

COVID-19: Survival and Revival

Call-in Forum for Airport Concessions Industry – No. 51

June 30, 2021, 4:00 PM ET

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

About this Session: In the coming weeks and months we will engage with industry leaders to discuss ARRA's recovery plan for airports and concessionaires with a goal towards building a stronger airport-concessions partnership. *Facing Facts III: Survival, Revival and Braving the Future* is available at www.arra-airports.com. Our panelists on Wednesday's industry call will discuss the state of airport concessions and ARRA's recommendations regarding the future of MAG, capital investment challenges, the growing labor crisis impacting airports and concessionaires, and the need for operational flexibility. We encourage you to **JOIN THE CALL AND GET IN THE CONVERSATION**.



Ingrid N. Hairston, A.A.E., PMP

*Vice President Properties & Business Development
Birmingham Airport Authority*

Ingrid N. Hairston is the Vice President of Properties and Business Development at the Birmingham Airport Authority, which operates the Birmingham-Shuttlesworth International Airport (BHM). She has over 30 years of experience in concessions, properties, business development, and airport operations. Ms. Hairston manages commercial leasing at BHM. This includes terminal food and beverage, retail and passenger services agreements, airline agreements, rental car and certain ground transportation agreements, cargo, FBO and corporate hangar agreements.

Prior to BHM, Ms. Hairston served as the Director of Business Initiative at the Raleigh-Durham International Airport (RDU), where she was responsible for strategic business initiatives. Prior to this, Ms. Hairston served as the Director of Business Development at RDU. She was responsible for business development, leasing and management of the terminal concessions, advertising and rental car programs generating over \$220 million in annual sales. Ms. Hairston was named the 2019 Property Manager of the Year by Airport Experience News for her many accomplishments. Additionally, Ms. Hairston served as an Operations Officer at RDU and Operations Supervisor at Louis Armstrong New Orleans International Airport where she worked to ensure the safe operation of both airports.

A native of Gary, Indiana, Ingrid holds a Bachelor of Science degree in Aviation Technology and Master of Public Administration from Western Michigan University. She is an Accredited Airport Executive and Project Management Professional. Currently, Ingrid Chairs the ACI-NA Commercial Management Committee.



Deven Judd

*Director of Customer & Concessions Development
Metropolitan Washington Airports Authority*

Deven Judd is the Director of Customer & Concessions Development at Metropolitan Washington Airports Authority which operates both Reagan National and Dulles International Airports. His business unit generates over \$160M in revenue for MWAA, focusing on improving the passenger experience throughout their journey in the airport. Mr. Judd has held positions with Hartsfield-Jackson Atlanta International as a Concessions Development Manager, Jacobsen/Daniels Associates as a Project Consultant and the Jacksonville Aviation Authority, as a Business Development/Properties Administrator.

Deven majored in Aviation Management at Hampton University and earned an MBA from the University of North Florida. Deven is also a graduate of the Airport Executive Leadership Program presented by Airports Council International and Concordia University, John Molson School of Business. He holds A.A.E., IAP, and PMP accreditation.

For more information about ARRA programs or membership please visit us at www.arra-airports.com or contact us at info@arra-airports.com.