

IATA

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FINANCIAL

SYMPOSIUM

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Chicago, USA
25 – 26 October 2023

WPS: ACCESSIBILITY



Co-host Airlines:



IATA WORLD FINANCIAL SYMPOSIUM

IATA WORLD PASSENGER SYMPOSIUM

Thursday, 26 October

WPS: Accessibility Track

Room: **E451 a**

Master of Ceremony

- **Kerianne Wilson**, Director, Customer Accessibility , Air Canada
- **Linda Ristagno**, Assistant Director External Affairs, IATA

09h00 – 09h10

Keynote speech

- **Rachel Arfa**, City of Chicago Commissioner, Mayor's Office for People with Disabilities

09h10 – 10h00

Designing for accessible products and services

If an environment is accessible, convenient and a pleasure to use, everyone benefits. The session will illustrate what universal and accessible design is and what airports and airlines have done to make physical and digital products and services accessible.

Moderator: **Laurel Van Horn**, Vice President, Director of Programs, Open Doors Organization

- **Alan Howell**, Architect, Minneapolis – Saint Paul International Airport
- **Dino Zuppa**, Chief Operating Officer, Standards and Research, Accessibility Standards Canada
- **Gregory Gobat**, Architect, Aviation Facilities & Infrastructure Architecture Group, Port of Seattle
- **Samantha Stedford**, Director of Customer Experience, Pittsburgh International Airport

10h00 – 10h30

Best practices and standards superseding regulatory actions: the Italian business case

Italian stakeholders will showcase the application of best practices and technical guidance of air transport accessibility services driven by collaboration. Can the Italian model be applied on a larger scale?

Moderator: **Laura Pierallini**, Name Partner at Pierallini Studio Legale - Professor at Luiss University of Rome

- **Alberto Casamatti**, Director General Operations & Accountable Manager, Air Dolomiti
- **Cristina Stacchini**, Global Industry Relations Manager, Cisalpina Tours
- **Mark de Laurentiis**, Director, Passenger Rights – Ente Nazionale per l'Aviazione Civile (ENAC) (Government of Italy)

10h30 – 11h15

NETWORKING BREAK



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11h15 – 12h30

Focus on the safe transport of personal mobility devices

- **Linda Ristagno**, Assistant Director External Affairs, IATA

Structural design and certification aspect of wheelchair restraint systems

Presentation on the structural design, certification aspect and research activities related to this relevant aspect of air transport accessibility.

- **Joseph Pelletiere**, Ph.D., PE Chief Scientific and Technical Advisor, FAA

Safe loading of mobility aids in the cargo hold

- **Kerianne Wilson**, Director, Customer Accessibility , Air Canada

Panel Discussion

- **Eric Lipp**, Founder and Executive Director, ODO
- **Graham Keithley**, Vice President & Associate General Counsel, Airlines for America
- **Michele Erwin**, Founder and President, AllWheels Up
- **Mouza Saeed Rumaihi**, Special Handling Manager, dnata

12h30 – 14h00

NETWORKING LUNCH

14h00 – 15h00

Workshop: How to improve assistance services at airports through better communication and correct use of SSR codes.

The lack of prenotification of the service requested by some passengers associated with inconsistent use of the assistance service codes (SSR) can make it challenging for airports and airlines to provide seamless assistance. This workshop will share best practices and educational tools to overcome this issue and ultimately reduce the misuse of wheelchair assistance as one fits all solution.

Moderator: **Dana Folsom**, Manager, Disability Programs, Delta

- **Fernando De Castro**, Airport Executive Manager, Florianópolis-Hercílio Luz International Airport
- **Roberto Castiglioni**, Founder and Executive Director, Reduced Mobility Rights Limited
- **Xavier Mascarell**, Customer Experience Strategy Manager, British Airways
- **Habib Ragelhassi**, Accessibility Lead, Amadeus
- **William Neece**, Director of Airport Solutions, Ozon



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15h00 – 15h50

Assistance Dogs for persons with disabilities in aviation: what is their behavior like in public, what tasks do they perform to mitigate the disabilities of their human partners, and how to tell if they are 'real' Assistance Dogs ready to fly?

Learn what Service Dogs do to help those with invisible disabilities by observing a live demonstration of the tasks that Service Dogs perform. With audience participation we will evaluate the correct behavior of a trained Service Dog so all those present will be able to recognize a 'real' Service Dog Team and determine if they are ready to fly.

Moderators: **Attila Ulku**, Manager Industry relationships Canada and Bermuda, IATA & **Alejandro Restrepo**, Manager External Affairs and Sustainability, IATA

- **Alexandra Pichler** (and dog Maggie Mae) Guide Dog, Service Dog Apprentice Instructor
- **Pat Pound** (and dog Cayenne), Consultant, Open Doors Organization
- **Sheila O'Brien**, Vice President, Assistance Dogs International

15h50 – 16h00

Closing remarks

- **Linda Ristagno**, Assistant Director External Affairs, IATA

16h00 – 16h30

NETWORKING BREAK

16h30 – 17h30

[Joint WFS and WPS Closing Plenary](#)