



# PHILADELPHIA 2026

AIRPORTS COUNCIL INTERNATIONAL – NORTH AMERICA  
ANNUAL CONFERENCE AND EXHIBITION  
SEPTEMBER 14 – 17, 2026



## Session 1.5 - AI in the Airport Use Cases & Procurement Challenges

### Moderator

**Emily Collias**

*General Manager  
Consumer  
Wipro Ltd*

### Panelists

**Matt Breed**

*Chief Information Officer  
Seattle-Tacoma  
International Airport*

### Panelists

**Derrick Brown**

*Chief Information Officer  
Portland International  
Airport*

### Panelists

**Marcus Session**

*Vice President, Information  
Technology  
Tampa International Airport*

3:15PM-4:15PM | September 14, 2026



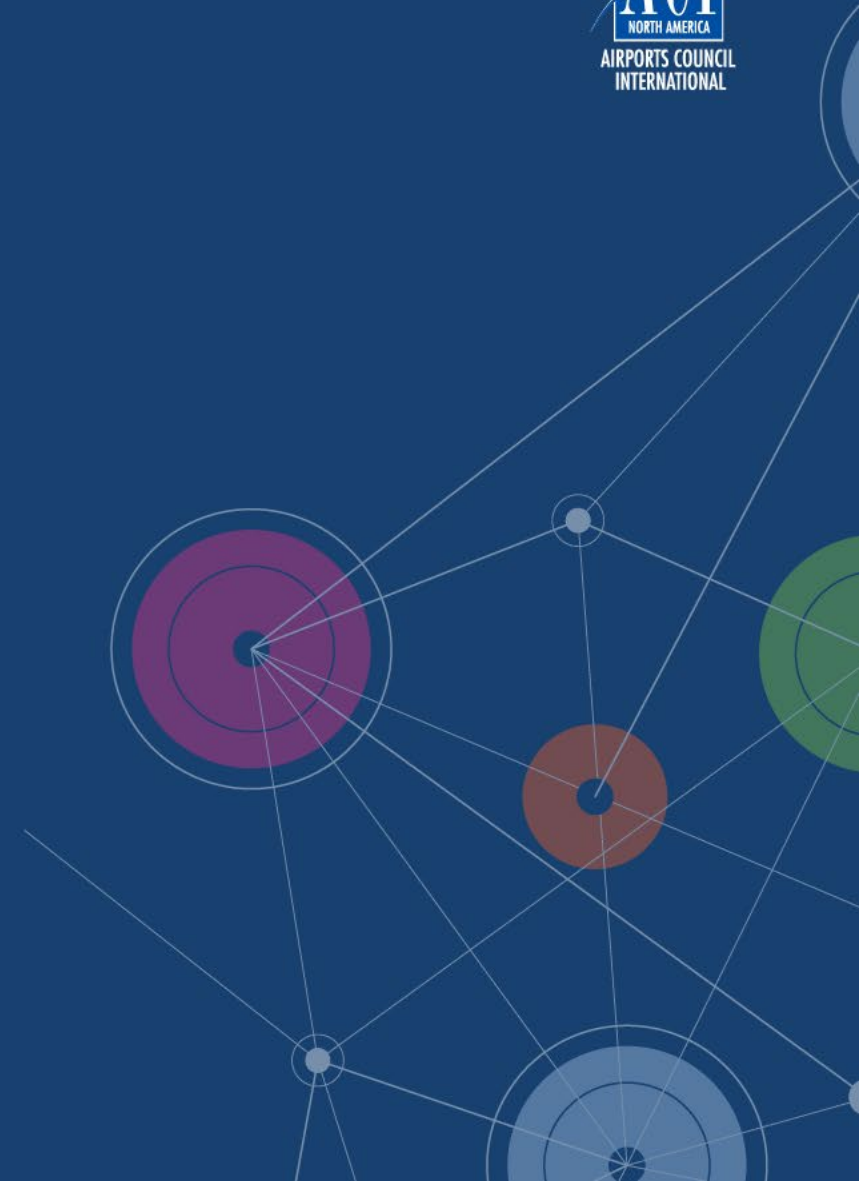
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## Session Agenda

- Procurement
- Use Cases Guiding Philosophy
- ROI & Measuring Value
- Governance, Risk & Accountability
- Open Q&A





**Matt Breed**

**Chief Information Officer**

**Seattle-Tacoma International Airport**

AI Working Grou

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AI Incubator Program

The AI Incubator Program is designed to help identify and deliver practical Artificial Intelligence (AI) solutions that address real business challenges across the organization. By leveraging our existing AI infrastructure, the program focuses on small, high-impact projects that can improve efficiency, reduce manual effort, and deliver measurable business value.

Many departments manage large volumes of unstructured data such as documents, reports, spreadsheets, emails, and other files that require significant time and effort to review and analyze. The AI Incubator Program provides a structured and collaborative approach to exploring how AI can help automate analysis, extract insights, improve decision-making, and streamline business processes.

The Goal

The goal of the program is to demonstrate practical, measurable value through focused AI initiatives while building organizational experience and confidence in adopting AI technologies. By starting with manageable projects and real business needs, the AI Innovation Program helps turn innovative ideas into tangible outcomes that benefit the organization.

### Submit Your Ideas

Through this program, members of the AI Working Group can submit targeted AI project ideas that solve meaningful operational problems while remaining achievable within a short delivery timeframe. Selected projects may be developed with the support of external vendors and implemented in partnership with ICT and sponsoring departments.

| AI Incubator Program                             |                  |                   |                |            |                               |
|--------------------------------------------------|------------------|-------------------|----------------|------------|-------------------------------|
| Project Name                                     | Submission Stage | Submitter         | Submitted Date | Department | Business Owners               |
| Predictive Baggage SLA & Turnaround Logic Engine | Submitted        | Ron, Shai         | 6/16/2026      | Innovation | Ron, Shai                     |
| EDI Data & Metrics                               | Submitted        | Doran, Jay        | 6/18/2026      | OEDI       | Doran, Jay<br>Park, Tania     |
| AI Contract Compliance Assistant                 | Submitted        | Szymanowicz, Matt | 7/8/2026       | ME&S       | Szymanowicz, Matt             |
| Commission Reporting Requirements Tracking Agent | Submitted        | Vann, Tunny       | 8/5/2026       | Executive  | Vann, Tunny<br>Hart, Michelle |
| Budget vs Actual Forecasting                     | Draft            | Fishkin, Meredith |                | 6211       |                               |

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Welcome to Copilot Chat Tutorial Module.

Copilot Chat is a web-based chatbot powered by generative AI. You can access it at [Copilot | Microsoft 365 Copilot](#).

It allows you to interact with the web conversationally - asking questions, generating text, summarizing articles, translating content, or brainstorming ideas. Think of it as an enhanced search engine designed to help you start faster, whether you're exploring a new topic or refining your writing.

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2026 ACI-NA Annual Conference & Exhibition
September 14-17, 2026 | Philadelphia, Pennsylvania

4



**Derrick Brown**

**Chief Information Officer**

**Portland International Airport**

# Three Pillars, One Goal

There's been a lot of thoughtful work to make AI useful and safe — organized into three connected efforts.



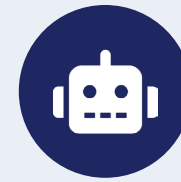
## AI Guidance

How staff should use AI safely and productively today — approved tools, data rules, and disclosure norms.



## AI Governance

Who decides, how risk is measured, and how the AI Working Group/Core Team will run the program.



## Copilot Pilot

A scoped, 100-license pilot of Microsoft 365 Copilot to test adoption, guardrails, and value before scaling.



**One Goal: AI that is Useful, Safe, and Accountable**

# Use Approved Tools, the Right Way



## Approved Tools Only

All AI or digital tools must be vetted and approved before use — no exceptions for convenience.



## Route Through IT

Request access via a Service Desk ticket; the Service Catalog is the standards list for what's approved.



Have an enterprise need?



Have approved budget?  
Create a ticket



Evaluation

## Must Comply With Administrative Policies



Acceptable Use



Software License Compliance



Information Security



Information Classification

*Reference: the Service Catalog AI/digital tool standards list — always check before adopting a new tool.*

# Keep the Governance Engine Running



1



## Establish an AI Advisory Group

Begin regular AI Advisory meetings; finalize and adopt a Core Team, possibly a charter; publish decision criteria for use cases, data levels, and human validation.

2



## Double Down on Data Foundations

Prioritize the data governance backlog — permissions, repository hygiene — so Copilot grounding is reliable.

3



## Codify Pilot Learnings Into Policy

Use feedback logs, admin metrics, and retros to tune AI guidance and training; confirm ownership of Copilot admin controls and AI safety monitoring.



## Useful. Safe. Accountable.

AI built through guidance, governance, and a pilot.



**Marcus Session**

**Vice President, Information Technology**

**Tampa International Airport**



## Tampa International Airport (HCAA) - AI Approach

# Key Pillars

### Governance

Establish governance and data management frameworks to guide AI initiatives, ensuring alignment with organizational goals and ethical standards.

### Vision

A strategic outlook that defines how AI will transform the organization, aligning technology initiatives with long-term business goals.

