber Threat Intelligence Team, Federal Aviation Administration

Tara Mulrooney, Chief Technical Officer and Vice President Innovation, Edmonton International Airport

Marcus Session, Vice President, Information Technology Services, Tampa International Airport

3:45 PM – 4:15 PM

Afternoon Networking Break

Storyville Hall



Network: ACINA

Password: airports24

All times local CT

4:15 PM – 5:15 PM

Session 2A: The Data Needs of ESG and Other Reporting Schemes

Celestin Ballroom DE

A cross-functional team has spent the past year developing recommended metrics for ESG reporting. And now those tasked with that reporting want your data! This session will focus on how best to collect, share, and manage what seems to be ever-increasing data requests, with areas that touch all A@W attendees.

Moderator:

Sara Kaplan, Senior Aviation Consultant, HMMH

Speakers:

Chris Poinsatte, Executive Vice President and Chief Financial Officer, DFW International Airport

Maggie Pryatel, Senior Manager of Sustainability & ESG Compliance at CVG Airport

Brandon Rattiner, Associate, Kaplan Kirsch Rockwell

Session 2B: Aviation Worker Screening

Celestin Ballroom ABC

In preparation for implementation of the TSA Aviation Worker Screening mandate later this year, panelists will provide insights about the development of training, procurement of technology and functionality of the scheduling tool(s) available for determining screening hours.

Moderator:

Mark Crosby, Vice President-Aviation, McCarthy Building Companies

Speakers:

Scott Korobkin, Superintendent of Airport Security, Long Beach Airport

Doug Mansel, Aviation Security Manager, Port of Oakland

Lorena de Rodriguez, President, SSI, Inc.

Margaret Taylor-Finucane, Assistant Director of Aviation Security, Port Authority of New York and New Jersey

Wednesday, April 10, 2024

8:00 AM – 4:00 PM

Registration

Celestin Ballroom Foyer

8:00 AM – 9:00 AM

Networking Breakfast

Storyville Hall



9:00 AM – 10:15 AM

Session 3A: Technology Procurement

Celestin Ballroom D

This session will focus on opportunities to improve the procurement process aiming to facilitate the sharing of information, resources, and best practices among airports and vendor partners.

Moderator:
Rick Belliotti, Airport Chief Experience and Performance Officer (Acting), Austin Bergstrom International Airport

Speakers:
Jeana Schneck, Senior Account Manager, LG Electronics – Business Solution

Gareth Ashely, Director, Building Technology Systems, WSP

Paul Litterer, Senior Commercial Manager, AeroCloud

Session 3B: Fueling the Aviation Future

Celestin Ballroom ABC

SAF, hydrogen, electric aircraft, and AvGas replacement. This session will provide an update on the current facts in each of these developing areas, and what it means for airports.

Moderator:
Harris Switzman, General Manager, Environment & Sustainability, The Calgary Airport Authority

Speakers:
John Kasuda, Head of Airports and Vertiports – Smart Infrastructure NA, Siemens

Stéphanie Rondou-Pontbriand, Senior Manager – Climate Change & Aircraft Noise, Air Canada

Kevin Staples, Environmental Manager, Salt Lake City Department of Airports

Session 3C: Airport Aprons: Emerging Safety Challenges

Celestin Ballroom FGH

In this session, we'll continue discussions about how we can improve apron safety through collaborative and holistic approach to mitigating risk.

Moderator:
Juan Martinez, Assistant Commissioner | Safety Management-SMS, Chicago Department of Aviation

Speakers:
Ilya Burkin, Business Development Director, ADB Safegate

Lenny Irwin, Airport Safety Manager, San Antonio International Airport

Jeremy Lewis, Airport Risk Partner-Regulatory Programs & Compliance, Southwest Airlines

Ryan O'Connor, Sr. Airport Risk Partner-Airport SMS, Southwest Airlines

Tara Perez, General Manager-Safety, Delta Air Lines and A4A Ground Safety Committee

Session 3D: Airport Security Roundtable

Empire Ballroom CD

PS&S Leadership will lead a discussion on current aviation security challenges and solutions.

Moderators:
Bob Boblitz, Director, Airport Security, BWI Airport

Wendy Reiter, Director, Aviation Security, Seattle–Tacoma International Airport

Raymond Laroche, Director of Operations & Maintenance, Punta Gorda Airport

Lisa Carr, Public Safety & Operations Director, Gerald R. Ford International Airport Authority

10:15 AM – 10:45 AM

Morning Networking Break

Storyville Hall



10:45 AM – 12:00 PM

**Session 4A:
Developing an Airport
Digital Strategy**
Celestin Ballroom D

This panel session will focus on the components of crafting a successful airport digital strategy, drawing insights from real-world examples. This discussion aims to empower airports of all sizes, including smaller and medium ones, by offering tangible and actionable guidance for a successful and impactful digital transformation journey.

Moderator:
Aura Moore, Chief Information Officer, Los Angeles World Airports

Speakers:
Art Rempp, Chief Information Officer/IT Director, Reno-Tahoe Airport Authority

Douglas Moore, Digital Strategy Program Manager, Metropolitan Washington Airports Authority

Denise Martinez, Digital Strategy Program Manager, Dallas Fort Worth International Airport

Mihir Shah, Experience Transformation Lead for SEA (South East Asia), Accenture

Tara Mulrooney, Chief Technical Officer and Vice President - Innovation, Edmonton International Airport

**Session 4B:
You Got Your Environment
in My Operations!**
Celestin Ballroom ABC

Airport operators across the U.S. and Canada regularly need to balance operational prerogatives with environmental regulatory realities. We'll discuss how to effectively strike this balance, with a focus on PFAS issues, de-icing operations, and natural resources management.

Moderator:
Mat Knutson, Senior Principal, Terracon

Speakers:
Janet Kieler, Director of Environmental Programs, Denver International Airport

Jaime Pabon, Sustainability Director, SJU Airport (Aerostar Airport Holdings, LLC)

Zach Puchasz, Airport Planner, Mead & Hunt

**Session 4C:
Adapting Airport
Infrastructure to New
Realities**
Celestin Ballroom FGH

An array of airport projects focus on how existing infrastructure and facilities can be adapted to meet new requirements, provide additional capacity, meet changing passenger, or tenant needs. Join us for a discussion about how North American airports are meeting these adaptation challenges.

Moderator:
Diego Rincón, Vice President, Parsons Corporation

Speakers:
Robert Hoxie, Chief Development Officer, City of Chicago Department of Aviation

Anthony Kirby, Principal, ARUP

Mark Ricketson, Program Manager, Capital Programs, DTIG, Massport

**Session 4D:
Legal Considerations in
Airport Security**
Empire Ballroom CD

Given the myriad of aviation security mandates, airports routinely work to implement measures, procedures, technologies, or even alternative procedures that go above the baseline requirement. This session will provide insights on the potential implications of certain aviation security enhancements.

Moderator:
Pablo Nüesch, General Counsel, ACI-NA

Speakers:
Andrew Angeles, Deputy City Attorney, San Francisco City Attorney's Office

Michele D. Allen-Hart, General Counsel and Deputy Director of Aviation-Legal Affairs, New Orleans Aviation Board

Elizabeth Smithers, Senior Assistant City Attorney, City of Charlotte

12:00 PM – 1:30 PM

Networking Lunch
Storyville Hall



1:30 PM – 3:00 PM

**Session 5A:
BIT Working
Group Session**
Celestin Ballroom D
1:30 PM – 2:30 PM

Moderator:
Darryl Daniel, Chief
Technology Officer, Houston
Airport System

Speakers:
Eve Machol, Managing
Director, Airport, Microsoft

Samuel Ingalls, Principal,
Barich

Leslie Ruiz, Senior Business
Analyst, Barich

Michael Zoia, Business
Development Manager,
Aviation & Federal Group,
Burns & McDonnell

