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UAIA 2016 Final Agenda

Monday, November 14

5:30 pm – 6:30 pm **Registration**

5:30 pm – 7:30 pm **Cocktail Reception**
Sponsored by Virgin America

Tuesday, November 15

8:00 – 9:00 am **Registration**

9:00 – 9:20 am **Welcome and Introductions**
Eric Lipp
Founder and Executive Director, Open Doors Organization

Stephanie Jaeger
Principal Architect, Design + Construction
San Francisco International Airport

9:20 – 10:40 am **General Session I: Regulatory Updates**
Moderator: Katy Rosseland
Program Coordinator, Open Doors Organization

Panelists:

Blane A. Workie, Esq.
Assistant General Counsel, Office of Aviation Enforcement
and Proceedings, Office of the General Counsel,
Department of Transportation

Jonathan Klein
Team Lead, Airport Disability Compliance Program
Federal Aviation Administration

Dr. Supriya Raman
Senior Policy Advisor – Disability Branch
Transportation Security Administration

10:40 – 11:00 am **Refreshment Break**
Sponsored by PrimeFlight Aviation Service

- 11:00 am – 12:30 pm **General Session II: Challenges/Best Practices I**
Moderator: Laurel Van Horn
Director of Programs, Open Doors Organization
- Panelists:*
Wendi Orlando
Customer Service – Senior Manager
Cincinnati-Northern Kentucky International Airport
- Jorge Garcia**
Senior Architect and ADA Coordinator
San Francisco International Airport
- Phil Burke**
MSP Director of Operations
- Michael Bliwas**
President and CEO
Global Repair Group
- 12:30 – 1:45 pm **Luncheon**
ODO Disability Access Professionals Award
Sponsored by Prospect Airport Services
- 1:45 – 3:10 pm **General Session VII: Assistance in Airports**
Round Table
Moderator: Eric Lipp
Executive Director, Open Doors Organization
- Panelists:*
Tim Fisher
General Manager – SFO
Prospect Airport Services
- Jewell Fulton**
Customer Service Manager – YYZ
Air Canada
- Steve Mayers**
Airport Director of Guest Relations
Atlanta International Airport
- Gus Zografopoulos**
President, Z Life Foundation
- 3:10 – 3:30 pm **Refreshment Break**
Sponsored by Southwest Airlines

3:30 – 5:00 pm

General Session IV: Emergency Preparedness

Moderator: Laurel Van Horn

Director of Programs, Open Doors Organization

Panelists:

Cassandra Heredia

Chief of Operations for Emergency Management

Los Angeles World Airports

Dr. Supriya Raman

Senior Policy Advisor – Disability Branch

Transportation Security Administration

Elisha Luyeho, Airport Disability Compliance Program

Federal Aviation Administration

Matt Moser

Vice President of Training and Safety, PrimeFlight

5:00 – 6:00 pm

Networking

Sponsored by Sitecues (by Ai Squared)

Wednesday, November 16

8:00 – 9:00 am

Registration

9:00 – 9:15 am

Welcome

Mike Hanna

Vice President, United Airlines

9:15 - 10:25

General Session V: New Technologies

Moderator: Pat Pound

Consultant, Open Doors Organization

Panelists:

Jeff Ulrich

Direct of eCommerce Strategy/Operations

United Airlines

Jason Shevrin

Senior Vice President, Arora Engineers

Rasha Said

Creator and Founder, Sensible Innovations

Mike May

President and CEO, Sendero Group

- 10:25 – 10:45 am **Refreshment Break**
Sponsored by Alaska Airlines
- 10:45 am – 12:00 pm **General Session VI: Innovations in Airports Focus Groups – A Transportation Research Board Project**
Facilitator: Laurel Van Horn
Director of Programs, Open Doors Organization
- 12:00 – 1:15 pm **Luncheon**
Sponsored by Air Serv Corporation
- 1:15 – 2:15 pm **General Session VII: Customer Feedback – Round Table**
Moderator: Candace Cable
Project Coordinator, Open Doors Organization
- Panelists:*
Nick Libassi
Director of Chapter Relations
United Spinal Association
- Art Jackson**
Senior Director of Customer Care and Customized Services
Metrolift
- Pat Pound**
Consultant, Open Doors Organization
- Dee Hepperly**
Director of Special Education
Oregon City Schools
- 2:15 – 2:35 pm **Refreshment Break**
Sponsored by Arconas
- 2:35 – 3:45 pm **General Session VIII: Challenges/Best Practices II**
Moderator: Craig Kennedy,
Consultant, Open Doors Organization
- Panelists:*
Gloria Louie
Equal Employment Opportunity and Organizational Development Director
San Francisco International Airport
- Lynn Gordon**
Vice President of Airport Solutions, Arconas
- Steve Wareham**
Vice President, Trillion Aviation
Minneapolis-St. Paul International Airport

Jens Rothausen-Vange
Senior Associate, Alliance

3:45 – 4:00 pm

Closing Remarks
Eric Lipp
Executive Director, Open Doors Organization