

UAIA 2022 Agenda

Tuesday, October 25

5:00 – 6:30pm

Registration and Welcome Cocktail Reception

Location: Marriott DFW Airport South

Sponsored by Open Doors Organization

Wednesday, October 26

8:00 – 9:00am

Registration and Breakfast

Sponsored by American Airlines

9:00 – 9:20am

Welcome and Introductions

Eric Lipp

Executive Director, Open Doors Organization

9:20 – 11:00am

General Session I: Regulations and Standards

Moderator:

Eric Lipp

Executive Director, Open Doors Organization

Panelists:

Maegan Johnson

Senior Trial Attorney, Office of Aviation Enforcements and Proceedings, Office of the General Counsel

Department of Transportation

Elisha Luyeho

Equal Opportunity Specialist,

Airport Disability Compliance Program

Federal Aviation Administration

Jose Bonilla

Executive Director for Traveler Engagement Division,

Office of Civil Rights and Liberties/Ombudsman

Transportation Security Administration

Matthieu Labelle

Senior Advisor for the Centre of Expertise in Accessible Transportation

Canadian Transportation Agency

11:00 – 11:20am

Refreshment Break

Sponsored by American Airlines

11:20 am – 12:30pm

**General Session II: Fostering Stakeholder Cooperation—
Challenges and Benefits (Roundtable Discussion)**

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Jacqueline Grossgold

*Senior Manager, Customer and Employee Experience,
Performance and Standards ·*

The Port Authority of New York & New Jersey

Heather Karch, AIA, LEE BD+C

Facilities and Infrastructure Architect, Port of Seattle

Danielle Russell-Manning

Manager, Business Partner Operations

American Airlines

Dolores Tullos

Regional Manager

Prospect Airport Services, Inc.

12:30 – 1:45pm

Luncheon

Sponsored by American Airlines

ODO Disability Access Professional Award

1:45 – 3:00pm

**General Session III: Creating an Inclusive Culture
(Roundtable Discussion)**

Moderator:

Craig Kennedy

Program Coordinator, Open Doors Organization

Panelists:

Yeisha Beamon

Diversity, Equity & Inclusion Manager

Republic Airways

John Kirn

Policy and Procedure, Airport Operations WHQ,

United Airlines

Stephen J. Nelson

Senior DEI Specialist

Alaska Airlines

Wendi Orlando

Customer Service Senior Manager

Cincinnati-Northern Kentucky International Airport

3:00 – 3:10pm

Refreshment Break
Sponsored by American Airlines

3:10 – 4:30pm

General Session IV: Innovative Solutions

Moderator:

Laurel Van Horn
VP Director of Programs, Open Doors Organization

Panelists:

Depinder Aujla
*VP, People and General Consul,
The Landline Company*

Kevin Larson
*Manager, Central Baggage Services
Alaska Airlines*

Xavier Mascareli
*Customer Experience Manager
British Airways*

William Neece
*Director of Airport Solutions
Ozion Airport Software*

Mark Young
*ADA Analyst
Dallas-Ft. Worth International Airport*

5:15 – 7:15pm

Networking Cocktail Reception
*Location: American Airlines CR Smith Museum
Sponsored by American Airlines*

Thursday, October 27

8:00 – 9:00am

Registration and Breakfast
Sponsored by American Airlines

9:00 – 9:10am

**Welcome and Introductions -
American Airlines**

9:10 - 10:25am

**General Session V: Measuring and Improving Customer
Satisfaction (Roundtable Discussion)**

Moderator:

Laurel Van Horn
*VP Director of Programs
Open Doors Organization*

Panelists:

Steve Mayers
*Director, Customer Experience, ADA and Title VI Coordinator
Hartfield-Jackson International Airport (ATL)*

Tambre Moten
Aviation Risk and Regulatory Compliance
Houston Airport Systems

Rachel Roberts
JetBlue Airways

Joanne Paternoster
CEO, Butterfly Consulting

10:25 – 10:45am

Refreshment Break
Sponsored by American Airlines

10:45am – 12:00pm

General Session VI: New Amenities and Technologies

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

Panelists:
Katie Hench
Founder & CEO, Infiniteach

Amelia Johnson
Marketing Manager, Good Maps

Nicky Shaw
North America Distribution Manager
Storm Interface

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

12:00 – 1:30pm

Luncheon
Sponsored by American Airlines

1:30 – 2:45 pm

General Session VII: Collaborating with the Disability Community (Roundtable Discussion)

Moderator:
Craig Kennedy
Program Coordinator, Open Doors Organization

Panelists:
Barbara Alexander
Shared Prosperity Program Specialist
Port of Portland

Dana Folsom

*Terminal Ops Specialist/ADA Coordinator
Delta Airlines*

Eddie Harris

*Vice President, DEI & Employee Engagement
G2 Secure Staff*

Andrew Palmberg

*Chair, Travelers with Disabilities Advisory Committee
Minneapolis St. Paul International Airport*

Pat Pound

*Member, Accessible Travel Advisory Board
United Airlines*

2:45 – 3:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization