

2025 BUSINESS >> of AIRPORTS



June 23 - 25, 2025 // Arlington, TX // Loews Arlington Hotel

2025 ACI-NA BUSINESS OF AIRPORTS CONFERENCE

BUSINESS DIVERSITY TRACK AGENDA

All sessions and events will take place at the Loews Arlington Hotel.

Updated: April 30, 2025

MONDAY, JUNE 23, 2025

7:30 AM - 4:30 PM

Registration

7:30 AM - 9:00 AM

Networking Breakfast

9:00 AM - 12:15 PM

Business Diversity Committee Workshop

- Welcome and introductions – **Julio Rodriguez**, *Chair, Business Diversity Committee and DBE Manager, Lee County Port Authority*
- Legislative Update -**Annie Russo**, *Chief Political and Congressional Strategy Officer, ACI-NA*
- ACI-NA Annual Concessions Benchmarking Results Summary - **Dafang Wu**, *Director, DWU Consulting LLC*

10:30 AM - 11:00 AM

Networking Break

12:15 PM - 1:30 PM

Networking Lunch

1:30 PM - 2:45 PM

Business Diversity Session: Building New Small Business Capacity

Airports serve as economic hubs, generating billions in revenue while offering significant business opportunities. However, many small businesses struggle to navigate the complex procurement processes and regulatory requirements necessary to secure contracts. This session will explore strategies airports can implement to support small businesses, foster local economic growth, and create a more inclusive supply chain. Panelists will discuss best practices, success stories, and policy considerations that can help airports become catalysts for small business success.

Moderated by **Sara Anderson**, *Manager, ACDBE Program, Denver International Airport and Airport Young Professional, ACI-NA Business Diversity Committee Steering Group*

Bridget Biagas, *Vice President, Business Development, Hudson Group*

Brittany Eroen, *Interim Chief Officer, Division of Small Business Opportunity, Denver Economic Development & Opportunity, City and County of Denver*

Tamela Lee, *Vice President, Business Diversity and Development, Dallas Fort Worth International Airport*

Isela Toledo, *Director of Business Opportunities, Ontario International Airport*

2:45 PM - 3:15 PM

Networking Break

3:15 PM - 4:30 PM

Business Diversity Session: The Changing Legal Framework for Airport DBE and ACDBE Programs

The airport industry has an impressive record of creating business opportunities for traditionally underrepresented groups, due to the DBE program, the ACDBE program and non-federal/local programs. But these supplier diversity programs are facing political scrutiny and being challenged in the courts. What is the current status of key cases? What can airports do now to be prepared to evolve their programs in response to potential regulatory and legal changes?

Moderated by **Leila Zahlan Lahbabi**, *Deputy General Counsel*, ACI-NA

Tracy Davis, *Partner*, Kaplan Kirsch LLP

Mina Makarios, *Partner*, Anderson & Kreiger

Daniel Reimer, *Principal*, DSR, LLC

5:00 PM - 6:30 PM

Welcome Reception

TUESDAY, JUNE 24, 2025

8:00 AM - 4:00 PM

Registration

8:00 AM - 9:00 AM

Networking Breakfast

9:00 AM - 9:30 AM

Welcome and Opening Remarks

9:30 AM - 10:30 AM

General Session 1:

Shawn Kanungo, *Disruption Strategist, Bestselling Author, Former Innovation Expert for Deloitte*

A globally recognized innovation strategist, Shawn Kanungo works at the intersection of creativity, business, and technology—including cutting-edge developments in generative AI—to help companies and individuals move boldly into the future. Formerly an Innovation Expert for Deloitte, Shawn is a Partner with Queen & Rook, where he advises leading organizations and executives on disruptive trends, and actively invests in early-stage ventures.

10:30 AM - 11:00 AM

Networking Break

11:00 AM - 12:00 PM

Session 1D: Joint Session: Business Diversity and Human Resources Committees, Community Opportunity Working Group: Words Matter - Navigating Changing Regulations and Political Perspectives

In today's evolving regulatory and political landscape, organizations must carefully navigate their language and policies for community engagement and workforce development. This session will provide critical insights into the shifting requirements affecting human resources policies, supplier programs, and community outreach efforts. Attendees will learn strategies for effectively communicating their workplace culture while mitigating risks. Join industry experts as we explore practical strategies to align your policies and communications with changing political expectations and community perspectives—because the words you choose matter.

Moderated by **Erin Burns**, *Director of Communications*, Louis Armstrong New Orleans International Airport

Tekia Jefferson, *Director, Diversity Equity and Inclusion*, Metropolitan Airports Commission

Daniel Reimer, *Principal*, DSR, LLC

Gina Stough, *Vice President Human Resources*, Cincinnati/Northern Kentucky International Airport

12:00 PM - 2:00 PM

Networking Lunch

2:00 PM - 3:15 PM

Session 2D: Developing and Marketing the Value of Supplier Diversity Programs

Supplier diversity programs create economic opportunities, drive innovation, and strengthen corporate social responsibility. However, effectively communicating its value to stakeholders in the current political environment can be challenging. In this session, industry experts will provide insights on securing leadership buy-in, measuring success, and leveraging storytelling and data-driven approaches to promote the program's value internally and externally.

Moderated by **Liz Gonzalez Tetenbaum**, *Director, Partner Relations & Business Diversity*, Hudson Group and *World Business Partner/Associate Young Professional*, ACI-NA Business Diversity Committee Steering Group

Rhonda Arnold, *Chief Community Relations and Business Affairs Officer*, Houston Airport System

Julia Hodge, *Vice President, Supply Chain Management*, Metropolitan Washington Airports Authority

Dr. Rita Ohaya, *Director of Social Impact*, San Francisco International Airport

Devon Ray, *Senior Director, Business Development, WHSmith*

3:15 PM - 3:45 PM

Networking Break

3:45 PM - 5:00 PM

Session 3D: Joint Session: Business Diversity and Commercial Management Committee: Operationalizing Data - From Data to Dollars: Unlocking the Power of Airport Business Intelligence

Airports generate vast amounts of data, but how can they transform it into actionable insights that drive operational efficiency and revenue growth? This session will explore strategies for leveraging airport data to enhance decision-making, optimize resource allocation, and improve passenger experience. Industry experts will share best practices for cross-functional data sharing, integration, and the use of advanced analytics. Attendees will gain insights into how data-driven approaches can inform business strategy, streamline operations, and create new opportunities.

Moderated by **Christina Apatow**, *Chief Executive Officer, FetchyFox*

Iyad Hindiye, *Chief Digital Transformation Officer, San Francisco International Airport*

Andrew Durkee, *Airport Concessions Manager, Sacramento International Airport*

Nyika Allen, *Senior Director Global Operational Excellence, Vantage Airport Group*

Georgios Pipelidis, *Chief Executive Officer, Ariadne*

WEDNESDAY, JUNE 25, 2025

8:00 AM - 4:00 PM

Registration

8:00 AM - 9:00 AM

Networking Breakfast

9:00 AM - 10:00 AM

General Session 2

10:00 AM - 10:30 AM

Networking Break

10:30 AM - 12:30 PM

Session 4D: Joint Session: Business Diversity and Commercial Management Committees: Maximizing Revenue: Innovative Sponsorship & Advertising Strategies for Airports

Airports are increasingly turning to innovative sponsorship and advertising strategies to maximize revenue and enhance passenger experience. This session will explore how airports can effectively monetize their assets through creative partnerships, digital and experiential marketing, and data-driven approaches.

Experts will discuss best practices for leveraging technology to engage travelers, measuring return on investment (ROI), and demonstrating value to advertisers. Attendees will gain insights into emerging trends and strategies that drive successful sponsorship and advertising programs in the airport environment.

Moderated by **Roxann Favors**, *Assistant Aviation Director/Chief Revenue Officer, Phoenix Sky Harbor International Airport*

12:30 PM - 1:30 PM

Networking Lunch

1:30 PM - 2:45 PM

Session 5D: Business Diversity Session: Evolving Airport Title VI Programs

Over the last two years U.S. airports were required to submit enhanced Title VI plans for approval and then implement the approved programs to ensure compliance with federal regulations and prevent discrimination. What has happened since then? Join industry experts for a discussion about regulatory changes, challenges encountered, and lessons learned.

Moderated by **Stephanie Phillips**, *Property and Concession Coordinator and ACDBE Liaison Officer, Mobile Airport Authority*

Thiané Carter, *Director of Small Business Programs, Raleigh-Durham Airport Authority*

Jennifer Clossin-Kerr, *Manager of DBE Compliance, Allegheny County Airport Authority*

Julio Rodriguez, *DBE Manager, Lee County Port Authority*

Jasmyne Turman, *Office of Civil Rights Manager, Charlotte Douglas International Airport*

2:45 PM - 3:15 PM

Networking Break

3:15 PM - 4:30 PM

Session 6D: The Americans With Disabilities Act: Celebrating Progress and Planning For The Future

This year The Americans with Disabilities Act (ADA), celebrates 35 years of ensuring equal access for individuals with disabilities at airports. This session will reflect on the progress made under the ADA, highlighting key achievements in airport accommodations, and digital accessibility. Experts and advocates will discuss ongoing challenges, exploring how policies, technology, and community partnerships can continue to break barriers and promote accessibility.

Moderated by **Anita Cobb**, *Market Leader for Civic Strategies*, Mead & Hunt

Tekia Jefferson, *Director, Diversity Equity and Inclusion*, Metropolitan Airports Commission

Odette Oppe, *Administration and Financial Compliance Officer*, Eugene Airport

Carol Reagan, *ADA Coordinator*, Denver International Airport

Ryan Veney, *DBE Administrator*, Birmingham Airport Authority

5:30 PM - 6:00 PM

Awards Gala Reception

Business or cocktail attire suggested

6:00 PM - 9:00 PM

Awards Gala Dinner

Business or cocktail attire suggested