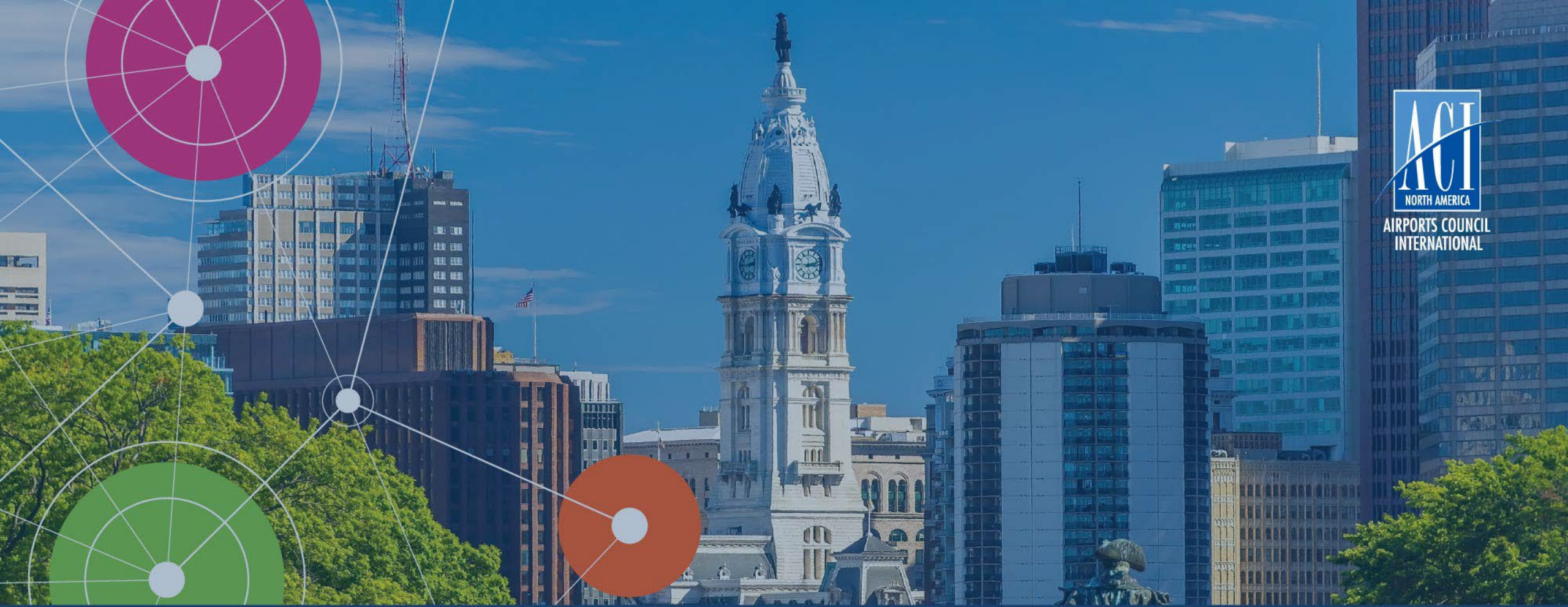




PHILADELPHIA 2026

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





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Session 1.1- Business Information Technology – Airport Roundtable Summary Discussion

Facilitator

Darryl Daniel

Chief Technology Officer, Houston Airport System and Chair of the Business Information Technology Committee

9:15AM-10:15AM | September 14, 2026

Hartsfield-Jackson Atlanta International Airport (ATL)

Contact Information

Name: Chris Crist

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Operational Technology Risk Assessment and Remediation
2. AI Overlay Scaling
3. Brand New Data Center Buildout

Hartsfield-Jackson Atlanta International Airport (ATL)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- \$20M+ investment in complete Wi-Fi upgrade across the entire airport.
- \$80M+ investment toward new datacenter.
- \$8M **reduction** in telecommunications expenses.

