

# 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:

#### **Robert Gorman**

*Senior Trial Attorney, Office of Aviation Consumer Protection,  
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*

12:30 – 1:45pm

**Luncheon**

*Sponsored by American Airlines*

**ODO Disability Access Professional Award**

1:45 – 2:45pm

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

Moderator:

**Craig Kennedy**

*Program Coordinator, Open Doors Organization*

Panelists:

**Yiesha Beamon**

*Diversity, Equity & Inclusion Manager  
Republic Airways*

**John Kirn**

*Policy and Procedure, Airport Operations WHQ,  
United Airlines*

**Steve Nelson**

*Senior DEI Specialist  
Alaska Airlines*

**Wendi Orlando**

*Customer Service Senior Manager  
Cincinnati-Northern Kentucky International Airport*

2:45 – 3:00pm

**Refreshment Break**

*Sponsored by American Airlines*

3:00 – 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 Counsel  
The Landline Company*

**Kevin Larson**

*Manager, Central Baggage Services  
Alaska Airlines*

**Xavier Mascarell**

*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 Open Doors Organization*

## **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  
Hartsfield-Jackson International Airport (ATL)*

**Tambre Moten**

*Aviation Risk and Regulatory Compliance  
Houston Airport Systems*

**Rachel Roberts**

*Senior Specialist, Accessibility  
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:

**Phil Burke**

*Assistant Director, Customer Experience  
Metropolitan Airports Commission (MSP)*

**Katie Hench**

*Founder & CEO, Infiniteach*

**Amelia Johnson**

*Marketing Manager, GoodMaps*

**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  
Metropolitan Airports Commission (MSP)*

**Pat Pound**

*Member, Accessible Travel Advisory Board  
United Airlines*

2:45 – 3:00pm

**Closing Remarks**

**Eric Lipp**

*Executive Director, Open Doors Organization*