

2025

# ACI-NA & ACI World Annual General Assembly, Conference and Exhibition



## AI & the Cognitive Airport: From Hype to High-Impact

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# Join ACI-NA AI Working Group



AIRPORTS COUNCIL  
INTERNATIONAL  
NORTH AMERICA | WORLD



*Please note that the invitation is extended to only ACI-NA members*

*Meetings held 4<sup>th</sup> Monday of month at 11am PT/2:00pm ET*

# Gartner: Disillusionment Around AI Presents a 'Hero Moment' for CIOs

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**Kelsey Ziser**, Senior Editor, InformationWeek  
October 20, 2025

## [Gartner: Disillusionment in AI Presents 'Hero Moment'](#)

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- ROI
- Efficiency
- Human/Organizational Readiness

[Gartner: Disillusionment in AI Presents 'Hero Moment'](#)



# Why Most AI Pilots Never Take Flight

95% of Enterprise AI Stuck in Pilot Purgatory: How Do the Rest Succeed?

Rashmi Ramesh (@rashmiramesh\_) · September 4, 2025

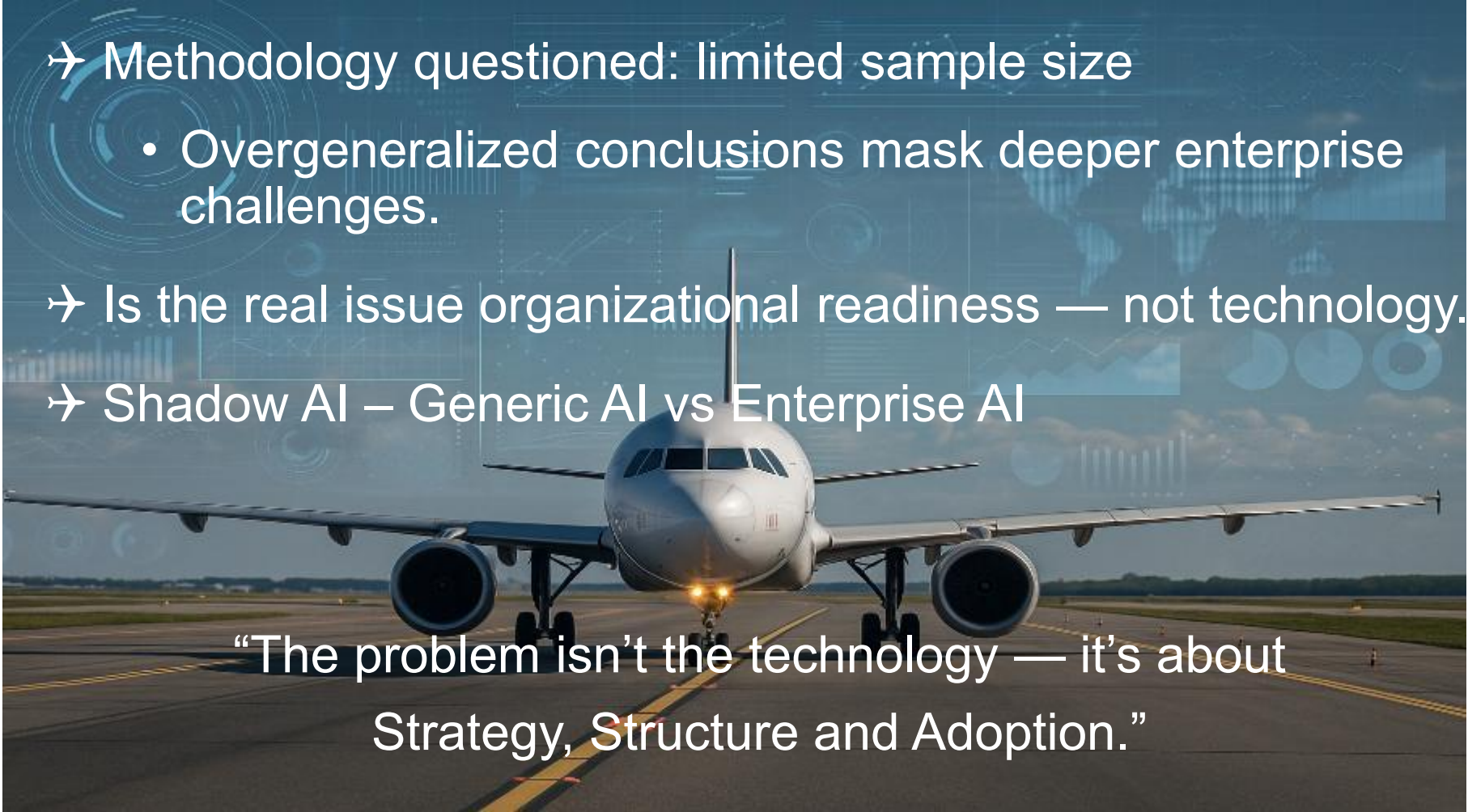
AIToday.io

MIT Nanda AI Report, 2025

- \$40B spent on generative AI in 3 years.
- Most projects stall in 'pilot purgatory' — hyped, funded, but never scaled.
- Only 5% reach production and deliver measurable ROI.

[Why 95% of AI Pilots Never Take Flight - AIToday](#)

# Is “95%” the Whole Story?

- 
- Methodology questioned: limited sample size
    - Overgeneralized conclusions mask deeper enterprise challenges.
  - Is the real issue organizational readiness — not technology.
  - Shadow AI – Generic AI vs Enterprise AI

“The problem isn’t the technology — it’s about Strategy, Structure and Adoption.”

- **This is the moment for CIOs to lead on real transformation.**

- **Scaling AI success depends on integrating technology with culture and process.**



# How do we move from Hype to High-Impact?

- Not a terminology/taxonomy discussion

Today, our panelists will share:

- Lessons from real-world deployments.
