



GLOBAL AVIATION FORUM

March 25, 2026 | 10-11 a.m. USET | Virtual

Sponsored by:



AGENDA

Airport Operations and Performance Excellence

Delivering Reliable, Efficient Day-to-Day Airport Operations at Scale

Forum Objectives: This forum will provide a focused, executive-level discussion on how airports manage day-to-day operations to maintain reliable performance in complex operating environments, highlighting practical decision-making, performance oversight, and real-world operational challenges.

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| 10-10:05 a.m. | <p>Welcome, Forum Overview, and Introductions
Jorge Hernández
<i>Chair</i>, International Association of Airport Executives
CEO, Aerostar Airport Holdings, LLC
Puerto Rico</p> |
| 10:05-10:15 a.m. | <p>Keynote Speech
Jim Kriss (<i>confirmed</i>)
Founder and Senior Vice President
AVCON, Inc.</p> |
| 10:15-10:35 a.m. | <p>Executive Roundtable: Running the Airport Every Day - Executive Strategies for Reliable Operations
<i>This executive roundtable will explore how airport leadership teams structure and oversee day-to-day operations to ensure reliable performance across complex airside and landside environments. The discussion will focus on executive-level decision-making frameworks, aligning people, processes, and systems to support consistent operational execution, and establishing clear accountability through performance metrics and KPIs. Panelists will share practical insights on maintaining stability and service quality while navigating capacity constraints, workforce challenges, and infrastructure dependencies in real-world operating conditions.</i></p> |
| Moderator: | TBD |
| Speakers: | <p>Ramón Miró (<i>confirmed</i>)
President & CEO
Quiport (Ecuador)</p> <p>Shane Munroe (<i>confirmed</i>)
Chief Executive Officer
MBJ Airports Limited (Sangster International Airport, Jamaica)</p> |

Patrick Carreno (*confirmed*)
Director of Aviation
City of Dallas

Potential Focus Areas:

- How airport leaders, structure day-to-day operational decision-making across airside and landside functions
- Aligning people, processes, and systems to support reliable gate, apron, terminal, and landside operations
- Establishing clear accountability, performance metrics, and KPIs that drive consistent execution across the airport
- Managing operational performance under real-world constraints, including capacity limits, workforce availability, and infrastructure dependencies

10:35-10:55 a.m. **Panel Discussion: Delivering Daily Performance - Practical Approaches to Airport Operations Excellence**

This session will examine the operational mechanics behind delivering dependable airport performance every day. The conversation will highlight strategies for improving coordination across airside and landside functions, including gate management, aircraft turnaround, terminal flow, baggage systems, and curbside operations. A key focus will be on using operational dashboards, analytics, and KPIs to monitor performance, identify bottlenecks, and drive continuous improvement. The discussion will also address workforce planning, shift coordination, and lessons learned from implementing new tools and processes in live operating environments.

Moderator: TBD

Speakers: Marcin Ciupa (*confirmed*)
Head of Operations
Port Lotniczy Wrocław S.A. (Poland)

Ismael "Izzy" Bonilla (*confirmed*)
Director of Airport Services
Avports

Potential Focus Areas:

- Improving airside and landside coordination, including gate management, aircraft turnaround performance, terminal flow, baggage, and curbside operations
- Applying technology and data to support real-time operational decisions and daily performance management
- Workforce planning and shift coordination models that enable reliable execution across operational areas
- Using operational dashboards, analytics, and KPIs to monitor performance, identify bottlenecks, and drive continuous improvement
- Lessons learned from implementing new tools and processes in live operating environments

10:55-11 a.m. **Audience Q&A and Closing Remarks**

Jorge Hernández



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ABOUT AVCON, INC.

Firm History:

Founded in 1988, **AVCON, INC. (AVCON)** serves the aviation, facilities, transportation, and development industries and employs over 140 professionals with expertise in all aspects of civil engineering, electrical engineering, mechanical engineering, plumbing engineering, fire protection design, utilities coordination and design, and structural engineering; traffic planning and highway design; aviation planning and design; and a full array of design and construction support services. AVCON has built its reputation on delivering innovative and practical engineering solutions to clients. These solutions blend both economic and technological elements to provide an effective approach to all the firm's projects. Whether working on a building facility, roadway, or airfield, AVCON offers high-level technical expertise based on more than three decades of hands-on experience—ensuring the job is done right the first time. AVCON prides itself on partnering with clients in ***Transforming Today's Ideas into Tomorrow's Reality.***

AVCON offers a full range of planning and engineering services to turn clients' projects into successful realities. Services include:

Aviation

- Master Planning
- Airfield Planning and Design
- Airfield Pavement Management
- Airport Lighting Systems
- NAVAID Analysis and Design
- Hangar Design
- Air Carrier Terminal Gate Planning
- Terminal Support Services
- FAA Hazard Determination
- Construction Management

Development

- Land Planning / Entitlements
- Site Planning
- Civil Engineering
- Building Structural Engineering
- Mechanical Engineering / HVAC
- Plumbing Engineering
- Fire Protection Engineering
- Building Electrical Engineering
- Project Cost Analysis
- Site and Corridor Utilities Design
- Stormwater Facilities and Systems Design

Transportation

- PD&E / Preliminary Engineering Studies
- Pavement Management Programs
- Pavement Resurfacing / Rehabilitation
- Concrete Pavement Evaluation and Design
- State and Local Highway Design
- Roadway Bridge Design
- Pedestrian Bridge Design
- Miscellaneous Highway Structures
- Traffic Studies / Signalization
- Roadway Lighting

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