



Universal Access in Aviation 2024



Tuesday, September 24 – Thursday, September 26

Embassy Suites by Hilton Seattle Downtown Pioneer Square

Co-Hosts:





Open Doors
Organization

welcomes delegates to

Universal Access in Aviation 2024

WE'RE WORKING TO MAKE AIR TRAVEL UNIVERSALLY ACCESSIBLE!

Research

- 2024 ODO/Harris Market Study on Travelers with Disabilities
- New ACRP Research: *07-22, Neurodivergence & Dementia; 07-23, Customers Using Wheelchairs*

Training

- CRO Initial Classroom Training, *1-day class*
- Online CRO Refresher Training, *updated annually*
- Online Aviation Awareness & Sensitivity Training, *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, Airport & Service Company Symposia
- Free Accessibility Webinars

Other Services

- Service Animal Forms Portal
- The Tag...for Wheelchairs
- CRO 24/7 Call Center
- Airport ADA Evaluations & Transition Plans
- Airline, Airport & TSA Committee Memberships
- Video Production
- Architectural Design Reviews

10600 W. Higgins Road, Suite 609 Rosemont, IL 60018

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ODO Welcome Message

Open Doors Organization (ODO) welcomes you to the 9th Biennial Universal Access in Aviation (UAIA), co-hosted by the Port of Seattle (SEA), Alaska Airlines and Boeing. We are also pleased to have Republic Airways and United Airlines as presenting sponsors for the daily events. This is a beautiful time of year in Seattle, and I hope you enjoy all the amazing things this city has to offer.

UAIA focuses on what's new in aviation—regulations, technology and innovative best practices—but also the service gaps and barriers that still prevent air travel from being fully accessible to older adults and people with disabilities. However, the true essence of the event is the time we spend working together. Let's focus on initiatives that are readily achievable because accomplishing these often helps build toward longer-term goals. By walking away with concrete ideas and solutions, we begin to quickly pave the path to full accessibility. Cooperation can make a real difference, so please take time to meet your fellow attendees and help build a network of change.

Now in its 24th year, ODO continues to live up to its reputation for excellence. We are proud to be working with air carriers to create a seamless and secure method to make newly required service animal paperwork easy to organize with fewer boxes to check and fewer questions in the overall process. For people with properly trained service animals, the process is almost the same as in the past, but we now provide a measure of accountability to keep the air safe for other service animals, passengers and flight crews. We are also very proud of our work with British Airways (BA) to make traveling with a service animal across the globe a near seamless process for those who have qualified dogs. BA is an airline with access to the whole world, and their leadership in this process will benefit people with disabilities everywhere.

As always, my challenge to each of you is to take just one new idea or best practice from UAIA 2024 and use it to improve accessibility in your own company or facility tomorrow! Remember, you will never fail and you will never succeed if you never try.

Thank you for coming!



Eric Lipp
Founder/Executive Director
Open Doors Organization





*Open Doors
Organization*
proudly presents the

2024 Disability Access Professional Award

Heather Karch, AIA, LEED, BD+C

For her dedication, expertise and leadership in elevating the customer experience for all travelers and making accessibility of both facilities and services integral to future development.

September 25, 2024



UAIA 2024 would not be possible without the generous financial support of the following industry leaders:

Co-Hosts:

Alaska Airlines Boeing Port of Seattle

Presenting Sponsors:

Republic Airways United Airlines

ODO Welcome Message

Eric Lipp, Executive Director, Open Doors Organization i

Disability Access Professional Award Honoree ii

Sponsors ii

Agenda 2

ODO Staff Members & Consultants

Eric Lipp
*Founder/
Executive Director*

Adrea Lipp
Director of Operations

Laurel Van Horn
Director of Programs

Katy O'Reilly
Program Manager

Craig Kennedy
Program Coordinator

Kari Cintron
*Sr. Administrative
Coordinator*

Julia Phillips
*Marketing Liaison/
Program Coordinator*

Pat Pound
IT Consultant

Constantine Zografopoulos
Consultant

Linda Cassady
Design Consultant

**Service Animal
Forms Portal
(SAFP) Team**

Keith Thomas

Shemeka Thomas

Valerie Karbarz

Michael Moreno

Jackie Jedynak

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



Tuesday, September 24

5:00 – 6:30 pm

Registration & Welcome Cocktail Reception

Wednesday, September 25

8:00 – 8:30 am

Registration/Check-In

8:30 – 8:50 am

Welcome & Introductions

Eric Lipp

Executive Director, Open Doors Organization

Ray Prentice

*Former Director, Customer Advocacy
Alaska Airlines*

8:50 – 10:15 am

General Session I: Regulations & Standards

Moderator:

Adrea Lipp

Director of Operations, Open Doors Organization

Panelists:

John P. Benison

*Assistant Administrator, Office of Civil Rights
Federal Aviation Administration (FAA)*

Jose Bonilla

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

Stephanie Cadieux

*Chief Accessibility Officer
Government of Canada*

Robert Gorman

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

Jonathan Klein, Esq.

*Team Lead, Airport Disability & Nondiscrimination
Compliance Programs, Office of Civil Rights, FAA*

10:15 – 10:30am

Refreshment Break

10:30 – 11:30am

General Session II: Passenger Perspectives (Roundtable Discussion)

Moderator:

Pat Pound

IT Consultant, Open Doors Organization

Panelists:

Rabih Dow

Frequent traveler with multiple disabilities

Ryan Fox

SEA Accessibility Advisory Committee

Brendan Gramer

Senior UX Director - Accessibility, Amazon

Matt Oka

Chief Financial Officer, RTX Corporation

11:30am – 12:30pm

General Session III: Airport Initiatives

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Panelists:

Mark Cheminant

*Airport Operations Manager - ADA Coordinator
Salt Lake City International Airport (SLC)*

Candace Field

*Facilities Accessibility Program Manager
Port of Seattle (SEA)*

Jill McPherson

*Customer Relations Supervisor
Port of Portland (PDX)*

12:30 – 1:30pm

Luncheon

ODO Disability Access Professional Award

1:30 - 2:30pm

General Session IV: Assistance Services

Moderator:

Laurel Van Horn

Director of Programs, Open Doors Organization

Panelists:

Sarah Cox

*Passenger Experience Manager
Edmonton International Airport (YEG)*

Leana McDougal

Program Manager, Customer Accessibility, American Airlines

William L. Neece

Director of Airport Solutions, Ozion Airport Software

Casey Ries

*Engineering & Facilities Director & ADA Coordinator
Gerald R. Ford International Airport (GRR)*

2:30 - 2:45pm

Refreshment Break

2:45 - 4:30pm

General Session V: Focus Groups for ACRP 07-23, Safety, Empowerment & Dignity: Improving the Airport Journey of Customers Using Wheelchairs

Facilitators:

Roeland Visser

Manager, InterVISTAS Consulting Inc.

Emily Yates

Head of Accessibility & Inclusive Design, Mima Group

4:30 - 5:30pm

General Session VI: Plan, Design & Build (Roundtable Discussion)

Moderator:

Roeland Visser

Manager, InterVISTAS Consulting Inc.

Panelists:

Altan Cekin

Aviation Market Vice President, Gresham Smith

Marc Godzina

Senior Project Architect, Mead & Hunt

Emily Yates

Head of Accessibility & Inclusive Design, Mima Group

5:30 - 6:30pm

Networking Cocktail Party

Thursday, September 26

8:00 - 8:30am

Registration/Check-In

8:30 - 8:45am

Welcome & Introductions

Eric Lipp

Executive Director, Open Doors Organization

Commissioner Hamdi Mohamed

Port of Seattle

8:45 - 9:00am

ODO 2024 Market Study

Laurel Van Horn

Director of Programs, Open Doors Organization

9:00 - 9:20am

Boeing Design Approach

William Harkness

BCA Engineering Accessibility Leader, Boeing

9:20 - 10:20am

General Session VII: Innovative Technologies

Moderator:

Constantine Zografopoulos

Consultant, Open Doors Organization

Panelists:

Almudena Alcaide Raya

Director of Research & Development & Innovation

Fundacion ONCE

Mike Green

Vice President, Aviation Safety Solutions

AMAI / JANA

Chuck Sabin

Senior Director, Market Development, Bluetooth SIG

10:20 - 10:35am

Refreshment Break

10:35 – 11:25am

General Session VIII: Training & Education

Moderator:

Craig Kennedy

Program Coordinator, Open Doors Organization

Panelists:

Phil Burke

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

Ryan Pace

Customer Accessibility Proposition Lead, British Airways

Chelsea Rodriguez

*Airport Volunteers & Customer Accessibility Manager
Port of Seattle (SEA)*

11:25am – 12:45pm

General Session IX: Accessible Design Charrette for SEA S Concourse Evolution

Presenter:

Heather Karch

*Facilities & Infrastructure Architecture Manager
Port of Seattle (SEA)*

Facilitators:

Ken Miller & Haley Anderson, HOK

Shelton Ensley & Tess Dickman, Studio Pacifica

12:45 – 1:30pm

Luncheon

1:30 – 2:45 pm

General Session X: Accommodating Neurodiversity

Moderator:

Katy O'Reilly

Program Manager, Open Doors Organization

Meaghan Beever

Design Strategist, Gensler

Stephen J. Nelson

Accessibility/Diversity Program Manager, Alaska Airlines

Ronald Pettit

Head of Disability Inclusion, Royal Caribbean Group

2:45 – 3:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization

Airport furniture for everyone, everywhere.

At Arconas, we believe a great passenger experience should be accessible to all.

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RTX (formerly Raytheon Technologies) is a global company with employees of vastly different backgrounds but a common purpose.

RTX ADAPT ERG is happy to partner with Open Doors Organization to create a society in which all persons with disabilities have the same consumer opportunities to travel as everyone else. ADAPT was founded in 2022 and has over 5,000 members.



RTX ADAPT

Abled & Disabled Associates Partnering Together

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DISABILITY
COMMUNITY AT
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NORTH AMERICA**



SM



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

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SERVICE ANIMAL FORMS PORTAL



Overview

The SAFPS System is a centralized database where travelers can store and maintain their DOT Service Animal Air Transportation Form and advise carriers of their intent to travel with their service dog.

ODO reviews and verifies the entries on each form, assuring carriers that the information provided is valid.

How it Works

TRAVELERS

When a Handler is ready to travel with their service dog, they can:

- Complete, store, and maintain the web-based, accessible DOT form and receive a unique Service Animal ID Number (SVAN ID)
- Inform the airline of upcoming travel
- Upload any required CDC documentation and attach it to their SVAN ID

CARRIERS

"One Stop Shop" for managing SVAN travel including access to:

- DOT forms
- Animal Relief Attestation forms
- CDC documentation
- Incident Reports
- Unique Carrier Portal with dashboard for reporting trends, incidents, etc.



Rosemont, IL 60018



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