



# GRAND RAPIDS 2024

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



## ADVANCING PROGRESS >>

Hosted by



### 2024 ACI-NA ANNUAL CONFERENCE AND EXHIBITION

*Preliminary Schedule of Events // Subject to Change (as of August 26, 2024)*

All sessions and meetings will be held at the DeVos Place Convention Center unless noted otherwise.  
Conference badges must be worn for event 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	<b>ACI-NA Executive Committee Meeting</b> <i>Executive Committee members only</i> <i>Grand Gallery Overlook G-H</i>
3:00 PM – 5:00 PM	<b>Legal Affairs Steering Group Meeting</b> <i>Steering Group members only</i> <i>Grand Gallery Overlook A-B</i>
4:00 PM – 6:00 PM	<b>Environmental Affairs Steering Group Meeting</b> <i>Open to all attendees and exhibitors</i> <i>Grand Gallery Overlook C-D</i>
4:00 PM – 6:00 PM	<b>Operations, Planning, Safety, Infrastructure &amp; Development Steering Group Meeting</b> <i>Open to all attendees and exhibitors</i> <i>Grand Gallery Overlook E-F</i>
3:30 PM – 5:00 PM	<b>ACI-NA Executive Committee and Past Chairs Meeting</b> <i>Invitation only</i> <i>Grand Gallery Overlook G-H</i>
6:00 PM	<b>ACI-NA Executive Committee and Past Chairs Dinner</b> <i>Invitation only</i>



# 2024 ACI-NA ANNUAL CONFERENCE AND EXHIBITION

SEPTEMBER 7 - 10, 2024 // GRAND RAPIDS, MI



## 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*
- 8:30 AM – 9:30 AM **CAC Large Airports Caucus Meeting** *Invitation only*  
*Grand Gallery Overlook A-B*
- 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. View the online agenda/mobile app for detailed Committee Workshop agendas.*  
**Note:** *Some Committee Workshops/Meetings 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*
- Operations, Planning, Safety, Infrastructure, & Development Committee Workshop**  
*Steelcase Ballroom D*  
*OPSID Working Group Breakout (2 & 4) Room from 1:15 PM - 5:00 PM – Grand Gallery Overlook E-F*
- Finance Committee Workshop**  
*\*\*Amway Grand Plaza Hotel // Ambassador Ballroom West*
- Legal Affairs Committee Workshop**  
*\*\*Amway Grand Plaza Hotel // Ambassador Ballroom East*
- 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 **U.S. Small Airports Committee Meeting** *Airports only*  
*Grand Gallery Overlook C-D*
- U.S. Medium Hub Committee Meeting** *Invitation only*  
*Grand Gallery Overlook E-F*
- U.S. Large Hub Committee Meeting** *Invitation only*  
*Grand Gallery Overlook G-H*
- 9:30 AM – 11:00 AM **CAC Small Airports Caucus Meeting** *Invitation only*  
*River Overlook A-B*
- 10:15 AM – 10:45 AM **Morning Networking Break**  
*DeVos Place Atrium & Amway Grand Plaza Hotel*



# 2024 ACI-NA ANNUAL CONFERENCE AND EXHIBITION

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- 11:00 AM – 11:30 AM **Exec-to-Exec Meeting**  
*ACI-NA Board Executive Committee and World Business Partners/Associates Board Executive Committee Members only*  
*Business Center*
- 11:30 AM – 1:15 PM **ACI-NA World Business Partners/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 with Lunch** *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 World Business Partners/Associates General Meeting**  
*Open to all ACI-NA World Business Partners/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 & ACI Special Meeting of Members**  
*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

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- 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 – 2:00 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 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 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 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 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 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 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 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 2D**

#### *Grand Gallery D-F*

Navigate the ever-evolving landscape of U.S. and Canadian 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**

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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**

*Open to all attendees and exhibitors. 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*

### **A Blueprint for an AI-rport: Just Like Your Passengers, Your Data Is Also on a Journey**

*Presented by Dell Technologies*

Solutions Showcase Theater 1

Current IT infrastructures are not designed to extract business and operational insights from your data. A specifically designed solution is required to apply AI to your data – enter the AI Factory concept. Just as physical factories were the engine of the industrial revolution, AI factories will drive the knowledge revolution. Discover how to leverage your data, the critical raw material fueling the AI factory, to achieve your desired outcomes.

### **Smart Guidance Integrated Technology: The Future of Passenger Flow**

*Presented by Lavi Industries*

Solutions Showcase Theater 2

With unprecedented passenger traffic, efficient flow is crucial. Smart Guidance technology integrates Passenger Monitoring Sensors, Electronic Queuing, Digital Signage, and Smart Gates to optimize passenger movement, enhancing efficiency and travel experience. Discover how airports use Smart Guidance to improve queue management, balance loads, and streamline access control, setting new standards in operational excellence and passenger satisfaction.

10:45 AM – 11:15 AM

### **The Future of Flying: Beyond the Horizon**

*Presented by Landrum & Brown, Inc.*

Solutions Showcase Theater 1

What will aviation look like in the next 20-40 years? Transformative passenger experiences, cutting-edge AI and automation in airports, and the potential return of supersonic travel are set to redefine air travel. Discover how the journey of air passengers from their departure point to their destination is set to evolve. Explore these innovations and contribute to shaping the advanced future of aviation.