Mesa Gateway Airport (AZA)

Contact Information

Name: Art Montoya

Title: Information Technology Director

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Paging system replacement
2. VoIP system evaluation
3. Baggage handling system

Mesa Gateway Airport (AZA)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- GIS initial standup
- Evaluation of ERP system
- Enhancing cyber resilience

Nashville International Airport (BNA)

Contact Information

Name: Steven Woods

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. AI Usage Visibility and Governance
Initial Phase: Policy, Shadow AI Discovery, Tooling, and Education
2. Specialized Technical Talent in a Competitive Market (Oracle, Starbucks, Amazon)
3. Keeping IT Pace with Capital Growth - “Bytes Over Bricks”

Nashville International Airport (BNA)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- **Heavy Cybersecurity Investment**
- **Traffic/Congestion Analytics:** GTC, Curbside, and TARI LiDAR
- **Terminal Wi-Fi** hardware refresh
- **Building for 40M Passengers** (FY26: +7.7% YoY growth – +1.9M passengers)
 - **Central Ramp Expansion** – September 2027
+7 RON and Deicing Positions | Required 1.1M cubic yards of fill (~110,000 dump trucks)
 - **Central Core Enhancement** – December 2027
6 > 16 Escalators | 2 > 3 Elevators (bigger, faster)
 - **Terminal A** – July 2028
6 > 16 Gates | 24 Common Use Ticket Counters
 - **Baggage Handling System** overhaul
 - **TARI** – 2029
From 3 lane 1-mile loop to a 6 lane 2-mile loop | Digital Signage
 - **New CONRAC and Parking Garage** – 2029
8 large format displays
- **New Lounges:** Southwest Airlines | Common Use (TBD – RFP)

Denver International Airport (DEN)

Contact Information

Name: Juan Lucero

Title: Chief Information Officer

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. AI Enablement and Adoption
2. Modernizing and consolidating critical business platforms
3. Staying ahead of the procurement curve as the cost of technology continues to rise

Denver International Airport (DEN)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Common Use Passenger Processing Services RFP
 - Current contract expires in June 2027
 - RFP selection process underway
- Maturing Data Analytics and Governance Office
 - Established a new program consolidating data practices into an enterprise structure
 - Working to mature the practice via:
 - Defining Data Ownership
 - Identifying Data Stewards
 - Building Data Glossaries
 - Leveraging Small Working
 - Increasing Data Literacy

Dallas Ft Worth International Airport (DFW)

Contact Information

Name: Michael Youngs

Title: Vice President Technology Services

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Managing technology coming in through capital construction
2. Operationalizing AI use cases
3. Cybersecurity

Dallas Ft Worth International Airport (DFW)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- IOT Platform

Greater Orlando Aviation Authority (GOAA)

Contact Information

Name: Rishma Khimji

Title: Chief Information Officer

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Technology-related Challenges at our Airport

1. Legacy technology, fragmented systems and data

Establishing an enterprise baseline to identify overlap, lifecycle risk, ownership, integration gaps, duplicate data sources, service-model issues and AI implications before we modernize.

2. Resilient infrastructure and next-generation connectivity

Modernizing the campus fiber/network foundation while planning for airport growth across Wi-Fi, commercial cellular, Small Cell, Private 5G, cloud/data center, storage and recovery.

3. Security-first modernization and operating-model transformation

Embedding cybersecurity into IT/OT architecture, segmentation, endpoint/patch/configuration management and vendor risk, while shifting recurring capability in-house and using partners for specialized expertise.

Greater Orlando Aviation Authority (GOAA)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

Enterprise Technology Assessment & Modernization Program

Professional-services-led assessment of applications/systems, infrastructure/architecture, cybersecurity and resilience, service models, data/integration and AI readiness. Findings will drive rationalization and FY28+ investment decisions.

Connected Airport Infrastructure

Fiber Ring Phase A and broader network modernization, plus separate Small Cell/cellular and Private 5G strategy and business-case development.

Passenger & Operational Technology

FIDS/PIDS modernization, Common Use evolution, A-CDM, Maximo/EAM, PMIS, data governance, analytics and enterprise integration capabilities.

Cybersecurity & Resilience

Control-system security, access control/CCTV modernization, advanced security analytics, backup/storage modernization and tested recovery capabilities.

Workforce & Service Model

Insourcing recurring airport technology operations where institutional ownership matters, while retaining professional services for specialized engineering, assessments and implementation surge.