- How they overcame AI 'pilot purgatory'.
- What it takes to turn experimentation into transformation.
- Varying degrees of maturity/implementation
- “Fasten your seatbelts — we’re cleared for takeoff.”





**Reno-Tahoe  
International  
Airport**

# The Biggest Little Airport in the World





# Our Regional Economic Impact

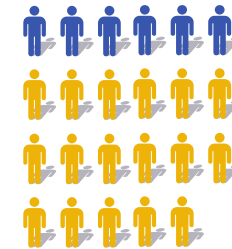
**\$3.6 Billion**

 **\$1.6B**

Increase over the last 10 years

 **\$129,500**

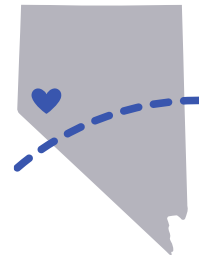
Contributed to the local economy with each landing of a Boeing 737-800, RNO's most landed aircraft



Supports over 6,300 jobs directly and 17,500 indirectly, or approximately 6% of total regional employment

 **\$1B**

Injected into the local economy by visitors in 2023



Our operations, including tenants, support our state and local governments by generating an estimated \$82.3 million per year



**Status:** Concourse A 2028;  
Concourse B 2029

**AIR CARGO FACILITY  
(COMPLETED)**

**NEW CONCOURSE B**

**NEW CONCOURSE A**

**SOUTH RON RELOCATION**

**GROUND TRANSPORTATION CENTER**

**PARKING EXPANSION**

**ROAD IMPROVEMENTS  
(COMPLETED)**

**TICKETING EXPANSION  
(COMPLETED)**

**POLICE &  
AIRPORT AUTHORITY  
HEADQUARTERS**

**Status:** 2028

**Status:** 2027

**CENTRAL UTILITY  
PLANT**



# \$1+ Billion MoreRNO Infrastructure Program

# What's RNO doing with AI?

## → AI Tiger Team (cross-section of staff)

- Upskilled leadership & staff – address learning gap
- Identified 49 opportunities for process improvement (not all AI)
- Narrowed to 5 opportunities and focus on top 2 in 2025-26

## → In Process

- AI Digital Chatbot & AI Voice Agent
- Private LLM of internal document (intentional inclusion 10,000+ files)
  - Staff report drafting function
  - Purchasing/Procurement Contract Creation and Review function

## → Next

- Detection and alerting of unusual activity (Video Analytics)
- Automated Computer Aided Dispatch (CAD)
- Budget tracking, forecasting, and creating operating statements

