

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 17 April 2024

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Seyed Torabzadeh, Community
3. Mark Frank, LAWA Administration
4. Tim Ihle, LAWA Airport Operations
5. Carlos Alvarado, (TBITTEC) Airline Rep
6. James Corpuz, TSA
7. Carlos Alvarado, (TBITTEC) Airline Rep

ABSENT

1. Brandy Welch, Community

EXCUSED

1. Kathleen Barajas, Community
2. William Miranda, LAWA Planning
3. Julia Mockeridge, Community
4. Louis Herrera, Vice Chairperson

Meeting Started at 1:03 p.m.

I. Call to Order/Roll Call

Ms. Cabanban requested a roll call from Ms. Bradley. A quorum was not present.

II. Opening Remarks and Introductions

Ms. Cabanban: This is the Disability Access and Accommodation Advisory Committee. It's our first in person meeting since covid so we'll have everyone introduced themselves. Before speaking say your name for our captioners.

III. Chairperson Report

Ms. Cabanban:

- Bylaws Update
 - (Away from mic)
- Sam Overton Award
 - In honor of our first Chairman board several years ago, Sam was a very big advocate in the community for access and disability. In his honor, we give this award to someone who exemplifies cooperation in the accessibility, and accommodation, and with the airport community. So, this is awarded to someone who is in the airport community. I would really like for LAX to recognize this award and service that we do. Today's award, you all know, Daneil Sneed.

Mr. Schultz: I've been with LAWA at least 6 years now. I first started working with

Daneil when he was a designer architecture for access foundation program. Every day, he always went above and beyond making sure that all the projects were up to par and exceeded the code environments. Everything from accessibility and all forms of access. I get to see him outside of this room. He does so much with this community. He pretty much raises the bar for access for all of our travelers, and he continues to do that on the projects. This is a very well-deserved congratulation.

Mr. Sneed: Thank you so much for DAAAC recognizing me. Thank you so much for Robert, Tim, and Casandra and all the opportunities that exist. Thank you.

IV. Presentations

"Because of the extent of information relayed for this agenda item, the full transcript is provided, with minor edits."

- **Giennelle Lopez -MSC South Furniture**

Ms. Lopez: We'll be presenting with the focus on the furniture selection for the MSC South. To orient everyone where the project location is, this is an aerial view. This is an addition to the MSC North, located East of Taxiway L and West on Taxiway C. The project is 150 thousand sq. ft. with two levels, the apron and the ground (back of the house). It's eight new gates designed for Group 3 aircrafts. It's being constructed off site in a non-secure area of the airport. It's being built in 9 segments and will be moved to its final south location once complete.

The path of travel to enter is the bus or the underground terminal that already exist. The hold rooms are located across from restrooms or another hold room. They are 3,000 sq. ft. and 190 long by 28 feet wide. There are 120 seats and 6 reserved seats for wheelchairs. Lounge furniture will be located along the window or back of the hold room. There are reserved tables located in the center that are 32 inches high and width of 40 inches. Bench seating at the front, next to the south boarding gate for priority. Two chairs will be reserved using an ADA embroidered logo. This can be used as an option for wheelchair users, to transfer ladder into the space or their travel companion.

Seat height is 17.5 inches. The arm is removable to make transition easier and a plug-in charger in the back.

Ms. Cabanban: How do you determine how many ADA chairs in the hold area?

Ms. Lopez: We did the 5% calculation for each type.

Ms. Cabanban: Is the furniture set or is this a proposal?

Ms. Lopez: This is a proposal but we are hoping to get it set soon.

Ms. Cabanban: I recommend we come and take a look. How reachable are the power source?

Ms. Lopez: They are in the back.

Ms. Cabanban: This would be very difficult to reach.

Ms. Lopez: We do understand I'll work with the vendor and see what power sources they can provide.

Ms. Goldkorn: How do we use the cocktail table? The barstool is pretty but it doesn't work. When you say, for a wheelchair user only, someone is going to grab one of your stools sit there and they are allowed to. Fully integrated seating is required. Table reserved for us, is there a support bar underneath?

Lopez: No

Ms. Goldkorn: Because when you measure table you measure from the lowest portion. And if there is a support bar underneath that is where you measure your 27 to 34 inches and not from here.

Our functional need to plug in our; computers and phones, earphones and if we have a power chair, and if we have screaming kids, their devices, families that we travel with us are not being met. I am struggling with trying to picture myself trying to plug in behind my back. Manufacturers are not looking at the usability and functional needs. They don't have to so they don't.

