



The 14th Annual Risk Management Conference Agenda

January 9-11, 2013 • Harrah's Hotel • Las Vegas, NV

SPONSORS



Wednesday, January 9, 2013

- 5:00pm **Registration** *Foyer A, 2nd Floor, Mardi Gras Tower*
- 6:00 – 7:00pm **Welcome Reception** *Foyer A, 2nd Floor, Mardi Gras Tower*

Thursday, January 10, 2013

- 7:00am – 3:00pm **Registration** *Foyer A, 2nd Floor, Mardi Gras Tower*
- 7:00 – 8:30am Continental Breakfast *Elko/Ely, 2nd Floor, Mardi Gras Tower*
- 8:00 – 8:20am **Welcome and Opening Remarks** *Reno, 2nd Floor, Mardi Gras Tower*

Speakers: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport
Randall Walker, *Director*, Clark County Department of Aviation

- 8:20 – 8:30am *Networking Break*

- 8:30 – 9:20am **General Session 1 – Beyond the Guidebook – The Realities and Rewards of Implementing and Enhancing Risk Management** (1 CPE Credit)
Reno, 2nd Floor, Mardi Gras Tower

Enterprise Risk Management (ERM) is a system which enables airport management to

acknowledge and manage uncertainty on a daily basis and as part of setting strategic direction. ERM is a valuable management tool, but yet has not been implemented or fully optimized at many airports due to lack of understanding or resources. This session will discuss the elements of a successful ERM system and risk/reward aware culture, and how to introduce or grow ERM at your airport.

Moderator: Jeff Hollingsworth, *Risk Manager*, Port of Seattle

Speaker: Susan Warner Dooley, *Vice President, National Director of Aviation Strategic, Business and Financial Planning*, HNTB Corporation

9:20 – 9:30am *Networking Break*

9:30 – 10:20am **General Session 2 - Increasing Risk Management Visibility** (1 CPE Credit)
Reno, 2nd Floor, Mardi Gras Tower

The importance of a robust Risk Management Program is oftentimes overlooked by Commissioners, Executive Staff and colleagues until we encounter and experience a worst case or Black Swan event. Dealing with these events, both internally and externally within your organization, is much more manageable when you have invested in educating your colleagues and working with your Broker in advance. In this session, participants will learn from several people that have helped increase the visibility of Risk Management within the airport organization.

Moderator: Jeff Hollingsworth, *Risk Manager*, Port of Seattle

Speakers: Ron Marx, *Senior Vice President, Technology Practice Leader*, Marsh

Cindy Steele, *Risk Management Analyst*, San Diego County Regional Airport Authority

10:20 – 10:30am *Networking Break*

10:30 – 11:20am **Concurrent Session 1a – Special Event Planning (Super Bowl)** (1 CPE Credit)
Reno, 2nd Floor, Mardi Gras Tower

Hosting a major sporting event in a “cold weather” city with only one major airport poses a number of risks, including safety, operational, financial, weather, and reputation. It can also present a number of opportunities. This session will look at how the Indianapolis Airport Authority and the city of Indianapolis planned for Super Bowl XLVI; how they mitigated potential risks and exploited opportunities; and the lessons learned.

Moderator: Jeff Hollingsworth, *Risk Manager*, Port of Seattle

Speaker: Trisha Sqrow, *Health, Safety, & Claims Manager*, Indianapolis Airport Authority

10:30 – 11:20am **Concurrent Session 1b – Alphabet Soup: OCIPs, CCIPs, ROCIPs, What Does It All Mean?** (1 CPE Credit)
Goldfield/Tonopah, 2nd Floor, Mardi Gras Tower

Hear from three risk managers as they talk about their experiences with Owner-Controlled Insurance Programs (OCIPs), Contractor-Controlled Insurance Programs (CCIPs), Rolling Owner-Controlled Insurance Programs (ROCIPs) and the challenges and successes that come with each.

Panel Speakers: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Norma Essary, *Vice President of Risk Management*, Dallas/Fort Worth International Airport

Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

11:20 – 11:30am *Networking Break*

11:30am – 12:20pm **Concurrent Session 2a – Safety Management System (SMS)** (1 CPE Credit)
Reno, 2nd Floor, Mardi Gras Tower

This session will review SMS practices and experiences that been realized in other parts of the world including Canada, Europe and Australia. Additionally, the session will focus on the importance of SMS integration into daily activities from an underwriter perspective.

Moderator: Jim Keane, *General Manager Operations Safety, Inspection & Safety – Risk Management Division*, Port Authority of New York and New Jersey

Speakers: Cynthia Schultz, *Vice President of Airports*, JDA Aviation Technology Solutions

Paul Esposito, *Vice President of Management Systems and Assessments*, ESIS – An ACE Company

11:30am – 12:20pm **Concurrent Session 2b – Is Your Airport Prepared For A Disaster** (1 CPE Credit)
Goldfield/Tonopah, 2nd Floor, Mardi Gras Tower

While airlines are required by law to prepare for the unthinkable, airports are often left exposed. This session will discuss the steps that airports should have been taken in preparation by airlines in the event of a disaster and how airports can improve and capitalize on their catastrophic event plan preparedness. Having a thorough emergency response plan in place ensures that your facility avoids further damage, non-compliance with regulations and bad publicity

Moderator: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Speaker: Ken Jenkins, *Vice President of Emergency Services*, BMS Global LLC

12:20 – 1:30pm **Lunch** *Elko/Ely, 2nd Floor, Mardi Gras Tower*

1:30 – 2:20pm **Concurrent Session 3a – Forces of Nature Mitigated through Wildlife Management** (1 CPE Credit)
Reno, 2nd Floor, Mardi Gras Tower

This session will explore proven examples in managing airport wildlife risks from both a lessons learned perspective and a successful management program that highlights collaboration, safety, and mitigation planning factors.

Moderator: Norma Essary, *Vice President of Risk Management*, Dallas/Fort Worth International Airport

Speakers: Catherine Boyles, *Wildlife Administrator*, Dallas/Fort Worth International Airport

John Ostrom, *Airside Operations Director*, Minneapolis-St. Paul Metropolitan Airports Commission

1:30 – 2:20pm **Concurrent Session 3b – The Life of an Accident and How to Handle It – Case Study** (1 CPE Credit)
Goldfield/Tonopah, 2nd Floor, Mardi Gras Tower

Listen in on a real world case study involving a contracted employer injured on airport property

leased to the airline. This case study will review the complete process from the plaintiff legal actions to the outline of the litigation and legal issues involved. Learn how you can better protect or mitigate losses from such lawsuits.

Moderator: Leigh Stepaniak, *Director of Risk Management*, Detroit Wayne County Airport Authority

Speakers: Mark Meyer, *Partner*, Edwards Wildman Palmer UK LLP

Cal Burnton, *Partner*, Edwards Wildman Palmer UK LLP

2:20 – 2:30pm

Networking Break

2:30 – 3:20pm

Concurrent Session 4a – Adoption of Risk Assessment Model

(1 CPE Credit)

Reno, 2nd Floor, Mardi Gras Tower

The Risk Assessment Module will help educate conference participants on how the FAA is requiring the use of the Risk Assessment process for a number of activities that airports are engaged in. The presenters will provide the most current information available and relay the FAA requirements for Risk Assessment methodology integration.

Moderator: Jim Keane, *General Manager Operations Safety, Inspection & Safety – Risk Management Division*, Port Authority of New York and New Jersey

Speaker: Dave Crouner, *Senior Manager of Airport Operations*, Port of Seattle

Paul Esposito, *Vice President of Management Systems and Assessments*, ESIS – An ACE Company

2:30 – 3:20pm

Concurrent Session 4b – Mitigating Exposure of Loss Resulting from Airport Network Infrastructure

(1 CPE Credit)

Goldfield/Tonopah, 2nd Floor, Mardi Gras Tower

This session will provide an introduction to cyber liability including the exposures and claims examples surrounding cyber liability for airport authorities.

Moderator: Scott Gibbons, *Vice President of Administration*, Kenton County Airport Board, Cincinnati/Northern Kentucky International Airport

Speakers: Pam Townley, *AVP – Eastern Zonal Manager*, Chartis – Professional Liability Division

Jennifer G. Bolling, *Account Executive*, Arthur J. Gallagher

3:20 – 3:30pm

Networking Break

3:30 – 4:20pm

General Session 3 – Environmental Risk & Insurance Basics for the Airport Risk Manager

(1 CPE Credit)

Reno, 2nd Floor, Mardi Gras Tower

This presentation will discuss the types of environmental exposures at airports and provide relevant claim examples including the cost of claims. We will also discuss the specialized insurance available to address environmental exposures including availability of coverage and market trends regarding capacity and pricing.

Moderator: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Speaker: Veronica W. Benzinger, *Managing Director – Chief Broking Officer*, Aon Environmental Services Group

4:20 – 4:30pm **Opening Day Wrap-Up** *Reno, 2nd Floor, Mardi Gras Tower*

Speaker: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Friday, January 11, 2013

7:30 – 10:00am **Registration** *Foyer A, 2nd Floor, Mardi Gras Tower*

8:00 – 9:00am **Continental Breakfast** *Elko/Ely, 2nd Floor, Mardi Gras Tower*

8:00 – 8:50am **Risk Management Committee Meeting** *Goldfield/Tonopah, 2nd Floor, Mardi Gras Tower*

The Risk Management Committee will be holding its annual committee meeting. This meeting is open to all, and attendees are highly encouraged to attend. It will address important committee issues, discuss expectations, and develop its 2013 work plan.

8:50 – 9:00am *Networking Break*

9:00 – 9:50am **General Session 4 – Mitigation of Police Professional Liability – Pre and Post Claim Suit**
Reno, 2nd Floor, Mardi Gras Tower (1 CPE Credit)

Profiling, use of force, Local, State, Federal Agency interaction, ever changing exposures and special events are all examples of the risks the Airport Police Department face everyday. This session will present how a Risk Manager can become a partner with the Airport Police Department to mitigate risks and how Legal Council defends officers and the Airport Authority from the inevitable claims and litigation.

Speakers: Bill Hoyt, *Insurance Risk Manager*, Minneapolis-St. Paul Metropolitan Airports Commission

Tim Schupp, *Managing Partner*, Gaskins, Bennett, Birrell, Schupp, LLP

9:50 – 10:00am *Networking Break*

10:00 – 10:50am **General Session 5 – Public Officials & Employment Practices Liability Insurance**
Reno, 2nd Floor, Mardi Gras Tower (1 CPE Credit)

What you need, what you get, and why do you need Public Officials Liability coverage anyway? This session will also explore recent trends in employment litigation.

Moderator: Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

Speaker: Morris Kletzkin, *Partner*, Friedlander, Mislner PLLC

10:50 – 11:00am *Networking Break*

11:00 – 11:50am **General Session 6 - Maximize your Risk Management Information System (RMIS), Even When You Don't Have One** *Reno, 2nd Floor, Mardi Gras Tower* (1 CPE Credit)

The RMIS (risk management information system) is the most effective tool in a risk manager's arsenal. Is it being used correctly? We will cover the essentials of what constitutes an effective risk management information system (RMIS) for airport authorities from soup to nuts: from applications to available systems to cost.

Moderator: Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

Speaker: Dave Tweedy, *Senior Consultant*, Bickmore

11:50 – 12:00pm *Networking Break*

12:00 – 1:15pm **Airport Roundtable/Hot Topics** *Reno, 2nd Floor, Mardi Gras Tower*

This session allows attendees to discuss important topics including: Insurance Market, Claim Dynamics, Safety Management Systems, Risk Financing, and Future Conference ideas. The discussion will be limited to these topics, and participants are welcome to bring up any corresponding issues for discussions.

1:15 – 1:30pm **Conference Wrap-Up** *Reno, 2nd Floor, Mardi Gras Tower*

Speaker: Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Continuing Professional Education (CPE) Information

Conference workshops are all Group-Live.

Conference Learning Objectives: Participants will gain an understanding of various airport business practices and learn techniques to monitor and audit various activities. Workshops will focus on tips to improve practices and will discuss approaches used by various airports.

Course Level: The course level is intermediate. Conference workshops are designed for individuals with a basic understanding of airport industry concepts and issues.

Prerequisite: No prerequisites and/or advance preparation is required.

Conference participants are eligible to receive up to 10 hours of Management Advisory Services CPE credits.



ACI-NA is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Telephone: 615-880-4200. Website: www.nasba.org

For more details or questions, please contact Monica May at mmay@aci-na.org.

2013 Risk Management Steering Group

This committee is the forum for developing and enhancing the ACI-NA Airport Insurance Program and is the forum for discussing airport risk management issues including loss control and prevention, loss control training programs, claim and loss control automation, etc.

Participation – This committee is open to all employees of ACI-NA member airports and ACI-NA associates. To become a member, an individual can be designated by the ACI-NA Official Representative at his or her airport or company. An individual may also join the committee by simply asking the committee Chair or Secretary to be placed on the committee mailing list.

2013 Committee Leadership

Chair

Dawn Mehler, *Risk Insurance and Contracts Manager*, Fort Lauderdale International Airport

Vice Chair

Stan Van Ostran, *Vice President and Chief Financial Officer*, Metropolitan Nashville Airport Authority

Second Vice Chair

Karen Reynolds, *Properties and Insurance Officer*, Raleigh Durham Airport Authority

Immediate Past Chair

Jim Keane, *General Manager Operations Safety, Inspection & Safety – Risk Management Division*, Port Authority of New York and New Jersey

Associate Representative

Jerry Ruth, *Senior Vice President, North America Aerospace*, ACE Group

Board Liaison

Paul Wiedefeld, *Executive Director*, Baltimore International Airport

Steering Group Members

Norma Essary, *Vice President of Risk Management*, Dallas/Fort Worth International Airport

Scott Gibbons, *Vice President of Administration*, Kenton County Airport Board, Cincinnati/Northern Kentucky International Airport

Jeff Hollingsworth, *Risk Manager*, Seattle-Tacoma International Airport

Bill Hoyt, *Insurance Risk Manager*, Minneapolis-St. Paul Metropolitan Airports Commission

Mike Natale, *Risk Manager*, Metropolitan Washington Airports Authority

Melissa Padilla, *Insurance Manager*, John Wayne Airport

Committee Secretaries

Liyang Gu, *Senior Director, Economic Affairs and Research*, ACI-NA

Nelson Lam, *Research Analyst, Economic Affairs and Research*, ACI-NA