# Chuck Miwa

SVP, CIO PS&S

ACI NA & ACI World Annual General Assembly  
October 23-28, 2025 – Toronto, ON



# Ontario, CA ≠ Ontario, CAN



Hint: Ours is the one with palm trees and In-N-Out Burger

# ONT – Ontario International Airport Authority



SUPPORTS  
**27,800 jobs**

ONT CONTRIBUTES  
**\$3.8 billion**  
TO THE LOCAL ECONOMY



**90+**  
Daily Departures



**7+ million**  
Passengers Annualized (2024)



**793K**  
Tons of Cargo (2024)



**1,741**  
Acres of Airport Space



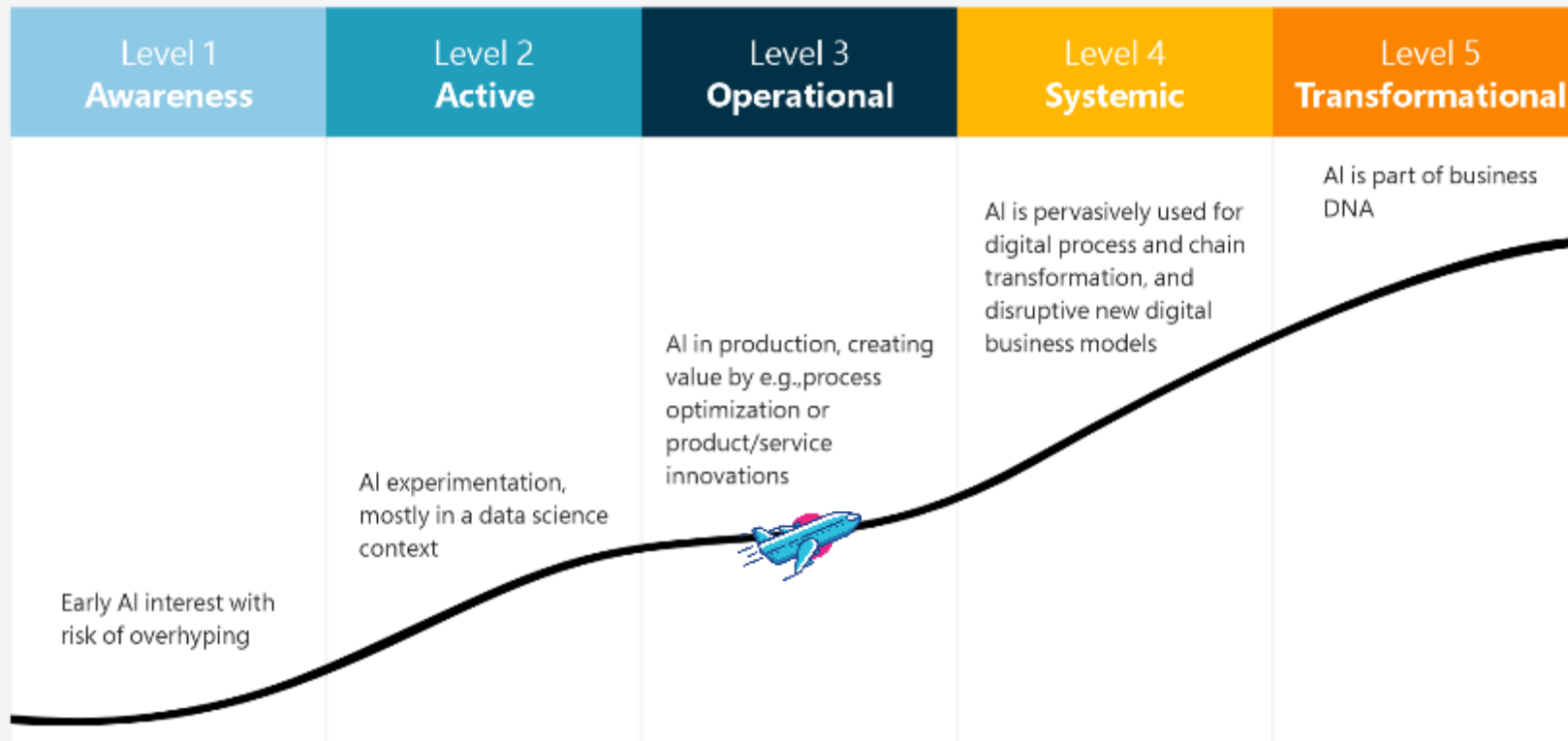
**18.7+ million**  
So Cal Residents Served



