

UAIA 2024—Final Agenda

Tuesday, September 24

5:00 – 6:30pm **Registration & Welcome Cocktail Reception**

Wednesday, September 25

8:00 – 8:30am **Registration**

8:30 – 8:50am **Welcome and Introductions**

Eric Lipp

Executive Director, Open Doors Organization

Ray Prentice

Former Director, Customer Advocacy, Alaska Airlines

8:50 – 10:15am **General Session I: Regulations and Standards**

Moderator:

Adrea Lipp

Director of Operations, Open Doors Organization

Panelists:

John P. Benison

Assistant Administrator, Office of Civil Rights, FAA

Jose Bonilla

*Executive Director for Traveler Engagement Division
Office of Civil Rights and Liberties/Ombudsman, TSA*

Stephanie Cadieux

Chief Accessibility Officer, Government of Canada

Robert Gorman

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

Jonathan Klein, Esq.

*Team Lead, Airport Disability and Nondiscrimination
Compliance Programs, Office of Civil Rights, FAA*

10:15 – 10:30am **Refreshment Break**

10:30 – 11:30am **General Session II: Passenger Perspectives
(Roundtable Discussion)**

Moderator:

Pat Pound

IT Consultant, Open Doors Organization

Panelists:

Rabih Dow

Frequent traveler with multiple disabilities

Ryan Fox

SEA Accessibility Advisory Committee

Brendan Gramer

Sr. UX Director – Accessibility, Amazon

Matt Oka

Chief Financial Officer, RTX Corporation

11:30am – 12:30pm

General Session III: Airport Initiatives

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Mark Cheminant

*Airport Operations Manager - ADA Coordinator
Salt Lake City International Airport (SLC)*

Candace Field

*Facilities Accessibility Program Manager
Port of Seattle (SEA)*

Jill McPherson

Customer Relations Supervisor, Port of Portland (PDX)

12:30 – 1:30pm

Luncheon

ODO Disability Access Professional Award

1:30 – 2:30pm

General Session IV: Assistance Services

Moderator:

Laurel Van Horn

Director of Programs, Open Doors Organization

Panelists:

Sarah Cox

*Passenger Experience Manager,
Edmonton International Airport*

Leana McDougal

*Program Manager, Customer Accessibility
American Airlines*

William L. Neece

Director of Airport Solutions, Ozion Airport Software

Casey Ries

*Engineering & Facilities Director & ADA Coordinator
Gerald R. Ford International Airport (GRR)*

2:30 – 2:45pm

Refreshment Break

2:45 – 4:30pm

**General Session V: Focus Groups for “ACRP 07-23:
Safety, Empowerment and Dignity: Improving the Airport
Journey of Customers Using Wheelchairs”**

Facilitators:

Roeland Visser

Manager, InterVISTAS Consulting Inc.

Emily Yates

Head of Accessibility and Inclusive Design, Mima Group

4:30 – 5:30pm

**General Session VI: Plan, Design & Build
(Roundtable Discussion)**

Moderator:

Roeland Visser

Manager, InterVISTAS Consulting Inc.

Panelists:

Altan Cekin

Aviation Market Vice President, Gresham Smith

Marc Godzina

Senior Project Architect, Mead & Hunt

Emily Yates

Head of Accessibility and Inclusive Design, Mima Group

5:30 – 6:30pm

Networking Cocktail Party

Thursday, September 26

8:00 – 8:30am

Registration

8:30 – 8:45am

Welcome and Introductions

Eric Lipp

Executive Director, Open Doors Organization

Commissioner Hamdi Mohamed

Port of Seattle

8:45 – 9:00am

ODO 2024 Market Study

Laurel Van Horn

Director of Programs, Open Doors Organization

9:00 – 9:20am

Boeing Design Approach

William Harkness

BCA Engineering Accessibility Leader, Boeing

9:20 - 10:20am

General Session VII: Innovative Technologies

Moderator:

Constantine Zografopoulos

Consultant, Open Doors Organization

Panelists:

Almudena Alcaide Raya

*Director of Research & Development & Innovation
Fundacion ONCE*

Mike Green

*Vice President, Aviation Safety Solutions
amai / JANA Inc.*

Chuck Sabin

Senior Director, Market Development, Bluetooth SIG

10:20 – 10:35am

Refreshment Break

10:35 – 11:25am

General Session VIII: Training and Education

Moderator:

Craig Kennedy

Program Coordinator, Open Doors Organization

Panelists:

Phil Burke

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

Ryan Pace

*Customer Accessibility Proposition Lead
British Airways*

Chelsea Rodriguez

*Airport Volunteers & Customer Accessibility Manager
Port of Seattle (SEA)*

11:25am – 12:45pm

General Session IX: Design Charrette for SEA S Satellite Evolution

Presenters:

Heather Karch

*Facilities and Infrastructure Architecture Manager
Port of Seattle (SEA)*

Facilitators:

Ken Miller and **Haley Anderson**, *HOK*

Shelton Ensley and **Tess Dickman**, *Studio Pacifica*

12:45 – 1:30pm

Luncheon

1:30 – 2:45 pm

General Session X: Accommodating Neurodiversity

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Meaghan Beever

Design Strategist, Gensler

Stephen J. Nelson

Accessibility/Diversity Program Manager

Alaska Airlines

Ronald Pettit

Head of Disability Inclusion, Royal Caribbean Group

2:45 – 3:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization