



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*

**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**

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:

**Greg Stilson**

*Director of Product, Aira*

**Satoshi Sugie**

*CEO and Co-Founder, WHILL Inc.*

**Jason Luebke**

*Director, Sales and Marketing, AvTech Corporation*

**Ruben Kazantsev**  
*Co-Founder/CEO*  
*Antikythera Technologies*

**Rasha Said**  
*Founder/CEO, Sensible Innovations*

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 EU model--what might we learn/apply in North America
- 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*