**2**  
Runways





























# ONT AI Flight Plan

## AI Maturity Model



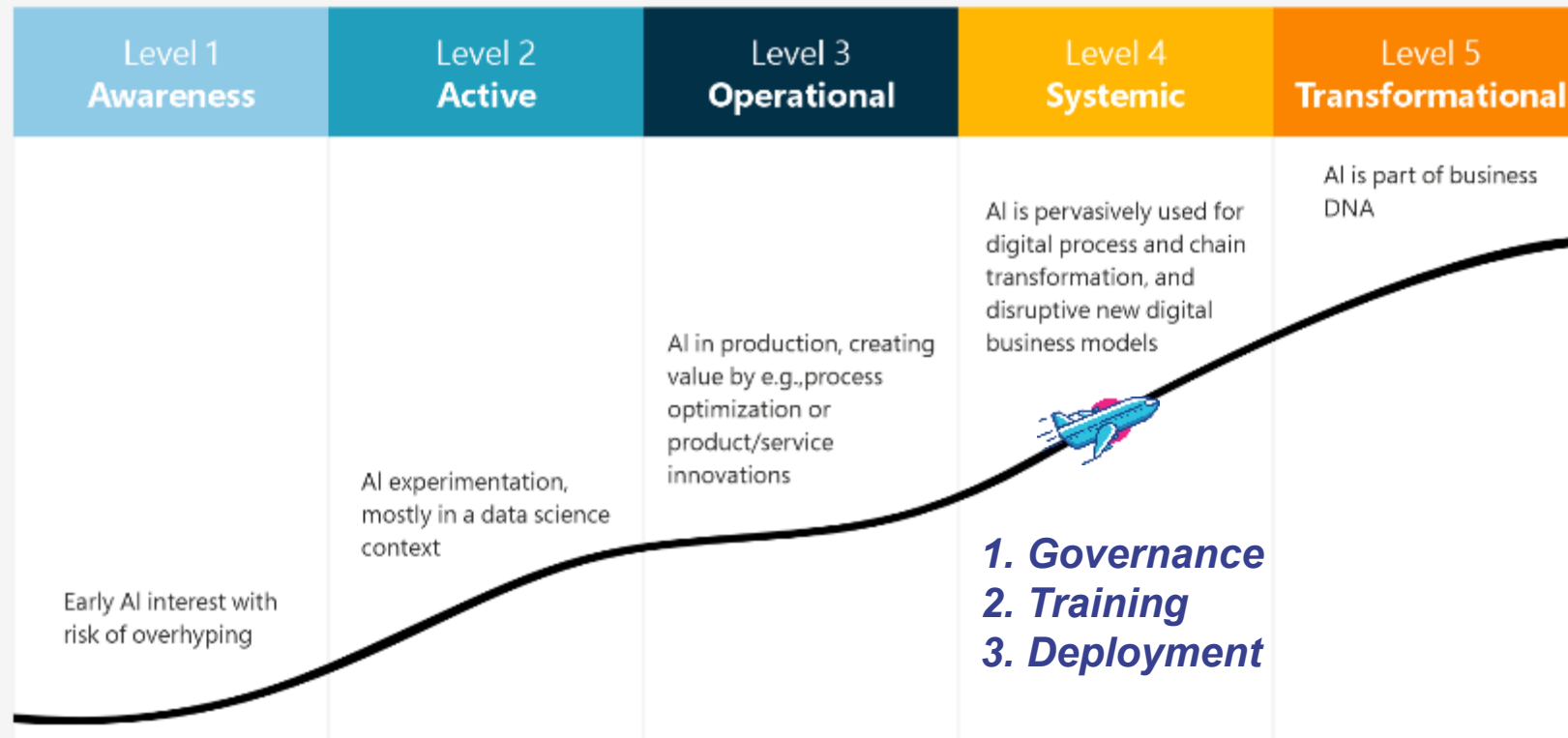
Source: Gartner

# AI Across The Enterprise

	Enterprise	Clerk	RevM	Cyber	IT	Communications & Marketing	Operations	Planning	Administration	Public Safety & Security
Traditional	 			   		 	 			   
Generative										
Pilot										

# Next Stop On The ONT AI Flight Plan

## AI Maturity Model



Source: Gartner

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# Thank you!

2025

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October 25 - 28, 2025

Toronto, ON



AIRPORTS COUNCIL  
INTERNATIONAL  
NORTH AMERICA | WORLD

2025 Host Airport

Toronto Pearson 

2025 Supporting Host Airport

BILLY  
BISHOP   
TORONTO CITY AIRPORT