



2026 ODO Airline Symposium Agenda

United Airlines Conference Room
233 S Wacker Drive
Chicago, IL 60602

<p>Welcome and Introductions</p> <ul style="list-style-type: none"> - Goals for the day - Updates 	10:00am
<p>Open Forum #1: Assistance Services</p> <ul style="list-style-type: none"> - State of the industry - Boarding equipment - Feedback for service companies - Training requirements, challenges and best practices 	10:30am
<p>Open Forum #2: Assistive Devices</p> <ul style="list-style-type: none"> - Trends in Mobility Aids <ul style="list-style-type: none"> o New devices and technologies o Batteries - Hands-on training/Stowage best practices 	11:30am
Break	12:30pm
<p>Working Lunch</p> <p><i>“Enhancing the Air Travel Experience of People with Disabilities and Older Adults”</i> Research Initiative</p> <ul style="list-style-type: none"> - Overview of project and progress - Training content and competencies 	12:45pm
Break	1:30pm
<p>Open Forum #3: Service Animals</p> <ul style="list-style-type: none"> - Trends and updates from the Service Animal Forms Portal - Discussion: Industry trends, challenges and needs 	1:45pm
Open Discussion and Feedback	2:30pm
Closing	3:00pm