Houston Airport System (IAH, HOU, EFD)



Contact Information

Name: Darryl Daniel

Title: Deputy Director / Chief Technology Officer

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Keeping up with Ai enhanced cyber threats
2. Rightsizing Ai consumption at the enterprise and user levels
3. Need for significantly increased sensor technology and supporting infrastructure to support data driven decision making (feeding the data beast)
4. Formalize/Standardize data sharing with partners; Feds, airlines, etc.

Houston Airport System (IAH, HOU, EFD)



Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Surveillance System (CCTV) migration – pilots underway
 - Significant Video Ai component
- Wi-Fi AP density upgrade at both IAH and HOU
- Data center failover project
- Continued migration from LCD to DvLED
- Cellular DAS (Both IAH and HOU) RFP imminent; will include private wireless scope
- HOU 7 gate expansion program (Southwest Airlines)
- IAH Terminal B redevelopment program (United Airlines)
- Significant progress on airline data sharing agreements
- In-terminal Virtual Assistant/Avitar POC

Harry Reid International Airport (LAS)

Contact Information

Name: Jason Cabrera

Title: Chief IT Officer

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. RECRUITMENT – DATA ENGINEERS, CYBERSECURITY
2. LAS – GA, COMMERCIAL TRAFFIC – SCHEDULING

Harry Reid International Airport (LAS)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- **COMMON USE RFP** – Q1FY27 (CUPPS, CUSS, BAGGAGE MESSAGING)
- **VIRTUAL TAXI QUEUE** – PLANNING
- **AIRPORT OPERATIONAL SYSTEMS** – AODB, RMS, FIDS, CMS – UNDERWAY
- **AIROPS SURFACE AREA MANAGEMENT** – GATE, SCHEDULING, RT SIT AWARENESS – UNDERWAY
- **INFRASTRUCTURE** – CCTV, NETWORK - UNDERWAY
- **MAXIMO 7.6 -> MAS9** – UNDERWAY (PROECESS IMPROVEMENT FOLLOWING)
- **IDMS** – COMPLETE

Los Angeles World Airports (LAWA)

Contact Information

Name: Aura Moore

Title: Chief Information Officer

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Cyber Security: AI security & governance, third-party & supply chain risk and patch management.
2. Modernizing and scaling Infrastructure to meet the demands of AI and other emerging technologies.
3. Deployment of sensor technology to gather real-time intelligence and data for advanced AI use cases.

Los Angeles World Airports (LAWA)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

1. AI Program (Video AI, Apron AI, Congestion Management Analytics)
2. AI Applications Development & Services RFQ
3. Identity Management System (IDMS) RFP
4. ACAMS, CAD and VMS Upgrade Project
5. Common Use RFP
6. TSA E-Gate Pilot
7. Airport Paging
8. Baggage Handling System Consolidation
9. Website Redesign Project
10. Enterprise Cyber Resiliency
11. Infrastructure Improvements: Staff Augmentation
12. Wireless RFP

MINNEAPOLIS/ST.PAUL (MSP - MAC)

Contact Information

Name: Eduardo Valencia

Title: CIO

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling

1. Cybersecurity – Threat landscape
2. Tech enabled integrated Airport Operations Center
3. AI – Shepherding organizational choices

MINNEAPOLIS/ST.PAUL (MSP - MAC)

Please share any upcoming technology related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Modernization and integration of key operational systems (Parking Revenue Control, Badging and Door Access, Video Surveillance, Building Management)
 - Private Cellular—adoption and utilization
 - Core systems surrounding new Airport Operations Center (work intake, case management, KPI monitoring, etc)
 - Public Safety Records Management and Computer Aided Dispatch solutions
 - Passenger Flow/Curbside Management technology and Video Analytics
 - ERP/HRIS Enhancements
 - Asset Management
-
- Lots and lots of GIS Data and authoritative data lake maintenance
 - Ongoing Significant Lifecycle refresh – core and passenger-facing infrastructure
 - AI native solution disruptors

Oakland San Francisco Bay Airport (OAK)

Contact Information

Name: Christopher Meeks

Title: Aviation IT Manager

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Network Infrastructure Upgrade
2. AI Adoption
3. Cybersecurity in Operational Technology

Oakland San Francisco Bay Airport (OAK)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- RFP in progress for MUFIDS
- RFP for Passenger Flow Management
- Upgrade/Refresh of Public Address System

