



Universal Access in Aviation 2024

Preliminary Agenda

Key Information

Dates: September 24-26, 2024

Location: Seattle, Washington

[Registration and General Event Information](#)

[Sponsorship Opportunities](#)

Tuesday, September 24

10:00am – 3:00pm

Airlines Symposium (airlines only)

Location: Alaska Airlines' "The Hub"

1:00 - 4:00pm

ADA Coordinator/Airports Symposium (airports only)

Location: Embassy Suites Seattle Downtown Pioneer Square

5:00 – 6:30pm

Welcome Cocktail Reception

Location: Embassy Suites Seattle Downtown Pioneer Square

Wednesday, September 25

8:00 – 8:30am

Registration

8:30 – 8:50am

Welcome and Introductions

8:50 – 10:00am

General Session I: Regulations and Standards

Updates from regulatory agencies and industry associations.

10:00 – 10:15am

Refreshment Break

10:15 am – 11:15am

General Session II: Passenger Perspectives

Feedback and discussion with travelers with a variety of disabilities.

11:15 – 12:30

General Session III: Airport Initiatives

New and innovative services, technologies, facilities and other initiatives in airports.

12:30 – 1:30 pm

Luncheon & ODO Disability Access Professional Award

1:15 – 2:15pm

General Session IV: Assistance Services

How airports, airlines, service companies and technology providers are working to improve assistance at the airport.

2:15 – 2:30pm

Refreshment Break

2:30 – 4:00pm **General Session V: Focus Groups for ODO Research**
Opportunity for attendees to provide input for ODO's new research initiatives.

4:00 – 5:00pm **General Session VI: Plan, Design & Build**
Strategies to create universal access in modernization, expansion and new construction of terminals and transportation facilities.

5:15 – 7:15pm **Networking Cocktail Reception**

Thursday, September 26

8:00 – 8:30 **Registration**

8:30 – 8:45am **Welcome and Introductions**

8:45 – 9:00am **ODO 2024 Market Study**
Findings from ODO/Harris Poll 2024 Market Study on Adult Travelers with Disabilities

9:00 - 10:00am **General Session VII: Innovations and Technologies**
New technologies and innovations to improve the travel experience for people with disabilities and older adults.

10:00 – 10:15am **Refreshment Break**

10:15 – 11:45am **General Session VIII: Design Charrette**
Brainstorming session to collaborate on new ideas for terminal design.

11:45 – 12:30 pm **Luncheon**

12:30 – 1:30pm **General Session IX: Training and Education**
Ways to create more effective frontline training to improve customer service and handling of mobility devices.

1:30 – 2:45 pm **General Session X: Accommodating Neurodiversity**
Designing for and accommodating neurodiverse travelers and employees.

2:45 – 3:00pm **Closing Remarks**