**Innovation Working Group
Meeting**
Celestin Ballroom D
2:30 PM – 3:00 PM

Moderator:
Melissa Solberg, Senior
Manager, Officer of
Innovation, Tampa
International Airport

**Session 5B:
Environmental
Affairs Working
Group Breakouts**

**Airport Carbon
Accreditation Workshop**
Celestin Ballroom ABC
1:30 PM – 3:00 PM

Noise Working Group
Imperial 5 CD
1:30 PM – 3:00 PM

**Session 5C:
OPSID Working
Group Breakouts**

OPSID committee members
and friends are invited to
join OPSID working group
meetings for discussions of
working group initiatives and
topics of concern. These
meetings are open to all that
are interested.

Operations & Safety
Celestin Ballroom FGH
1:30 PM – 3:00 PM
[View Agenda](#)

NextGen
Celestin Ballroom FGH
1:30 PM – 3:00 PM
[View Agenda](#)

**Session 5D:
Measures to Mitigate
Human Trafficking**
Empire Ballroom CD
1:30 PM – 2:00 PM

This session will provide
an overview of initiatives to
prevent human trafficking at
airports.

Speakers:
Lisa Caselli, Officer and
Program Manager, Blue
Lightning, U.S. Customs and
Border Protection

Scott Alexander, Director
International Relations,
Houston Airport System

**Public Area Security and
Crowd Management**
Empire Ballroom CD
2:00 PM – 3:00 PM

With the increase in
demonstrations at or leading
to airports, officials will
identify good practices to
manage large groups of
individuals, while ensuring
the security of airport
facilities.

Moderator:
Martin Elam, Deputy
Executive Director for Public
Safety and Security, Los
Angeles World Airports

Speakers:
Jeff Fuller, Supervisory
Special Agent and Director,
Civil Aviation Security
Program, FBI

Rebecca Deer, Manager,
Business Development
- Canine Services,
GardaWorld Federal
Services

Nicholas Ratledge, Senior
Manager Security, Safety
and Operations, ACI World

3:00 PM – 3:30 PM

Afternoon Networking Break
Storyville Hall



3:30 PM – 5:00 PM

**Session 6A:
Total Situational
Awareness – Vision &
Reality**

Celestin Ballroom D

Join us for an insightful panel session as we uncover the next phase of evolution and enhancement in Total Airport Management (TAM) in this dynamic session.

Moderator:
Mike Youngs, Vice President
Information Technology,
Dallas Fort Worth
International Airport

Speakers:
Nicholas Rattledge, Senior
Manager Security, Safety
and Operations, ACI World

Heidi Benaman, Project
Manager, Faith Group, LLC

Ricky Griffin, Assistant Vice
President DFW Integrated
Operations Center, Dallas
Fort Worth International
Airport

Darryl Daniel, Chief
Technology Officer, Houston
Airport System

**Session 6B:
Environmental Affairs
Working Group Breakouts**

Water Quality + PFAS

*Celestin Ballroom ABC
3:30 PM – 5:00 PM*

**Unleaded AvGas
transition organized by the
Environmental Affairs YPs**

*Imperial 5 CD
3:30 PM – 5:00 PM*

**Session 6C:
OPSID Working
Group Breakouts**

OPSID committee members and friends are invited to join OPSID working group meetings for discussions of working group initiatives and topics of concern. These meetings are open to all that are interested.

