



Symposium on Accessibility in International Civil Aviation

2-3 December 2024 | Montréal, Canada





JOINT ICAO/ACI/IATA SYMPOSIUM ON ACCESSIBILITY IN INTERNATIONAL CIVIL AVIATION


*Inclusive and Universally Accessible Air Transport for Persons
with Disabilities and Reduced Mobility*

**ICAO HEADQUARTERS, MONTRÉAL, CANADA
2-3 DECEMBER 2024**


PROGRAMME

Monday, 2 December 2024	
TIME	
07.00 – 09.00	ON-SITE REGISTRATION
09.00 - 10.00	<p>OPENING CEREMONY</p> <p>Master of Ceremony: Mr. Denis Chagnon, President, York & Cumberland Communications Inc.</p> <ul style="list-style-type: none"> • Keynote address by Mr. Salvatore Sciacchitano, President of the International Civil Aviation Organization (ICAO) Council • Welcome address by: <ul style="list-style-type: none"> ○ The Honourable Anita Anand, Minister of Transport of Canada ○ Mr. Peter Cerda, Regional Vice President, The Americas, IATA ○ Mr. Justin Erbacci, Director General, ACI World
10.00 - 10.15	<p>Setting the Scene</p> <p>Presentation by Mr. Mohamed Khalifa Rahma, Director, Air Transport Bureau, International Civil Aviation Organization (ICAO)</p>
10.15 – 11.00	<p>COFFEE BREAK/NETWORKING SPONSORED BY  Transport Canada</p>
11.00 – 12.00	<p>Session 1</p> <p>International framework and policies for accessibility inclusion</p> <p>During this Session, attendees will receive an overview of international treaties, existing Standards and Recommended Practices that pertain to the transportation of persons with disabilities and reduced mobility and their impact on air transport. The Session will review the role of stakeholders and discuss the necessity for consistent regulations and policies and the implementation of international standards, recommendations, and best practices. The Session will also highlight the corresponding regulations of international organizations to ensure that global accessibility standards are implemented by aircraft and airport operators.</p>

	<p>Moderator: Mr. Sylvain Lefoyer, Deputy Director, Aviation Security and Facilitation, ICAO</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Prof. Vincent Correia, Co-Director of the Institute of Air and Space Law Full Professor, McGill University • Mr. Ronce Almond, Managing Director, International Government Affairs, American Airlines • Mr. Serge Bijimine, Assistant Deputy Minister of Policy, Transport Canada • Mr. Ross Edward Adams, Representative of Australia on the Council of ICAO
12.00 – 12.15	<p>Question & Answer Session</p> <p>Skytalks:</p> <ul style="list-style-type: none"> • Ms. Linda Ristagno, Assistant Director External Affairs, IATA, Accessibility and Tourism Policy • Ms. Kathy Kennedy, Senior DOT Consumer Protection Auditor, Alaska Airlines <p style="text-align: center;"></p>
12.15 – 13.45	LUNCH
<p>13.45 – 14.45</p> <p>Session 2</p>	<p>Air Travel Barriers: architectural, technological, informational, and human interactions</p> <p>This Session aims to provide an overview of the current state of accessibility in air travel and its correlation to the barriers identified in the United Nations Convention on the Rights of Persons with Disabilities. It will address the challenges faced by aircraft and airport operators to overcome these barriers and recent research findings to identify gaps, areas for improvement, and potential solutions towards an accessibility-inclusive air transport system.</p> <p>Moderator: Ms. Kerianne Wilson, Director, Customer Accessibility, Air Canada</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Simon April, Training Manager, Keroul • Mr. Kerkdenny Medina, Accessibility Analyst, Dominican Republic CAA • Dr. Sahar Emam, General Manager Public Relations, Egypt Air • Ms. Sarah Eve De Lisle, Manager, Accessibility and Regulations, Operations, Security and Firefighting, Aéroports de Montreal
<p>14.45 – 15.45</p> <p>Session 3</p>	<p>Question & Answer Session</p> <p>Voices of experience: Stories from passengers with disabilities</p> <p>The Session will address the challenges faced by passengers with disabilities by their own voice. The goal is to understand what passengers need and the feasible steps to enhance their experience from booking air travel to reaching the travel destination.</p> <p>Moderator: Ms. Laura Pierallini, Name Partner, Pierallini group</p>

	<p>Round Table Discussion</p> <ul style="list-style-type: none"> • Mr. Josh Vander Vies, Director, Diversity, Inclusion and Belonging, Vancouver International Airport • Mr. Alberto Casamatti, COO, Air Dolomiti • Mr. Josh Wintersgill, Founder and Director, Able Move Ltd. • Mr. Kevin Kline, Community Engagement Representative, GoodMaps <p>Question & Answer Session</p>
15.45 – 16.15	<p>COFFEE BREAK/NETWORKING SPONSORED BY  Transport Canada</p>
<p>16.15 – 17.30</p> <p>Session 4</p>	<p>Importance of global collaboration, mutual standards and practices</p> <p>During the Session, the focus will be on the role of global collaboration and the importance of providing consistent, cohesive, and connected services throughout the passenger journey. The Session will also highlight the impact of existing best practices on the passenger experience. The aim is to facilitate inputs towards developing ICAO’s Strategy on Accessibility in International Civil Aviation in line with ICAO Assembly Resolution A41-15 - <i>Accessibility in International Civil Aviation</i> The lessons learned throughout the Symposium would be taken into consideration.</p> <p>Moderator: Mr. Jeff Morrison, President and CEO, National Airlines Council of Canada</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Ms. France Peugeot, CEO, Canadian Transportation Agency • Mr. Brian Stansbury, Deputy General Counsel, USDOT • Mr. Alessio Quaranta, Director General, ENAC • Mr. Adrian Cioranu, Director of Programmes, iPADIS <p>QUESTION & ANSWER PERIOD</p>
17.30 – 17.45	Wrap-up of Day 1