Contact Information

Name: Chuck Miwa

Title: CIO

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Infrastructure
 2. Cybersecurity
 3. Data & Analytics
- 
- Design Standards, Policies & Procedures

Disclaimer: Not in Canada

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- RFPs – Low voltage, AV, Network, Hygiene, Fiber Testing
- Terminal Paging System – Design Phase
- TSA Real-Time Wait-Time (RTWT)
- Private Wireless Pilot
- LoRaWAN Pilot
- BOLD

Disclaimer: Not in Canada

Port of Portland / Portland International Airport (PDX)

Contact Information

Name: Linda Dyson

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Wrapping up and closing out the final stages of the **Terminal Core** project (10+ years) which created a new ticket lobby experience, innovative & locally sourced wood roof, with new technology for ticket counter backwalls, integrated technology poles, video art walls, automated bag drop for Alaska, and the extension of access control, cameras, Wi-Fi, plus airline moves into new ATO & BSO spaces, and much, much more
2. **“Port Forward”** - design & implementation of a consolidated suite of solutions for ERP, Maintenance / Contracting which replaces, transforms, and modernizes disparate legacy solutions
3. **Access Control** replacement and implementation of new **Parking** Systems

Port of Portland / Portland International Airport (PDX)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- RFP for 3rd party staffing for Common Use, CUSS, and SelfPass Biometric Exit solutions – closes in September
- Access Control – early stages of scoping for integrated solutions replacing existing Access Control system and exploring new CCTV standards / software, and other integrated tools
- Transformation & modernization of ERP and related solutions – significant investment in technology , business processes, and change management
- Continuing support for the PDX Innovations program, led by Phil Stenstrom (Director of Innovation & Customer Experience)

Philadelphia International Airport (PHL)

Contact Information

Name: Allen Mehta

Title: Chief Information Officer

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. **Enterprise Data & AI Readiness:** Creating a trusted, governed view of airport data across formal systems, departmental reporting, spreadsheets, and other ad-hoc sources to support analytics and AI.
2. **Legacy Modernization & Integration:** Modernizing critical airport applications and integrating systems while maintaining reliable operations and avoiding disruption.
3. **Technology Governance & Demand:** Establishing clear ownership, prioritization, and governance for an expanding portfolio of technology initiatives across a complex, decentralized organization.

Philadelphia International Airport (PHL)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- **Enterprise Data & Analytics:** Establishing a centralized data repository and enterprise data governance capability to support operational analytics and future AI use cases.
- **MAS (Maximo) RFP / Service Provider Transition:** Completing the procurement and transition to a new Maximo service provider, with emphasis on reliability, modernization, and long-term asset management capabilities.
- **Project & Portfolio Management:** Implementing Monday.com as the IT PMO's enterprise project management platform, with formal governance and service ownership.
- **AI & Automation:** Exploring practical AI opportunities in Helpdesk operations, reporting/analytics, and airport operational processes.
- **Environmental monitoring systems**
- **UPS battery Life replacement lifecycle**
- **PropWorks Upgrade**

Phoenix Sky Harbor International Airport (PHX)

Contact Information

Name: Jamie Ritchie

Title: Assistant Chief Information Officer

Email Address: jamie.ritchie@phoenix.gov

Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

Challenges & Focus Areas

1. Cybersecurity Program Maturity: Security isn't someone else's job. It's everyone's boarding pass
2. Data: We're sitting on a gold mine of data...We've got plenty of shovels. What we need is a map, and a reason to dig!
 - *Because digging everywhere isn't a strategy*
3. Gate constraints: More flights, same gates...Smarter Airport

Phoenix Sky Harbor International Airport (PHX)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- IT Consulting QVL
- Public Address System Replacement
- Airport AI Strategy – practical, business first, outcome-driven roadmap where we can create the great impact for the organization
 - Prioritize value against timeframe, difficult and data accessibility
- Airport Digital Strategy: 3rd year of strategy, reprioritize initiatives against organizational goals for next 2-3 years.
- Customer Relationship Management – Phase 2 - Marketing
 - Onboarding use cases (Air Service Development, Public Relations)

Reno-Tahoe International Airport (RNO)

