



# Universal Access in Airports 2010



## Agenda

Crowne Plaza Houston-Downtown

### Tuesday, October 19

5:30 pm – 6:00 pm **Registration**

6:00 pm – 8:00 pm **Cocktail Reception**  
*Sponsored by Open Doors Executive and Advisory Boards*

### Wednesday, October 20

8:30 – 9:00 am **Registration and Breakfast**  
*Sponsored by Houston Airport System*

9:00 – 10:00 am **Welcome and Introductions**

**Eric Lipp**  
*Executive Director, Open Doors Organization*

**Jim Compton**  
*Senior VP, Continental/United Airlines*

**Lex Frieden**  
*Professor, University of Texas Health Science Center at Houston*

10:00 – 10:40 am **General Session I: The Accessible Airport**  
*Moderator: Eric Lipp*  
*Executive Director, Open Doors Organization*

**Jared Miller**  
*Managing Director, Self Service and Emerging Technologies*  
*Continental Airlines*

**Steve Wareham,**  
*Director of MSP Operations, Minneapolis-St. Paul*  
*International Airport*

10:40 – 11:00 am **Refreshment Break**  
*Sponsored by Southwest Airlines*

11:00 am – 12:15 pm

## **General Session II: Legal Updates**

*Moderator: **Laurel Van Horn***

*Research Director, Open Doors Organization*

**William Botten**

*Accessibility Specialist, US Access Board*

**James I. Briggs**

*Vice President Legal Affairs, Airports Council International – North America*

**Dr. Supriya Raman**

*Manager, Airport Disability Compliance Program, FAA – Office of Civil Rights*

12:15 – 1:30 pm

## **Luncheon**

*Sponsored by Houston Airport System and Hearing Loop Systems*

## **ODO Disability Access Professionals Award Presentation**

1:30 pm – 3:00 pm

## **General Session III: Technology – Now and Future**

*Moderators:*

**Vicki Curtis**

*Senior Engineer, The Boeing Company*

**Eric LippEric Lipp**

*Executive Director, Open Doors Organization*

**Joseph Cioffi**

*CEO, ClickAndGo Wayfinding Maps, InTouch Graphics*

**Eben “Skip” Scribner**

*CEO, Advanced AeroMedical*

**Andi Snow-Weaver**

*Accessibility Standards Program Manager, IBM*

3:00 – 3:20 pm

## **Refreshment Break**

*Sponsored by Prospect Airport Services*

3:20 – 4:10 pm

## **General Session IV: Service Animal Relief Areas**

**Moderator: David Nelson**

*Officer, Disability Outreach, Amtrak*

**Pat Pound**

*Former NCD Board Member/ODO Consultant*

**Richard Dempsey**

*ADA Coordinator, Division Aviation*

*Philadelphia International Airport*

**Andrea Kennedy**

*AccessAnything/ODO Consultant*

**Ray Prentice**

*Director, Customer Advocacy, Alaska Airlines*

4:10 – 5:00 pm

## **General Session V: ADA Compliance and Access Coordinators**

**Moderator: Marcus England**

*Manager, National Airports, Civil Rights Policy &*

*Compliance, FAA*

**Wilbur Barham**

*Director, National Airports Civil Rights Policy & Compliance,*

*FAA*

**Colm Marmion**

*Customer Relations Coordinator, San Diego County*

*Regional Airport Authority*

**Dr. Supriya Raman**

*Manager, Airport Disability Compliance Program,*

*FAA Office of Civil Rights*

5:00 – 6:00 pm

## **Networking**

## **Thursday, October 21**

8:30 – 9:00 am

### **Registration and Breakfast**

*Sponsored by Houston Airport System*

9:00 – 10:15 am

### **General Session VI: Service Gaps & Ground Transportation**

**Moderator: Laurel Van Horn**

*Research Director, Open Doors Organization*

**Michael Bliwas**

*CEO, The Mobility Shop*

**Ron Howard**

*Vice President, Passenger Service*

*Air Serv Corporation*

**James Wadja**

*Chief Operating Officer, Prospect Airport Services*

10:15 – 10:45 am

### **Refreshment Break**

*Sponsored by Prime Flight Aviation Services*

10:45 – 11:45 am

### **General Session VII: Accessible Websites & Outreach**

**Moderator: Pat Pound**

*Former NCD Board Member/ODO Consultant*

**Bill Burnell**

*Manager of Customer First & Regulatory Programs,*

*Continental Airlines*

**Steve Wareham**

*Director of MSP Operations, Minneapolis-St. Paul*

*International Airport*

11:45 am – 1:00 pm

### **Vendor Time in Foyer & Luncheon**

*Sponsored by Air Serv Corporation*

1:00 – 2:15 pm

## **General Session VIII: Emergency Preparedness**

*Moderator: **Craig Kennedy***

*AccessAnything/ODO Consultant*

### **Rhonda Basha**

*Director, Office of Disability Policy and Outreach,  
Transportation Security Administration (TSA)*

### **Joel W. Conwell**

*Emergency Services Manager, Public Safety and  
Technology, Houston Airport System*

### **Rakesh Patel**

*Manager, EWR, Gateway Group One*

### **Marcie Roth**

*Director, Office of Disability Integration  
Coordination, Federal Emergency Management Agency  
(FEMA)*

2:15 – 2:45 pm

## **Refreshment Break**

*Sponsored by Gateway Group One*

2:45 – 3:45 pm

## **General Session IX: Staff Training**

*Moderator: **Brittany Stern***

*Program Coordinator, IATA Trainer, ODO*

### **Jay Cardinali**

*Manager, Customer Relations  
Walt Disney Resorts and Parks*

### **Eric Lipp**

*Executive Director, Open Doors Organization*

### **Gus Zografopoulos**

*Executive Director, Kosta Z Foundation*

3:45 – 4:00 pm

## **Closing Remarks**

### **Eric Lipp**

*Executive Director, Open Doors Organization*