



Open Doors  
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## UAIA 2014 Final Agenda

### Monday, October 6

5:30 pm – 6:00 pm

**Registration**

6:00 pm – 8:00 pm

**Cocktail Reception**

*Sponsored by United Airlines and Uber Technologies, Inc.*

### Tuesday, October 7

8:00 – 9:00 am

**Registration and Breakfast**

*Sponsored by Global Repair Group*

9:00 – 9:40 am

**Welcome and Introductions**

**Eric Lipp**

*Executive Director, Open Doors Organization*

**Rosemarie S. Andolino**

*Commissioner, Chicago Department of Aviation*

**Gregory D. Jones**

*Managing Director, Diversity and Inclusion, United Airlines*

9:40 – 10:40 am

**General Session I: ODO 2014 Market Study and  
Inclusive Airport Design**

**Moderator: Eric Lipp**

*Executive Director, Open Doors Organization*

*Panelists:*

**Laurel Van Horn**

*Director of Programs, Open Doors Organization*

**Wilson Rayfield AIA, NCARB, LEED AP**

*Architecture Principal, Gresham, Smith & Partners*

10:40 – 11:00 am

**Refreshment Break**

*Sponsored by Prospect Airport Services*

11:00 am – 12:30 pm

**General Session II: New Technology**

**Moderator: Pat Pound**

*Consultant, Open Doors Organization*

*Panelists:*

**William Curtis-Davidson**

*Lead Accessibility Business Solutions Architect*

*IBM Human Ability and Accessibility Center*

**Jorge Garcia**

*Senior Architect/ADA Coordinator*

*San Francisco International Airport*

**Gloria Louie**

*Head/EED Division-Training*

*San Francisco International Airport*

**Jason Shevrin**

*Special Systems Department Head, Arora Engineers*

12:30 – 1:45 pm

**Luncheon**

**ODO Disability Access Professionals Award**

*Sponsored by World Health Networks*

1:45 – 3:10 pm

**General Session III: Customer Feedback – Round Table**

**Moderator: Sherry Jackson**

*Prospect Airport Services, Inc.*

*Panelists:*

**Rachel Arfa**

*Equip for Equality*

**Candace Cable**

*Consultant, Open Doors Organization*

**Kelly Pierce**

*Consultant, Open Doors Organization*

**Lianne Mandelbaum**

*Founder, The No Nut Traveler*

**Amy Wicker**

*President, Allergy Safe Travel*

3:10 – 3:30 pm

**Refreshment Break**

*Sponsored by PrimeFlight Aviation Services*

3:30 – 5:00 pm

**General Session IV: Best Practices**

*Moderator: Laurel Van Horn*

*Director of Programs, Open Doors Organization*

**Michael Bliwas**

*President, Global Repair Group*

**Margaret Clough**

*Changing Places UK*

**Lawrence Rolon**

*Coordinator for Disability Services*

*Los Angeles World Airports*

**Steve Wareham**

*Vice President, Trillion Aviation*

5:00 – 6:00 pm

**Networking**

**Wednesday, October 8**

8:00 – 9:00 am

**Registration and Breakfast**

*Sponsored by Staxi*

9:00 – 10:20 am

**General Session V: Government Updates**

*Moderator: Janette Freeman*

*Aviation Consultant, Open Doors Organization*

*Panelists:*

**Seena Foster**

*Disability Branch Manager,*

*Transportation Security Administration*

**Anne Hammond**

*Team Leader – Disability Issues, Aviation Consumer*

*Protection Division, US Department of Transportation*

**Supriya Raman**

*Office of Civil Rights, Federal Aviation Administration*

10:20 – 10:40 am

**Refreshment Break**

*Sponsored by Southwest Airlines*

- 10:40 am – 12:00 pm      **General Session VI: Wayfinding Focus Groups—  
A Transportation Research Board Project**  
*Moderator: Jim Harding*  
*Principal, Gresham, Smith & Partners*
- 12:00 – 1:15 pm      **Luncheon**  
*Sponsored by Air Serv Corporation*
- 1:15 – 2:15 pm      **General Session VII: Communication Solutions**  
*Moderator: Constantine Zografopoulos*  
*Executive Director, Z Life Foundation*
- Panelists:*  
**Todd Billin**  
*President, Hearing Loop Systems*
- Jay Cardinali**  
*Worldwide Accessibility Manager*  
*Walt Disney Parks and Resorts*
- Ruthie Nazarian**  
*Vice President of Operations, Malka Communications Group*
- 2:15 – 2:35 pm      **Refreshment Break**  
*Sponsored by United Airlines*
- 2:35 – 3:45 pm      **General Session VIII: Staff Training**  
*Moderator: Janette Freeman*  
*Aviation Consultant, Open Doors Organization*
- Panelists:*  
**Lisa Edwards**  
*General Manager – Houston (HOU), Gateway Group One*
- Lindajoy Harris**  
*Executive Project Coordinator, Finance and Administration*  
*Philadelphia International Airport*
- Eddie Ragauskas**  
*Senior Manager, Online Learning Center*  
*Airports Council International*
- 3:45 – 4:00 pm      **Closing Remarks**  
**Eric Lipp**  
*Executive Director, Open Doors Organization*