Contact Information

Name: Art Rempp

Title: CIO/IT Director

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. IT coordination across multiple construction projects
2. Turning AI and Data into Practical Value
3. Improving skills and cross training of a small IT team

Reno-Tahoe International Airport (RNO)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Establish Airport Communications as a Public Safety Answering Point (PSAP) integrated with regional dispatch systems, requiring significant technology investment. Implementing Intrado for telecommunications.
- Replacing CMMS - in progress

Louisville Muhammad Ali International Airport (SDF)

Contact Information

Name: David Prince

Title: IT Director

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Hardware Refresh Procurement
2. Cybersecurity Improvements
3. Contractor/Project Related Issues

Louisville Muhammad Ali International Airport (SDF)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Hardware Refresh
- AI Roadmap
- GIS
- Microgrid
- Terminal Renovation Projects
- Building Automation System
- Crash Phone System

Seattle-Tacoma International Airport (SEA)

Contact Information

Name: Matt Breed

Title: CIO

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Cybersecurity
2. Data and AI
3. Cloud management

Seattle-Tacoma International Airport (SEA)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Lease management
- Dynamic signage (hardware)
- GSE equipment tracking

San Francisco International Airport (SFO)

Contact Information

Name: Ana Živanović

Title: Principal, Strategic Initiatives

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Technology-related Challenges at your Airport

1. Increasing Infrastructure Capacity
2. Refining the Data Lifecycle via Integrations, within Applications
3. Building Employee Resources and Expertise

San Francisco International Airport (SFO)

SFO's Airport-wide technology pursuits

Foundational (Present – FY2627)

Increase Network Capacity

Formalize Technology Governance Board

Upgrade Terminal Management Systems

Enhance Digital/Visual Monitoring

Develop Enterprise Data Platform

Pax Experiences (FY2728-FY2829)

Extend Local/Cloud Infrastructure

Innovate Navigation/Wayfinding

Enhance Gate Apron Management

Ops Intelligence (FY2829-FY2930)

Enhance Digital IoT

Expand AI Use Cases

Refresh Ground Transportation Systems

TAMPA INTERNATIONAL AIRPORT (TPA)

Contact Information

Name: Marcus Session

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. Evolution of the Cybersecurity program and team to meet today's demands

- Increased usage of AI by attackers, and finding the right balance for using AI to protect the organization
- Higher level of need for security awareness training and education

2. Scaling AI objectives with Data Modernization Initiatives at the same time

- Decent amount of demand for AI tools, training, and resources
- Data modernization project has been underway, but some areas are not completed

3. Managing Technology standards and deployments in Construction Projects and Capital Program

- Lot of hidden decisions are made on technology inside these large programs, and we have to be very vigilant to make sure nothing gets by without our review and approval
- Consumes more resources than anticipated, and ORAT implementation should help, but is slow

TAMPA INTERNATIONAL AIRPORT (TPA)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- Airside D terminal technology package
- Ticketing Level Modernization technology purchases
- Data and analytics modernization project
- ERP systems modernization
- Digital sign and infrastructure modernization
- Partners for AI Initiatives

Winnipeg James Richardson International Airport (YWG)

Contact Information

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Title: Vice President, Information Technology

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Technology-related Challenges at your Airport

Please share your top 3 technology-related challenges that your airport is currently tackling.

1. IT Stability and Sustainment
2. Departmental structure
3. Lack of strategy

Winnipeg James Richardson International Airport (YWG)

Please share any upcoming technology-related procurement activities, significant investments, or relevant initiatives at your airport that you would like to highlight:

- To be completed in 2026 - Azinq Airport Hive AODB (replacing Amadeus)
- To be completed in 2026 - Embross Odyssey CUPPS (replacing Amadeus)
- To be completed in 2027 - Full backup system replacement
- To be completed in 2026 - Full VMWare compute and storage replacement
- To be completed in 2026/2027 - DAS Installation (Completed and owned by Bell MTS)
- Completed in 2025/2026 - Full Cisco network Layer 3 and 2 replacement
- Full IT department assessment
- IT 101: Stability and then Sustainment Strategy
- Force Multiplier Strategy



SESSION WRAP-UP

Moving on to summary discussion

after a short networking break