



UAIA 2026 Preliminary Agenda

Omni Houston Hotel
4 Riverway Drive
Houston, TX 77056

Tuesday, November 3

5:00 – 6:30pm

Welcome Cocktail Reception

Wednesday, November 4

8:00 – 9:00am

Registration 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:

This session will cover recent changes to accessibility regulations and government programs along with new and upcoming accessible design standards affecting the aviation industry. Panelists will include federal officials from the U.S. and Canada along with industry experts that have played a key role in regulatory and standards development.

10:30 – 10:50am

Refreshment Break

10:50 – 11:45am

**General Session II: Enhancing Stakeholder Cooperation
(Roundtable discussion)**

Moderator:

Laurel Van Horn

Director, Research & Design

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

11:50am – 1:00pm

General Session III: Addressing Service Issues

Moderator:

Katy O'Reilly

Director of Programs, Open Doors Organization

Session Description: As the number of travelers needing assistance continues to grow and airports become 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 along with key considerations to help plan for the future.

1:00 – 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 – 3:35pm

Refreshment Break

3:35 – 4:45pm

General Session V: Innovative Solutions - Mobility

Moderator:

Constantine Zografopoulos

Director, Z Life Program & ODO Consultant

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.

4:50 – 5:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization

5:00 – 6:00pm

Networking Cocktail Reception

Thursday, November 5

8:00 – 9:00am

Registration and Breakfast

9:00 – 9:15am

Welcome and Introductions

Eric Lipp

Executive Director, Open Doors Organization

TBD

United Airlines

9:20 – 10:25am

General Session VI: Effective Training Practices

Moderator:

Craig Kennedy

Program Manager, Open Doors Organization

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.

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 – 11:50am

Refreshment Break

11:50am – 12:50pm

General Session VIII: 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.

12:50 – 1:50pm

Luncheon

Keynote Speaker

1:50 – 2:50 pm

General Session IX: Innovative Technologies

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. While General Session V focused on mobility solutions, this final panel will feature technologies that address other disabilities such as vision loss, hearing loss, and neurodivergence.

2:50 – 3:00pm

Closing Remarks

Eric Lipp

Executive Director, Open Doors Organization