### **Unlocking Seamless Travel: The Role of Connected Airports in Enhancing Passenger Experience**

*Presented by Boldyn Networks*

Solutions Showcase Theater 2

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.



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11:30 AM – 12:00 PM

## **Airport Lost and Found: Reuniting Passengers with Their Belongings**

*Presented by Lost Returns, Inc.*

Solutions Showcase Theater 1

Learn about the latest trends in airport lost and found services. Explore innovative solutions that streamline recovery and reconnect travelers with lost belongings. Elevate customer experience by swiftly reuniting travelers with their items, reducing operating expenses, and ensuring stress-free travel with 24/7 support, plus efficient communication and shipping for travelers.

## **Fostering Airport Worker Engagement: Elevate the Guest Experience**

*Presented by Wipro Limited*

Solutions Showcase Theater 2

Discover how leveraging technology enhances airport employees' day-to-day experiences, cultivating a sense of community. This Solution Showcase underscores the vital link between staff engagement and improved guest services. Airport leaders will learn the advantages of focusing on employee satisfaction and how technology can revolutionize workplace culture, benefitting both staff and passengers.

12:00 PM – 1:00 PM

## **Networking Lunch in the Exhibition Hall**

*Exhibit Hall*

12:00 PM – 1:00 PM

## **PAC Luncheon**

*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 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 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 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 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 Resiliency into Airport Design**

**Concurrent 3D**

*Grand Gallery D-F*

As recent events have highlighted, whether an attack from a malicious cyber actor or a glitch, we can expect widespread IT outages in the aviation industry and all critical infrastructure. What can airports do to build resiliency into airport design and infrastructure? Join government officials, airports, and cybersecurity professions to discuss lessons learned for minimizing the impact of cyber events.



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- 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 ACI-NA World Business Partners/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 **ACI-NA Board of Directors and Leadership Reception** *Invitation only, RSVP Required*  
*MDRD – Located on the 27th floor of the Amway Grand Plaza Hotel*

## TUESDAY, SEPTEMBER 10, 2024

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- 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 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 Customer Complaints**  
**Concurrent 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 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.





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## **AirportNEXT: An Exciting New Program to Measure & Improve Stakeholder Alignment** **Concurrent 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.

## **Destruction of PFAS: Using Hot ISCO Technology**

Solutions Showcase Theater 2

*Presented by Parsons*

For many years, airports were required to use aqueous film-forming foam (AFFF), resulting in the release of per- and polyfluoroalkyl substances (PFAS) contaminants into the environment. Parsons developed an innovative patent-pending method, Hot ISCO, which utilizes a slight temperature increase, a metals-based catalyst, and an oxidant to neutralize PFAS in soil and water. Learn more about this technology's scientific basis and its effectiveness in PFAS destruction.

11:45 AM – 12:15 PM

## **Private 5G: Harnessing Digital Transformation for Airports**

Solutions Showcase Theater 1

*Presented by Communication Technology Services (CTS)*

The Metropolitan Airports Commission initiated a Proof of Concept (PoC) at Minneapolis-Saint Paul Airport (MSP), leveraging a 4G/5G Private Cellular Network (PCN) for diverse operations - from mobile connectivity to Internet of Things (IoT) for infrastructure upkeep. This strategic move bolsters operational excellence, enhances experiences for staff and travelers, and paves the way for sustainable innovation in airport operations.

## **Renewable Energy: Leveraging Tax Credits for Airports**

Solutions Showcase Theater 2

*Presented by Plante Moran*

The Inflation Reduction Act provides tax incentives to airports investing in renewable energy and eco-friendly transportation, including solar, geothermal, and electric/hydrogen vehicles. Eligible projects can qualify for 30% or more in tax credits. Learn more about the application process, criteria, and eligibility requirements for airports to leverage these incentives.

12:00 PM – 1:00 PM

## **Networking Lunch in the Exhibition Hall**

*Exhibit Hall*



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1:00 PM – 5:00 PM

## Exhibition Hall Move Out

*Exhibit Hall*

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*

4:00 PM – 5:00 PM

## Rooftop Yoga

*Amway Grand Plaza Hotel // Rooftop Pickleball // 4th floor of the Tower wing*

Join us for Rooftop Yoga with our host airport, Gerald R. Ford International Airport Authority. As we approach the end of our insightful and dynamic conference, take a moment to unwind and recharge before the Closing Night event on Tuesday, September 10 from 4:00 PM - 5:00 PM. Registration is complimentary for conference attendees. Be sure to sign up to secure your spot. [Click here to register.](#)

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."

To match the evening's relaxed ambiance, casual attire is welcome.

## Departure Schedule for the Host Airport Closing Night Event

*Amway Grand Plaza Hotel Departures:*

- Group 1: Depart at 5:50 PM (Walking time included, arrive by 6:00 PM)
- Group 2: Depart at 6:10 PM (Walking time included, arrive by 6:20 PM)



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*JW Marriott Departures:*

- Group 1: Depart at 5:50 PM (Walking time included, arrive by 6:00 PM)
- Group 2: Depart at 6:10 PM (Walking time included, arrive by 6:20 PM)

Please gather in the hotel lobby a few minutes before the scheduled departure time.