



Angela Gittens

Director General, Airports Council International (ACI World)

Angela Gittens was appointed Director General of ACI World in April 2008. With over twenty-five years of aviation experience, Gittens has expansive knowledge of airport business management, policy issues and contractual frameworks.

Prior to joining ACI, Gittens served as Vice-President of HNTB for Airport Business Services, a leading firm in transportation infrastructure services. She led the firm's practice in business and strategic planning, revenue enhancement, concessions planning and programme implementation, financial analysis and commercial development.

Gittens has held top executive positions at three of the largest US airport systems. Under her direction, Miami International Airport attained international recognition for its environmental achievements with ISO 14001 certification, the first airport in the US to do so. In addition to a multi-billion capital improvement programme, the business plan that she instigated restored MIA's competitiveness in cargo and passenger markets after years of decline, garnering the participation and support of the airlines, airport management staff and the governing authority.

She also served as Vice-President of TBI Airport Management, where she ran airport contracts at several airports in the US and Canada. She managed the privatization transition of the 6 million passenger airport in Luton, England.

As General Manager of Atlanta's Hartsfield-Jackson International Airport she led the airport's preparations for the 1996 Olympics and under her tenure the airport became the busiest airport worldwide. She oversaw the construction of the largest international concourse in the country with 250 concessions under new procurement and management regimes and the revamping of the airport's security programme to international standards.

As Deputy Director of the San Francisco Airports Commission, Gittens focused on developing new concessions at the airport to enhance financial returns and customer satisfaction. She worked closely with airline partners and financial advisors to agree on rates and charges systems and introduce creative financial instruments.

Gittens has served on numerous aviation industry boards and committees including the FAA's Management Advisory Committee, the Executive Committee of the Transportation Research Board and the Board of Directors of JetBlue Airways.

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