### Value

The measurable benefits and ROI that AI delivers by improving efficiency, decision-making, and business outcomes.

### Adoption

The process of integrating AI into workflows by driving employee engagement, training, and cultural readiness.

### Risk

Managing potential security, compliance, and ethical challenges to ensure responsible AI deployment.



# Tampa International Airport - AI Approach

## The Takeoff to Transformation



### **Preflight:**

**Foundational  
Awareness & Literacy**  
Establishing common  
understanding & baseline  
knowledge.

#### **Key Activities:**

Training programs,  
communication campaigns,  
leadership buy-in.



### **Takeoff:**

**Application**  
Moving from theory to  
practice applying new  
knowledge & skills.

#### **Key Activities:**

Implementing new  
processes, pilot projects,  
initial feedback & results.



### **Ascent:**

**Cultural Enablement**  
Embedding strategy into  
culture fostering  
continuous improvement.

#### **Key Activities:**

Recognizing adoption,  
sharing best practices, cross-  
functional teams.



### **Cruising:**

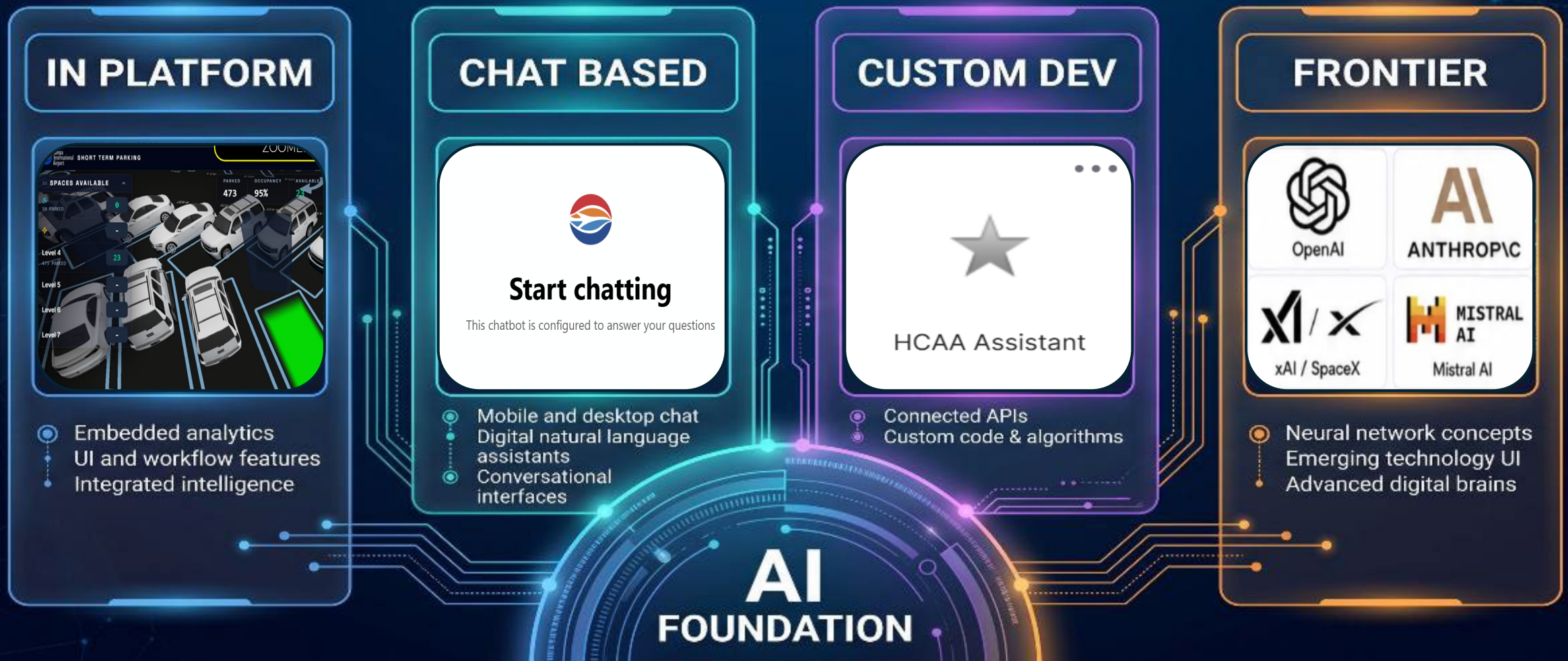
**Transformation**  
Achieving sustained  
operation, driving long-  
term success.

#### **Key Activities:**

Scaling initiatives, optimizing  
processes, innovation &  
future growth.

# THE FOUR PILLARS OF AI PRODUCTS

Strategic foundation for AI in the Organization





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