



Presenting Sponsor

UAIA 2018 Preliminary Agenda

Monday, August 27

- 5:30 – 6:30pm **Registration**
- 5:30 – 7:30pm **Cocktail Reception**

Tuesday, August 28

- 8:00 – 9:00am **Registration and Breakfast**
- 9:00 – 9:20am **Welcome and Introductions**
- Eric Lipp**
Executive Director, Open Doors Organization
- Brian Ryks**
CEO, Metropolitan Airports Commission
- 9:20 – 10:40am **General Session I: Regulations and Standards**
- Moderator:
Ryan Boesch
Senior Administrative Coordinator, Open Doors Organization
- Panelists:
Megan Johnson
*Senior Trial Attorney, Office of Aviation Enforcements and Proceedings, Office of the General Counsel
Department of Transportation*
- Jonathan Klein, Esq.**
*Team Lead, Airport Disability Compliance Program
Federal Aviation Administration*
- Seena Foster**
*Manager, Disability Branch, Traveler Engagement Division
Transportation Security Administration*
- Linda Ristagno**
*External Affairs Manager
International Air Transport Association*
- 10:40 – 11:00am **Refreshment Break**
Sponsored by Alaska Airlines

11:00 am – 12:30pm

General Session II: Challenges/Best Practices I

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Heather Karch, AIA, LEED BD+C

Facilities and Infrastructure Architect, Port of Seattle

Phil Burke

Director, MSP Airport Operations

Metropolitan Airports Commission

Jens Vange, AIA, LEED AP, CDT

Senior Associate, Alliance

Alan Howell, AIA R.A.

Senior Airport Architect, Airport Development Department

Metropolitan Airports Commission

Cathy Nyfors

Manager, Customer Care – Guest Relations

Vancouver Airport Authority

12:30 – 1:45pm

Luncheon

Sponsored by Prospect Airport Services

ODO Disability Access Professionals Award

1:45 – 3:00pm

General Session III: Customer Feedback Round Table

Moderator:

Candace Cable

Consultant/Trainer, Open Doors Organization

Panelists:

Andrew Palmberg

Chair, Travelers with Disabilities Advisory Committee,

Minneapolis-St. Paul International Airport

Mike May

Executive Director, Envision

John Morris

Wheelchair Traveler

3:00 – 3:20pm

Refreshment Break

Sponsored by PrimeFlight Aviation Services

3:20 – 5:00pm

**General Session IV: Assistance in Airports--
The European Model**

Moderator:

Laurel Van Horn

Director of Programs, Open Doors Organization

Panelists:

Roberto Castiglioni

Chair, Heathrow Access Advisory Group at Heathrow

William Neece

Director of Airport Solutions, Ozion Airport Software

Sara Marchant

Accessibility Manager, London Gatwick Airport

5:00 – 6:00 pm

Networking Cocktail

Sponsored by Global Repair Group

6:00 – 7:00 pm

MSP Airport Amenities Tour

Advance registration required

Wednesday, August 29

8:00 – 9:00am

Registration and Breakfast

9:00 – 9:10am

Welcome

Greg Jones

Chief Diversity Officer, United Airlines

9:10 - 10:25am

General Session V: New Technologies

Moderator:

Pat Pound

Consultant, Open Doors Organization

Panelists:

Paul Schroeder

Director, Public Policy & Strategic Alliances, Aira

Satoshi Sugie

CEO and Co-Founder, WHILL Inc.

Jason Luebke

Director, Sales and Marketing, AvTech Corporation

Ruben Kazantsev

Co-Founder/CEO

Antikythera Technologies

10:25 – 10:45am

Refreshment Break

Sponsored by AvTech Corporation

10:45am – 12:00pm

General Session VI: Hidden Disabilities

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Sara Marchant

Accessibility Manager, London Gatwick Airport

Katie Hench

Founder & CEO, Infiniteach

Sonny Smith

Senior Care Specialist, Air Care Travelers

12:00 – 1:30pm

Luncheon

Sponsored by Bulmor Industries

Konrad Gruber

Sales Manager Airground

Bulmor Airground Technologies

1:30 – 3:00 pm

General Session VII: Small Group Discussions

Moderator:

Laurel Van Horn

Director of Programs, Open Doors Organization

Topics for discussion

(See badge for preassigned group)

1A/B EU model--what might we learn/apply in North America

2A/B. Staff awareness training--how much, how often, method (e-learning, classroom)

3A/B SARAs--challenges and best practices

4A/B Improving communication for travelers with cognitive and sensory disabilities

5A/B Fostering communication and collaboration among airport stakeholders

6A/B Measuring customer satisfaction

3:00 – 3:20

Refreshment Break

3:20 – 4:40

General Session VIII: Challenges/Best Practices II

Moderator:

Craig Kennedy

Consultant/Trainer, Open Doors Organization

Panelists:

Frank A. Ciaccio

Division Manager (Interim),

Emergency Management Coordinator

Safety and Emergency Management Division

Houston Airport System

Leon Patterson

EEO/AAP Compliance Manager

Office of Fair Practices, Maryland Aviation Administration

Anila Jivanji

Senior Strategist Diversity Strategies, American Airlines

4:40 – 5:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization