



Presenting Sponsor

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, LEED 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, Alliance

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 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
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