Planning & Development

*Celestin Ballroom FGH
3:30 PM – 5:00 PM
View Agenda*

Facilities & Maintenance

*Imperial 5 AB
3:30 PM – 5:00 PM
View Agenda*

**Session 6D:
Data Submission: It's Not
a Zero-Sum Game, That's
Why We Have Fail Safes!**

*Empire Ballroom CD
3:30 PM – 4:00 PM*

Submitting your data to TSA, what can be done to avoid a negative finding, even when there are no errors? The panel will address mitigation strategies from QA to QC, to IDMS or not IDMS, training, accepting certifications, documenting requirements, and onto retaining records of compliance.

Moderator:
Dawn Lucini, Vice President,
Aviation Security, Telos
Corporation

Speakers:
Doug Mansel, Aviation
Security Manager, Port of
Oakland

Wendy Reiter, Director,
Aviation Security, Seattle–
Tacoma International Airport

Renee Tufts, Security
Operations Manager,
Charlotte Douglas
International Airport

**Dialogue with TSA
Operations Support and
Security Operations
Leadership**

*Empire Ballroom CD
4:00 PM – 5:00 PM*

TSA leaders will discuss and respond to questions about the latest policies, compliance activities, security technologies, screening procedures, and staffing allocations at security checkpoints.

Moderator:
Renee Tufts, Security
Operations Manager,
Charlotte Douglas
International Airport

Speakers:
Stacey Fitzmaurice,
Executive Assistant
Administrator, Operations
Support, TSA

Melanie Harvey, Executive
Assistant Administrator,
Security Operations, TSA



5:30 PM – 6:30 PM **Young Professional Networking Event**
Vitascope Hall

Thursday, April 11, 2024

8:00 AM – 12:00 PM **Registration**
Celestin Ballroom Foyer

8:00 AM – 9:00 AM **Networking Breakfast**
Storyville Hall

9:00 AM – 10:15 AM **Session 7A:
Educating isn't Enough to Change Behavior**
Celestin Ballroom D

Airport operators face myriad situations in which they seek to shape traveler, employee, tenant, or service provider behaviors—from safety programs, to recycling initiatives to cyber-hygiene and more. Educating stakeholders is only one tool in shaping behaviors to make these human-oriented programs successful. In this session, we'll discuss the limitations of education and outreach, as well as alternative strategies to drive change for the good.

Moderator:
Morgan Turner, Owner/Principal, Airport Zero Waste Consulting

Speakers:
Scott Ayers, Program Management Officer Safety Management & Safety Management Systems, Hartsfield-Jackson Atlanta International Airport

Kevin Staples, Environmental Manager, Salt Lake City Department of Airports

PS&S Airports Only
Celestin Ballroom H

In addition to sharing information on security activities, airport representatives on the PS&S Committee will discuss the key topics to raise with TSA leaders.

10:15 AM – 10:45 AM **Morning Networking Break**
Celestin Ballroom Foyer



Network: ACINA

Password: airports24

All times local CT

10:45 AM – 12:00 PM

**Session 8A:
Spotlight on the FAA—A Discussion with Our Federal
Partners**

Celestin Ballroom D

Join us for a candid conversation with representatives from the FAA regarding current and upcoming regulatory initiatives, FAA/airport coordination, and airport industry challenges.

Moderator:

Roy Fuhrmann, Chief Operating Officer, Minneapolis-St. Paul Metropolitan Airports Commission

Speakers:

Dave Cushing, Manager, Airports Financial Assistance Division, FAA

Edvige Mbakoup, Environmental Specialist, Airport Environmental Branch, FAA

Birke Rhodes, Manager, Airport Safety & Operations Division, FAA

PS&S Airports Only with TSA

Celestin Ballroom H

TSA leaders will discuss the topics identified by airport representatives on the PS&S Committee.

12:00 PM – 1:00 PM

Grab and Go Lunches Available

Celestin Ballroom Foyer

1:00 PM – 3:00 PM

CAC Operations, Safety & Technical Affairs Committee Meeting

Imperial 5AB

Friday, April 12, 2024

9:00 AM – 4:00 PM

CAC Operations, Safety & Technical Affairs Committee Meeting

Imperial 5AB