



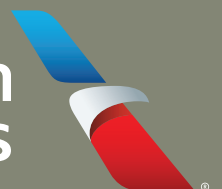
Universal Access in Aviation 2022



Tuesday, October 25 – Thursday, October 27
American Airlines Skyview Headquarters - DFW

Co-Host:

American
Airlines





Open Doors
Organization
welcomes delegates to

Universal Access in Aviation 2022

WE'RE WORKING TO MAKE AIR TRAVEL UNIVERSALLY ACCESSIBLE!

Research

- 2020 Nationwide Market Study on Travelers with Disabilities
- ACRP Research Reports: *210 Innovative Solutions to Facilitate Accessibility & 177 Enhancing Wayfinding in Airports*

Training

- CRO Initial Classroom Training, *1-day class*
- Online CRO Refresher Training, *updated annually*
- Online Aviation Awareness & Sensitivity Training, *NEW self-paced, interactive course*
- Training/Certification for Airline Service Employees
- Free ODO/GRG Ground Handling Workshops

Educational Events

- Biennial Universal Access in Aviation Event
- Airline and Service Company Symposia
- Free Accessibility Webinars

Other Products and Services

- Service Animal Forms Portal *NEW!*
- The Tag...for Wheelchairs *NEW!*
- CRO 24/7 Call Center
- Airport Audits and Transition Plans
- Airline, Airport and TSA Committee Memberships
- Consultative Services *We're here to help!*

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ODO Welcome Message

Open Doors Organization (ODO) welcomes you to the 8th Universal Access in Aviation (UAIA) at American Airlines new Skyview Headquarters. After our long hiatus for COVID, it's great to be back!

As air travel rebounds, it is leisure travelers, including older adults and people with disabilities, leading the way. Now more than ever, they want to explore the world and reconnect with their family and friends. Working together, we can help ensure that their experience is as seamless and equitable as possible.

In that spirit, UAIA 2022 will focus on what has changed during the pandemic, our dreams for tomorrow and how we can best achieve them. Our program features amazing individuals with their own unique vision for access in their sector of aviation. Despite recent challenges, accessibility has not been on the back burner, so there is lots to learn and share, on stage and off. As always, the networking opportunities will be exceptional.

Now in its 23rd year, ODO continues to live up to its reputation for excellence. We are proud to have touched so many lives and created so much change in our two decades of social action, research and advocacy. At UAIA 2022 we're showcasing our latest innovations: The Tag, to reduce damage to wheelchairs, and the Service Animal Forms Portal, to facilitate creation and approval of the new DOT forms.

For this UAIA, my challenge to each of you is to take just one new idea or best practice and use it to improve accessibility in your own company or facility. In the words of famed basketball coach Jimmy V, "Don't give up, don't ever give up!" Even the smallest steps in the right direction can make the biggest difference.

Thank you for attending!



Eric Lipp
Founder/Executive Director
Open Doors Organization





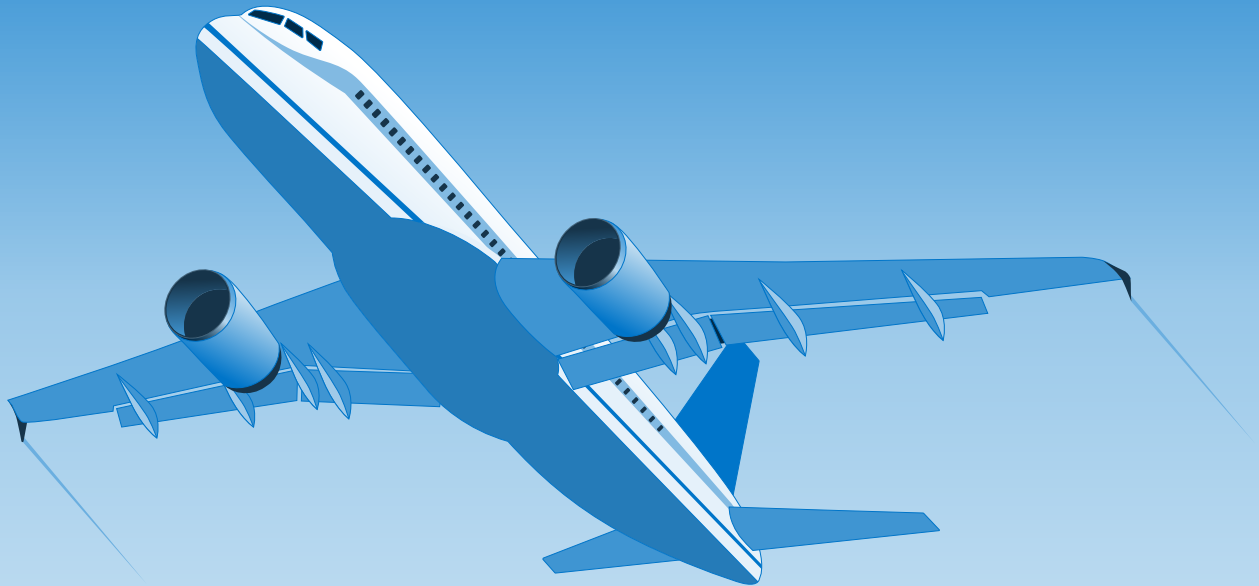
Open Doors
Organization
proudly presents the

2022 Disability Access Professional Award

Linda Ristagno

For her many efforts at the global level to make equitable access and inclusion a fundamental goal of the aviation industry, a commitment sustained despite the pandemic.

October 26, 2022



A Special Thank You

Co-Host: American Airlines

UAIA 2022 would not be possible without the generous financial support of the following industry leaders:

Arconas
United Airlines
Global Repair Group
Airlines for America (A4A)
Delta Air Lines, Inc.
Jetweels
Prospect Airport Services

ODO Welcome Message

Eric Lipp, Executive Director, Open Doors Organizationi

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ODO Staff Members & Consultants

Eric Lipp
Founder/Executive Director

Constantine Zografopoulos
Director, Z Life Program

Laurel Van Horn
VP Director of Programs

Kari Cintron
Administrative Coordinator

Adrea Lipp
Operations Director

Pat Pound
IT Consultant

Katy O'Reilly
Program Manager

Program Design

Linda Cassady
lindacassady.net

Craig P. Kennedy
Program Coordinator

**Special thanks
as well to our
Executive and
Advisory Board
Members.**



Tuesday, October 25

5:00 – 6:30 pm

Registration and Welcome Cocktail Reception

Location: Marriott DFW Airport South

Sponsored by Open Doors Organization

Wednesday, October 26

8:00 – 9:00 am

Registration and Breakfast

Sponsored by American Airlines

9:00 – 9:20 am

Welcome and Introductions

Eric Lipp

Executive Director, Open Doors Organization

9:20 – 11:00 am

General Session I: Regulations and Standards

Moderator:

Eric Lipp

Executive Director, Open Doors Organization

Panelists:

Robert Gorman

*Senior Trial Attorney, Office of Aviation Consumer Protection, Office of the General Counsel
Department of Transportation*

Elisha Luyeho

*Team Lead, Airport Disability Compliance Program
Federal Aviation Administration*

Jose Bonilla

*Executive Director for Traveler Engagement Division
Office of Civil Rights and Liberties/Ombudsman
Transportation Security Administration*

Matthieu Labelle

*Senior Advisor for the Centre of Expertise in Accessible
Transportation, Canadian Transportation Agency*

11:00 – 11:20 am

Refreshment Break

Sponsored by American Airlines

11:20 am – 12:30 pm

General Session II: Fostering Stakeholder Cooperation—Challenges and Benefits (Roundtable Discussion)

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Jacqueline Grossgold

Senior Manager, Customer and Employee Experience, Performance and Standards, The Port Authority of New York & New Jersey

Heather Karch, AIA, LEE BD+C

Facilities and Infrastructure Architect, Port of Seattle

Danielle Russell-Manning

Manager, Business Partner Operations, American Airlines

12:30 – 1:45 pm

Luncheon

Sponsored by American Airlines

ODO Disability Access Professionals Award

1:45 – 2:45 pm

General Session III: Creating an Inclusive Culture (Roundtable Discussion)

Moderator:

Craig Kennedy

Program Coordinator, Open Doors Organization

Panelists:

Yiesha Beamon

Diversity, Equity & Inclusion Manager, Republic Airways

John Kirn

Policy and Procedure, Airport Operations WHQ, United Airlines

Steve Nelson

Senior DEI Specialist, Alaska Airlines

Wendi Orlando

*Customer Service Manager
Cincinnati-Northern Kentucky International Airport*

2:45 – 3:00 pm

Refreshment Break

Sponsored by American Airlines

3:00 – 4:30 pm

General Session IV: Innovative Solutions

Moderator:

Laurel Van Horn

VP Director of Programs, Open Doors Organization

Panelists:

Depinder Aujla

VP, People and General Counsel, The Landline Company

Kevin Larson

Manager, Central Baggage Services, Alaska Airlines

Xavier Mascarell

Customer Experience Manager, British Airways

William Neece

Director of Airport Solutions, Ozion Airport Software

Mark Young

ADA Analyst, Dallas-Ft. Worth International Airport

5:15 – 7:15 pm

Networking Cocktail Reception

Location: American Airlines CR Smith Museum

Sponsored by Open Doors Organization

Thursday, October 27

8:00 – 9:00 am

Registration and Breakfast

Sponsored by American Airlines

9:00 – 9:10 am

Welcome and Introductions

American Airlines

9:10 – 10:25 am

General Session V: Measuring and Improving Customer Satisfaction (Roundtable Discussion)

Moderator:

Laurel Van Horn

VP Director of Programs, Open Doors Organization

Panelists:

Steve Mayers

*Director, Customer Experience, ADA and Title VI Coordinator
Hartsfield-Jackson International Airport (ATL)*

Tambre Moten

*Aviation Risk and Regulatory Compliance
Houston Airport Systems*

Joanne Paternoster

CEO, Butterfly Consulting

Rachel Roberts

Senior Specialist, Accessibility, JetBlue Airways

10:25 – 10:45 am

Refreshment Break

Sponsored by American Airlines

10:45 am – 12:00 pm

General Session VI: New Amenities and Technologies

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Phil Burke

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

Katie Hench

Founder & CEO, Infiniteach

Amelia Johnson

Marketing Manager, GoodMaps

Nicky Shaw

North America Distribution Manager, Storm Interface

Jens Vange, AIA, LEED AP, CDT

Senior Associate, Allliance

12:00 – 1:30 pm

Luncheon

Sponsored by American Airlines

1:30 – 2:45 pm

General Session VII: Collaborating with the Disability Community (Roundtable Discussion)

Moderator:

Craig Kennedy

Program Coordinator, Open Doors Organization

Panelists:

Barbara Alexander

Shared Prosperity Program Specialist, Port of Portland

Dana Folsom

Terminal Ops Specialist/ADA Coordinator, Delta Airlines

Eddie Harris

Vice President, DEI & Employee Engagement, G2 Secure Staff

Andrew Palmberg

Chair, Travelers with Disabilities Advisory Committee

Metropolitan Airports Commission (MSP)

Pat Pound

Member, Accessible Travel Advisory Board, United Airlines

2:45 – 3:00 pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization

GENERAL INFORMATION

Registration/Information Desk

ODO staff and volunteers at the registration desk are available to assist you throughout the conference.

No Fragrance Policy

Due to chemical sensitivities, we request that participants refrain from using personal products that are heavily fragranced and any perfume or cologne.

Cell Phones

Please turn off cell phone ringers during educational sessions and presentations.

ASL Interpreters and CART

Interpreters and CART will be available for all scheduled presentations including those taking place at lunch.

Shuttle to AA Skyview HQ

10/26 7:45am-8:45am Marriott to AA

10/27 7:45am-8:45am Marriott to AA

Please contact us in advance if an Uber or accessible taxi is required.

Accessible Taxis

DFW Wheelchair Taxi, 214.600.7500

Dallas Yellow Cab, 214.426.6262

Care Trips, 214.238.9100

Continuing Education Credits

Accredited AAIE members receive 11 CEUs for the full 2-day UAIA program.

Evaluations

Please complete and return the evaluation form in your registration packet before you leave the event. We appreciate and use your feedback!

Tweet Out #UAIA22

There's lots to be excited about at UAIA 2022! Help us share the latest developments in accessible air travel by tweeting during the event.

Furniture with a human focus



Accessible seating



Wheelchair accessible counters



End-mount power



At Arconas, we understand the importance of having accessible public spaces that follow universal design standards. With installations in over 400 airports worldwide, we know how to enhance passenger experiences.



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ARCONAS

56 years

56 YEARS OF PROUDLY SERVING THE DISABILITY COMMUNITY AT AIRPORTS ACROSS NORTH AMERICA



56 YEARS OF FAMILY
56 YEARS OF QUALITY SERVICE
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TSA Appreciated.*

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- Custom advertising



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GLOBAL REPAIR GROUP



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WHO WE ARE & WHAT WE DO

Global Repair Group is the airlines' #1 choice for assistive device repairs, loaners and/or replacements. As your one stop solution, we provide immediate assistance any time day or night, on-going claim management, fraud detection and cost containment.



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- ◇ CPAP Machines
- ◇ And ALL other assistive devices



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- ◇ Nationwide network of highly specialized technicians and manufacturer relationships.
- ◇ Loaner equipment & emergency repairs



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Thanks

Open Doors Organization

Your leadership, dedication and work make a significant difference for people with disabilities in travel and tourism.

A4A is proud to be a part of UAIA 2022.



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for America**[®]
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ADVANCING EQUITY FOR SUSTAINABLE CHANGE.

Proud to support Open Doors Organization's UAIA 2022.



KEEP CLIMBING



DELTA



SM



**The diversity of our
company and customers
makes us stronger**

*Proud to sponsor
Universal Access in Aviation 2022*

fly the friendly skies[®]

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You are why we fly[®]

We fly to bring hope. We fly to bring comfort. We fly because people need to get home and life-saving equipment needs to get to the lives that need saving. We fly for the same reason we always have and always will...you.