Standards does not mean maximum accessibility. You are looking at the minimum standards that doesn't nicely mean we are going to be served properly and appropriately. Disability based on wheelchair usage is not necessarily a real number. Putting the plug behind a chair that someone may want to transfer into is not comfortable sitting in these things. A person who will not be transferring out of their chair, there is no place to go because there is so many people injected into these spaces and I need to be able to plug in. That is a major issue. Relatively simple to focus on access and functional needs as your guide. Manufacturers don't do that.

- American Envoy Automated Wheelchair Demonstration

Presenter: June of last year Japan showed us this amazing chair. It's fully autonomous and its intended to provide service to folks. The wheelchair is part of a pilot plan. We have it located at gate 41 in Terminal 4. Anyone can use it if they like to just take a ride over to their gate. They are more than welcome to utilize the chair.

I went over some questions. One was can anyone use it? Yes. Anyone can use it. They can put their bag in the back. That is what it is for. We haven't had an issue with bags being too large since that is the carry-on size. In regard to having a pet or a service animal, they can have a pet walk alongside it. It goes 1.2 miles per hour. It takes about 3 minutes to get from the gate 41 to the end of the terminal. It is not intended for transfer and doesn't take you to TBIT. It is for terminal four right now until we check to see how it works out and how folks like it.

It has sensors, step plate and invisible track/trail to follow. It's been mapped for the terminal. The tablet speaks English and Spanish. Once it reaches the destination it will happen to know you have expanded your ride. You have 60 seconds to get off the seat, grab your belonging. Then it will return to the place that was programmed where it started from. The chair name is Wally. They have automatic brakes. The red buttons are brakes.

Mr. Sneed: There's automated locking system and manual locking system.

Presenter: Yes, we haven't completely taken away from the chair factor. Once the person stops and they exit the seat, it has an automatic break and in addition to that it has a manual brain function. We have someone at the terminal to help them get in and out of the chair. They help with the bags. We communicate with the other area and let them now they're on their way, so when they get there they will be there to help.

This is to improve customer experience. We ask before putting someone in the chair if they need to go to the restroom. If they do then we'll aid them. But for the most part, these guys are watching the chair going down the corridor.
We have two batteries for charging. It has an 8-hour range. We assigned someone to change the batteries out every 4 hours.

Mr. Stargen: What's the capability for inclines?

Presenter: One is nothing more than 300 pounds, no children, Weight may be an issue with inclines.

Mr. Stargen: Does it automatically go back after 60 seconds?

Presenter: No, if still seated, the chair can sense it and wait. This chair does not replace the wheelchair service.

Mr. Corpuz: I have concerns about medical equipment left behind.

Presenter: The chair is accessible post TSA screening.

V. Public Comments on Non-Agenda Items

NONE

VI. Approval of Minute

- February 21, 2024 DAAAC Meeting Minutes – Minutes not approved

VII. Regular Items for DAAAC

NONE

VIII. Landside Access Modernization Program (LAMP) Report

NONE

IX. Operations Report

Mr. Ihle: LAX is the only airport that made top ambassador list. Last year, LAX had 75 million passengers and 1.5 million requested wheelchairs.

(Away from mic)

X. Planning Report

NONE

XI. Customs and Border Protection (CBP) Report

NONE

XII. Transportation Security Administration (TSA) Report

Mr. Corpuz: Compliments are up. I recommend the use of TAS cares. You can sign up at [TSA.gov](https://www.tsa.gov). Passenger Specialist program can be requested at any time.

(Away from mic)

XIII. TBITEC Report

Mr. Alvarado: (Away from mic)

XIV. Executive Level Report

Mr. Frank: John Ackerman was unfortunately not able to make it today, but I am securing his time on his calendar. May looks pretty good right now. Let me know as soon as possible so I could try to secure an alternate date schedule.

XV. Los Angeles Fire Department Report

None

XVI. LAWA Guest Experience

Ms. Saldivar-Chavez: The Sunflower Program, currently we are having trouble getting access to the training videos. We have to come up with a plan on how we are going to get everyone trained at the airport. We hope to get started in May.

XVII. ADA Coordinator Report

"Because of the extent of information relayed for this agenda item, the full transcript is provided, with minor edits."

Ms. Heredia: Access and accommodation and advisory meeting ADA Coordinator Cassandra Heredia.

- Update Current Corrective Actions Request
 - ADA loading zones
ADA passenger loading zone missing a sign. A CASP report was done that identified additional loading zones. A work request is being submitted to refresh existing work zones one terminal at a time. The estimated time frame to submit all work order requests for both upper and lower level is estimated as September 1, 2024 and work to be completed shortly thereafter. A pilot program has been developed to streamline pickups and drop offs by the ADA shuttle. Passengers between terminals would redirect some shuttle service to the lower levels. Still in development, identified by airport operations is a better fly away loading zone at Terminal one.
 - Kiosks
Installation of kiosks is being finalized with a final inspection by the CASp estimated for April 26th, 2024. Issues with the voice prompts activated by keypad input are reported as corrected but will be confirmed by the CASp inspection. Kiosks are installed. Operational will not be made available to passengers until approved by CASP inspection. Note this image is of a kiosk as we received. Reports were received as being A.D.A. compliant which have the European standpoint, but not from a Canadian or American standpoint. California brail was part of the issue regarding the rail pipes. Tracy's father insured the braille plates we received were the correct.
 - Update on assessment of emergency communication platforms.
Assessment of blue phones and the rest buttons was completed by the contracted CASp for LAWA.

Accessibility concerns initially cited by LAWA ADA community coordinator work confirmed.

Corrective actions, including new signage with nomenclature and instructions, are being undertaken. There is currently no way to communicate speech disability. Airport Operational Readiness Team, they are having the contractor design and applied something so that persons with speech or hearing disabilities know how to communicate with APD, via text message and where the phone is located on the side.

- Overview on coordinated evacuations to support those with DAFN/AFN – handbook, exercise, adhesive tags, Evac Chairs for seating. Evacuation planning to support persons with access and functional needs, Durable Medical Equipment (DME) with tags. Generated and provided by LAWA to airlines and customs providers. The use of the DME tag will be included in the handbook. We will be putting together evacuation guide to support persons with disabilities and wheelchair providers, airlines, and other tenants. It will include a checklist of the objectives you need to meet to support someone who's trying to safely evacuate, what DME tags do and how to make them available prior to an emergency. A list of contact numbers.

Last month, United Airlines conducted a hybrid exercise on evacuation. The after-action report and its findings with regards to persons with disabilities will be provided to the ADA coordinators. In May, JetBlue will conduct a similar exercise. This gives an opportunity to develop an exercise specifically to address concerns about support during an emergency. The LAWA ADA coordinator is invited to participate in Trunk top training which supports proficiency and partnerships across the agencies to respond. Members have brought up how they can be more involved in planning for hazards, threats. They seem like they get cut out of the equation or the representation is maybe not as much as they would like. I propose that we create our own exercise and invite partners instead of waiting to be invited.

Ordinated evacuation planning to support persons with access and functional beans.

Accessible seating in evacuation assembly areas. I do believe that I brought this up at the last meeting, but I wanted to give them more concise representation. To ensure that persons who need accessible seating have support after being evacuated prior to being reunited with substitute DME. The angulation chairs that were previously purchased by LAWA will be prepositioned at multiple locations. These chairs will be mounted and secured until needed for use. Appropriate parties will be defined as responsible for deploying the chairs to the assembly areas. The chairs will support both terminal evacuations and ConRAC.

- Update on evacuation and muster point update for CONRAC
Muster points will be in every blue phone, while the assembly areas will now be on each side of the facility. The images are of a bike mountain rack. The intent is to install these mounting racks. Position one of the LAWA chairs and then put the lock bar over it. I will purchase and have installed one of those real estate lock boxes on the side with a combination that I can set and have key to go into the block box. Then there's an emergency. People who have already been

approved in advance will have the combination to that lock box so that they can access the chair and deploy.

- Update on request to improve accessibility for the Auxiliary Curbs project. The auxiliary curves team have addressed design concerns to ensure that persons with visual disabilities can safely navigate a crossing with vehicular traffic. How do we address the needs of passengers who arrive at these curves and need assistance is being discussed? Responsibility of the airline or airlines, but efficiency for the passengers and may require a rethink.

XVIII. New Business

NONE

XIX. Adjournment

2:41 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on May 15, 2024. The minutes of the April 17, 2024 meeting were approved by DAAAC.

Tracy Bradley

Secretary

05/15/2024

Date