

COVID-19: Survival and Revival

Call-in Forum for Airport Concessions Industry – No. 59

September 1, 2021, 4:00 PM ET

Phone Number 408-418-9388; Access Code 791-700-478#

NO CALL on September 8; Next Call is September 15, 2021

About this Session: With the end of the summer travel season and fall traffic waning, Southwest Airlines' Steve Sisneros and LAX's Justin Erbacci return to provide airline and airport perspectives on what has happened to the aviation industry over the past 18 months, and what it means for the airport-airline-concessions relationship. Does the traditional airport financial system and business model need an overhaul? Can we afford to miss the unique opportunity presented by the pandemic to fundamentally rethink and transform—or at least improve—the current business model? What might that mean for airport 'aeronautical' versus 'non-aeronautical' revenue sources and airline and concessions tenants? With great uncertainty surrounding the Delta variant and when business and international travel will return, what are Southwest and LAX—and the airline/airport industry—doing to brace for the fall downturn and adapt to an ever-changing environment?



Justin Erbacci

Chief Executive Officer
Los Angeles World Airports (LAWA)

Justin Erbacci was appointed as CEO by Los Angeles Mayor Eric Garcetti in June 2020 after serving as Acting CEO since 2016. Mr. Erbacci has oversight of LAX and Van Nuys (VNY) general aviation airports. He leads the team responsible for transforming LAX into a world-class airport for the modern traveler and thus returning LAX to its iconic status. His responsibilities involve managing more than \$14 billion in programs to revolutionize how guests access the airport, to modernize all of LAX's terminals and to significantly improve operations, retail, food and beverage and the overall guest experience. He also oversees programs to bring innovation and sustainability to VNY, one of the nation's busiest general aviation airports. Justin oversees the largest airport police force in the United States and works with his public safety team and outside government stakeholders to ensure the protection of the public and property.

Steve Sisneros

Managing Director – Airport Affairs
Southwest Airlines



Steve is currently the Managing Director of Airport Affairs at Southwest Airlines where he is responsible for all activities involved in securing Southwest Airlines' airport and non-airport real estate needs to fulfill the Company's mission. Fundamentally, he leads a Team of industry experts who develop the strong relationships necessary to negotiate the business agreements with each airport Southwest Airlines serves. Steve began his career at Southwest Airlines in February 1995 as an analyst in Revenue Management & Pricing—an exciting place to learn about the competitive makeup of the airline industry. After nearly two years, Steve was given an opportunity in Marketing, as the Area Marketing Manager for Southwest's first New England destination, Providence. In 1998, Steve became the District Marketing Manager for the Mid-Atlantic/New England area based in Baltimore/Washington, where he led local Marketing Teams as Southwest expanded its route map across the Northeast. In 2003, Steve joined the Airport Affairs Team as a Regional Leader. Over the next eight years, Steve was directly responsible for Southwest's airport relationships throughout the Northeast. In 2011, he transitioned to a Leadership role as Director of Airport Affairs, which led to Senior Director in 2017, and Managing Director in 2018.