UAIA 2018 Agenda

Monday, August 27

5:30 – 6:30pm  Registration

5:30 – 7:30pm  Cocktail Reception
Sponsored by United Airlines

Tuesday, August 28

8:00 – 9:00am  Registration and Breakfast
Sponsored by Metropolitan Airports Commission

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:
Maegan 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 – 12:15pm  General Session II: Challenges/Best Practices I
Moderator:
Craig Kennedy
Consultant/Trainer, Open Doors Organization

Panelists:
Phil Burke
Director, MSP Airport Operations
Metropolitan Airports Commission

Heather Karch, AIA, LEE BD+C
Facilities and Infrastructure Architect, Port of Seattle

Leon Patterson
EEO/AAP Compliance Manager
Maryland Department of Transportation
Maryland Aviation Administration

Jens Vange, AIA, LEED AP, CDT
Senior Associate, Alliiance

Alan Howell, AIA, R.A.
Senior Airport Architect, Airport Development Department
Metropolitan Airports Commission

12:15 – 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
Founder, WheelchairTravel.org
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*

**Sara Marchant**  
*Accessibility Manager, London Gatwick Airport*

**William Neece**  
*Director of Airport Solutions, Ozion Airport Software*

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**  
Sponsored by ABM

9:00 – 9:10am  
**Welcome**

**Greg Jones**  
*Chief Diversity Officer, United Airlines*

9:10 - 10:40am  
**General Session V: New Technologies**

Moderator:  
**Pat Pound**  
*Consultant, Open Doors Organization*

Panelists:  
**Satoshi Sugie**  
*Co-Founder/CEO, WHILL Inc.*

**Greg Stilson**  
*Director of Product, Aira*

**Jason Luebke**  
*Director, Sales and Marketing, AvTech Corporation*

**Rasha Said**  
*Founder/CEO, Sensible Innovations*
Ruben Kazantsev  
Co-Founder/CEO  
Antikythera Technologies

10:40 – 10:55am  
**Refreshment Break**  
Sponsored by AvTech Corporation

10:55am – 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 Consumer education/outreach  
2A/B Awareness training  
3A/B SARA--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**  
Sponsored by American Airlines
3:20 – 4:40  General Session VIII: Challenges/Best Practices II

Moderator:
Katy O’Reilly
Program Manager, Open Doors Organization

Panelists:
Frank A. Ciaccio
Division Manager (Interim),
Emergency Management Coordinator
Safety and Emergency Management Division
Houston Airport System

Dawn Huddleston
Terminal Ops Specialist/ADA Coordinator
Port of Portland

Cathy Nyfors
Manager, Customer Care – Guest Relations
Vancouver Airport Authority

Anila Jivanji
Senior Specialist, Inclusion & Diversity
American Airlines

4:40 – 5:00pm  Closing Remarks

Eric Lipp
Executive Director, Open Doors Organization