



UAIA 2026 Preliminary Agenda

Omni Houston Hotel
4 Riverway Drive
Houston, TX 77056

Tuesday, November 3

5:00 – 6:30pm

Welcome Cocktail Reception

Location: Omni Houston

Wednesday, November 4

8:00 – 9:00am

Check-In and Breakfast

9:00 – 9:25am

Welcome and Introductions

Eric Lipp

Executive Director, Open Doors Organization

TBD

Houston Airport System

9:30 – 10:30am

General Session I: Regulations and Standards

Moderator:

Arianna Halpert

Program Manager, Open Doors Organization

Session Description:

Federal officials from the U.S. and Canada will cover recent changes to accessibility regulations, standards and government programs. Panelists typically include the U.S. DOT, FAA, TSA, and the Canadian Transportation Agency.

10:30 – 10:45am

Refreshment Break

10:45 – 11:45am

General Session II: Effective Training Practices

Moderator:

Craig Kennedy

Program Manager, Open Doors Organization

Session transition

Session Description: Underlying all great customer service is training that not only creates employee competence but also instills the company's values and attitudes. This session will explore the latest training strategies from airports, airlines and service companies including how they are meeting the latest ACAA requirements for hands-on training.

11:50am – 12:45pm

General Session III: IROPs and Emergency Preparedness

Moderator:

Katy O'Reilly

Director of Programs, Open Doors Organization

Session Description: How are airports, airlines and service companies planning for and accommodating the needs of travelers with disabilities during irregular operations and emergency situations? Industry leaders will share their strategies and best practices as well as lessons learned from past service interruptions.

12:45 – 2:00pm

Luncheon

ODO Disability Access Professional Award

2:00 – 3:15pm

General Session IV: Passenger Perspectives – The Perfect Trip

Moderator:

Adrea Lipp

Director of Operations, Open Doors Organization

Session Description: Panelists with a variety of disabilities (hearing, vision, neurodiversity/cognition, mobility) will each describe their ideal air travel experience, from pre-trip planning through arrival at their final destination.

3:15 – 3:30pm

Refreshment Break

3:30 – 4:45pm

General Session V: Innovative Technologies - Mobility

Moderator:

Constantine Zografopoulos

Director/Consultant, Z Life Program

Session Description: ODO is always on the lookout for innovations to improve the air travel experience for people with reduced mobility and enhance their safety and that of their mobility devices. Presented here will be some of our more exciting, yet practical recent finds.

4:45 – 5:00pm

Closing Remarks

Thursday, November 5

8:00 – 9:00am

Registration and Breakfast

9:00 – 9:20am

Welcome and Introductions

Eric Lipp

Executive Director, Open Doors Organization

TBD

United Airlines

9:20 – 10:20am

General Session VI: Enhancing Cooperation: Airports and Airlines (Roundtable discussion)

Moderator:

Laurel Van Horn

Director, Research & Design

Session Transition

Session Description: Given the division of responsibility for facilities and services under the ADA and ACAA, the close cooperation of airports and airlines is critical to ensuring a seamless travel experience for guests with disabilities. Participants in this roundtable discussion will share the concrete steps they took such foster cooperation and the positive outcomes that have resulted.

10:30 – 11:30am

General Session VII: Planning and Designing for Accessibility

Moderator:

TBD

Airport Consultants Council (ACC)

Session Description:

Representatives of leading architectural, wayfinding and engineering firms who serve on the ACC Accessibility Subcommittee will share insights from recent projects and how they ensure that accessibility for all travelers remains top of mind from initial planning through final construction.

11:30 – 11:45am

Refreshment Break

11:45 – 12:45pm

General Session VIII: Addressing Service Issues

Moderator:

Katy O'Reilly

Director of Programs, Open Doors Organization

Session Description: Year after year, the most common disability-related complaint received by carriers is *Failure to Provide Assistance*. As the number of travelers needing assistance continues to grow, and airports continue to grow larger and more complex, what services and best practices

can be implemented to address current gaps in service? This panel brings together industry leaders to share tangible solutions designed to close persistent service gaps along with key considerations to help plan for the future.

12:45 – 1:45pm

Luncheon

1:45– 2:45 pm

General Session IX: Innovative Technologies – Hearing & Vision

Moderator:

Pat Pound

IT Consultant, Open Doors Organization

Session Description: Since the last UAIA in 2024, there are many new technologies that ODO would like to introduce to attendees as well as updates on earlier innovations that are now being successfully deployed.

2:45 – 3:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization