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Chicago, USA
25 – 26 October 2023

WPS: ACCESSIBILITY



Co-host Airlines:



IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Wednesday, 25 October

WPS: Accessibility Track

Room: **E451 a**

Masters of Ceremony

- **Laura Pierallini**, Name Partner at Pierallini Studio Legale - Professor at Luiss University of Rome
- **Michael Swiatek**, Chief Strategy Officer, ABRA group

14h00 – 14h05

Opening and Welcome Remarks

- **Douglas Lavin**, Vice President, Member & External Relations North America, IATA

14h05 – 14h15

Why accessibility in aviation needs a top-down approach

This keynote speech will look at the industry's progress in meeting the needs of passengers with disabilities, address some of the barriers that remain, and how we can continue to move forward to ensure all passengers, including those with disabilities, can travel safely with dignity and independence.

- **Stephanie Cadieux**, Chief Accessibility Officer of Canada

14h15 – 15h00

Thinking of accessibility in terms of economic benefits and financial challenges

Supported by data, the panel discussion will look at the economic benefits of transporting persons with disabilities by air and the financial challenges for airlines in the implementation of accessibility provisions. The scope is to generate an understanding of the levels of investment required to achieve and maintain compliance with regulations.

Moderator: **Andrew Matters**, Director, Policy and Economics, IATA

- **Kerianne Wilson**, Director, Customer Accessibility, Air Canada
- **Kurush Minocher**, Executive Director of Customer Experience & Airline Relations, Greater Toronto Airports Authority
- **Michael Swiatek**, Chief Strategy Officer, ABRA group

15h00 – 15h30

Regulatory 'risks' and 'opportunities'. How can an effective regulation promote accessibility and make it work in practice?

An overview of applied or expected accessibility regulations from the voice of the policymakers.

Moderator: **Douglas Lavin**, Vice President, Member & External Relations North America, IATA

- **Tim Cade**, First secretary at the British Embassy, British Embassy
- **Carlos Gomes**, Coordinator at the Civil Aviation Secretariat, Brazilian Ministry of Ports and Airports
- **Sonia Gangopadhyay**, Director of the Centre of Expertise for Accessible Transportation, Canadian Transportation Agency



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15h30 – 16h00 **NETWORKING BREAK**

16h00 – 17h00

En Route to Accessible Air Travel: Research in Progress

Professors Michael Mulvey and doctoral student Valentina Primossi, have assembled an intersectoral research team to understand accessibility through an "ageing and disability lens" for a seamless and accommodating travel experience for individuals living with dementia. During the presentation, they will discuss the barriers identified and potential solutions.

Based on research and data collected, this session will provide several recommendations on training and assistance service to improve travel for passengers with visible and invisible disabilities.

Moderator: **Kathy Kennedy**, Senior Principal Auditor, DOT Consumer Protections, Alaska Airlines

Keynote

- **Michael S. Mulvey**, Associate Professor of Marketing, LIFE Research Institute
- **Valentina Primossi**, Ph.D. Candidate in Digital Transformation and Innovation, University of Ottawa

Panel Discussion

- **Michael S. Mulvey**, Associate Professor of Marketing, LIFE Research Institute
- **Paul White**, CEO, The Hidden Disabilities Sunflower
- **Valentina Primossi**, Ph.D. Candidate in Digital Transformation and Innovation, University of Ottawa
- **William Harkness**, Head of Accessibility, Boeing

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17h00 – 17h30

Lessons for an inclusive transformation in the tourism sector and its relation to connectivity and accessibility

Making tourism more accessible is not only a social responsibility – there is also a compelling business case as it can boost the competitiveness of countries and destinations. We will learn from the stakeholders' experts in the field.

Moderator: **Stephanie Lanza-Efthimiou**, Head of Accessibility, Jetblue

- **Almudena Alcaide**, R&D Director, Fundación ONCE
- **Neha Arora**, CEO and Founder, Planet Abled
- **Ronald Pettit**, Director, Disability Inclusion & ADA Compliance, Royal Caribbean

18h30 – 20h30

Taste of Chicago Networking Dinner

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