Tuesday, 3 December 2024	
08.00 – 09.00	ON-SITE REGISTRATION
Session 5	<p>Designing for All: Improving infrastructures</p> <p>This Session will discuss universal design principles and how they can be applied to the aviation ecosystem. Discussions will cover the design of accessible infrastructure, communication, technology, and facilities concerning the inherent right to safety and dignity. Additionally, the Session will consider important factors to consider when new infrastructure is being developed.</p> <p>Moderator: Ms. Emily Yates, Head of Accessibility and Inclusive Design, Mima Group</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Ms. Michele Erwin, President and Founder, All Wheels Up • Mr. Roman Romanov, Director, Accessibility Advisory Services, Rick Hansen Foundation • Mr. Christophe Allard, Head of Customer Relations, The Americas, Lufthansa Group • Mr. Hans-Gerhard Giesa, Senior Expert for Human Factors, Airbus <p>Question & Answer Session</p>
10.15 – 10.45	COFFEE BREAK / NETWORKING
Session 6	<p>Role of technology in enhancing accessibility</p> <p>This session will highlight the importance of designing accessibility features into existing, new, and developing technologies for passengers with disabilities. It will address the barriers faced by passengers with non-visible or non-apparent disabilities when adopting and adapting to technology, including pre-travel, wayfinding, websites, and apps. The session will focus on the potential impact of these technologies on accessibility in air transport, with a specific focus on the passenger experience throughout the journey.</p> <p>Moderator: Ms. Stephanie Cadieux, Chief Accessibility Officer (CAO) Canada</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Mr. Ed Collett, Programme Manager, Air New Zealand • Mr. Roberto Castiglioni, Director, Reduced Mobility Rights Limited • Dr. Kirk Goodlet, Senior Director, Inter <i>VISTAS</i> Consulting • Mr. Jefferson Paulo Pereira, Specialist in Civil Aviation Regulation and Deputy Technical Manager, Consumer Rights, Brazilian Civil Aviation Authority (ANAC Brazil) <p>Question & Answer Session</p>
11.45 – 12.00	Skytalks:

12.00 – 12.15	<p>Accessible Airport Design Best Practices</p> <ul style="list-style-type: none"> Mr. Yuzo Koike, Manager, Architecture Facility Department, Airport Operation Division, Tokyo Narita Airport <p>ACI World: Airports & Accessible Travel Initiatives</p> <ul style="list-style-type: none"> Mr. Danny Boutin, Senior Director, Airport Assessments & Services Mr. Jean-Sebastien Pard, Senior Manager Facilitation, Passenger Services and Operations, ACI World <p style="text-align: right;"></p>
12.15 – 13.45	LUNCH
13.45 – 15.00 Session 7	<p>Mobility in air transport</p> <p>This Session is intended to highlight feasible solutions to improve the safe transport of mobility aids including wheelchairs; we will look at the solutions to assist persons with disabilities, including invisible disabilities such as autism, impaired hearing and dementia, considering persons with disabilities' rights to freedom of movement and freedom of choice.</p> <p>Moderator: Mr. Graham Keithley, Vice President and Deputy General Counsel, Regulatory Legal Affairs, Airlines for America (A4A)</p> <p>Speakers:</p> <ul style="list-style-type: none"> Dr. Joseph Pelletiere, Chief Scientific and Technical Advisor, Crash Dynamics, FAA Ms. Vanessa Lumia, Dangerous Goods Manager, Air Canada Dr. Shelley Roberts, Senior Research Officer, National Research Council of Canada Mr. Alan Campbell, Senior Manager International Affairs, IAG International Airlines Group Ms. Mildred Troegeler, Boeing Executive Liaison to ICAO and Director Global Regulatory Strategy, Boeing
	Question & Answer Session
15.00 – 15.30	COFFEE BREAK / NETWORKING
15.30 – 16.30	<p>CLOSING SESSION</p> <p>MOVING FORWARD TOGETHER: WHAT ARE THE NEXT STEPS?</p> <p>Dialogue on high-level principles focusing on developing an ICAO Strategy on Accessibility in International Civil Aviation, and the importance of regional and international cooperation to facilitate implementation of Facilitation measures.</p> <p>Moderator: Mr. Sylvain Lefoyer, Deputy Director, Aviation Security and Facilitation, ICAO</p> <p>Dialogue: ICAO/ACI/IATA</p>

	<ul style="list-style-type: none">• Mr. Nuno Bellem, Rapporteur, ICAO Working Group on Accessibility in International Civil Aviation, and Team Leader, International Agreements, Determinations and Compliance Branch, Canadian Transportation Agency• Ms. Linda Ristagno, Assistant Director, External Affairs/ Global Accessibility and Tourism Policy, External Affairs, IATA• Mr. Jean-Sebastien Pard, Senior Manager Facilitation, Passenger Services and Operations, ACI World
16.30 – 17.00	Closing address Mr. Juan Carlos Salazar, Secretary General of the International Civil Aviation Organization (ICAO)

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