

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 21 August July2024

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Mark Frank, LAWA Administration
4. Tim Ihle, LAWA Airport Operations
5. James Corpuz, TSA
6. Seyed Torabzadeh, Community

#### EXCUSED

1. Julia Mockeridge, Community
2. Kathleen Barajas, Community
3. Julia Mockeridge, Community
4. Carlos Alvarado, (TBITTEC) Airline Rep.
5. Brady Welch, Community

#### ABSENT

**Meeting Started at 1:09 p.m.**

#### **I. Call to Order/Roll Call**

Ms. Cabanban requested a roll call from Ms. Bradley. A quorum was present.

#### **II. Opening Remarks and Introductions**

Ms. Cabanban: We will go around the desk and say your name and department.

Mr. Seyed: I'm an engineer and a member of the Committee.

Mr. Frank: I'm here representing the Executive Committee.

Ms. Heredia: Cassandra Heredia ADA Coordinator.

Mr. Hoang: Scott Hoang Airport Police.

Mr. Hicks: Bill Hicks Border Protection.

Mr. Chai: Ben Chai, Operations.

Ms. Saldivar-Chavez: Catalina Saldivar-Chavez, guest experience.

Mr. Corpuz: James Corpuz for the TSA.

Ms. Cable: Candace Cable. I'm one of the speakers today.

Ms. Bradley: Tracy Bradley DAAAC secretary, Airport Operations

### III. Chairperson Report

Ms. Cabanban:

- Housekeeping – Today, when we speak please introduce yourself and your department before you start to speak.
- CIP draft template letter – We spoke about an acknowledgment letter, that we've been working on. The letter is a follow up with thank you and questions to be responded to. The letter is complete and will be forward to the Members to take a look at.
- Follow up on future attendance of John Ackerman - We've been trying to nail a timeframe for Mr. John Ackerman to join the meeting. That is the new GM. Mark you can chime in on that in a little bit.

There are a few people that need to leave early. I will skip the minutes for now so we could get to all of our agenda that need to be taken care. So, we will move on to the presentations, item number 5.

### IV. Presentations

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

- LAWA Ground Transportation – Ben Chai

Mr. Chai: Thank you for having me. My name is Ben Chai with Airport Operations. The goal here is to present the ground transportation options we offer in LAX. I'm sure you notice we have a ton of busses that operate at the airport. We have segregated all LAWA operated busses on what we call the inner lanes.

The inner lanes are closes to the terminal side. The outer lanes, we have hotel, rental car shuttle services and folks going to Uber, Lyft or taxis. The employee shuttles for all the employee lots, we have the parking lot shuttles that operate the economy parking and also service our metro connector and off-site are also operated by LAX shuttles. We have the Fly Away bus service that is offered at the stops. All of these stop at every terminal and Fly Away bus. We have the airline connector, ADA LAWA shuttle is on the upper level at this moment only. The para transit access vehicle that operates on the inner lanes are the only vehicles allowed to do the inner lanes. On the other side is the partials that we will have soon once the train is up and running and charter bus services. The LAWA air bus and Ventura County, they operate on the outer lanes and the private property shuttles that deviation from there operate on the upper level. Uber and Lyft operate out of the LAXit lot. The taxi cabs we offer two pickup locations within the CTA that is hidden secret no one knows about. They have a taxi station at Terminal 3 and also at the end of Terminal 7. If you need a cab you don't have to get on the shuttle and go to LAXit, you get a cab in the central terminal area.

This is the standard layout, the difference between inner and outer lanes and upper level. Fly away operates the inner lanes and the airline connector. Metro

connectors and the rent a car is also on the outer lane.

The fly away now, I think you need to use a QR code to access online portal to purchase the ticket a head of time. Before some routes you were able to purchase the tickets on the bus. Some you purchase the tickets at the arrival station. Now, you use a QR code to access the pre purchase tickets.

These are the two taxi stand locations I was talking about. One is inside level one. This is the best one hidden gem. The other one is at T 7.

Ms. Heredia: Ben can you mention the accessible taxi pickup, people contact dispatch?

Mr. Chai: You call and you need special ADA taxi, they do pickup anyone at these locations. Nowadays a lot of them somehow end up in LAXit. They are able to pick up in the inner lanes as well.

Ms. Cabanban: The Uber and Lyft they could access the inner lane?

Mr. Chai: Uber and Lyft could not. The shuttle picks up folks from the terminals and drive them over to the LAXit lot. Once the train is up and running LAXit will be relocated south of the economy parking area. That is station E on the train line. So as soon as the train moves within a few weeks we will be relocating that to their new home.

Mr. Torabzadeh: My last trip, I took an accessible taxi. Like, you said they were hidden in one of the parking, underground parking. It would be nice if you could have some more signage. I had to ask one gentlemen sitting on a chair to call for a taxi. I think it is better if you have more signage or kiosk for people to find it easier.

Mr. Chai: Most of this is temporary. Everyone is dealing with construction now, with the structure program. The train should have been here a 1 1/2 ago or so. We are pushing along. Once the train is operating we are doing a study to repurpose the inner lanes to introduce taxis and Ubers back into the airport. We need to push it out temporary as we build the train. The way finding is the biggest challenge. There is a program in place now that is going to redo the entire way finding for the entire airport.

Mr. Torabzadeh: Now to take a Lyft or Uber you need to take a shuttle?

Mr. Chai: You could walk. Because of the proximity, granted LAXit is located east of Terminal 1. So, folks, in Terminals 1 and 2 prefer to walk. It is faster. LAXit is identified with the signage you could walk to LAXit. Folks with a lot of baggage like to walk, too. It is hard to put it on the bus. Once you get there, there is no one to help with the baggage. Folks, traveling with large families walk to it.

Mr. Torabzadeh: Say you are in Terminal 4, that is not accommodating. Is there any way this could be?

Mr. Chai: All the shuttles are wheelchair accessible. All the shuttles have a ramp. One phone call to dispatch and we will send you a bus in case the ramp is broken or overcrowding. The bus does get crowded. We have 7,500 people waiting for the bus. Yes, it is in commodity. It's is a temporary solution. The bussing is until the

train is up and running. Once it is up and running you will go to the 5th level, go to the train and go to station E. Uber or Lyft or any shuttles will be located at the station E. Hopefully if contractors hold their schedule to the end of the year, the train should be up and running.

Mr. Corpuz: Are they looking to put taxi and Uber to inner lane?

Mr. Chai: Remember the inner lane was passenger pickup and taxis were in every terminal. That middle extensions were designed to pull them off. They are temporary extensions. They are doing a study to see what the best use for the inner lanes is.

Mr. Corpuz: So that is the staging Uber and Lyft.

Mr. Chai: They will not stage, Uber and Lyft is on-call. Taxi is handed through the same system. I need 3 cabs go to? Uber and Lyft are not staging. It is all on demand.

- Paralympics- Candance Cable

Ms. Cable: I don't have any slides for any of this because I didn't think about preparing something like that. It is really about teaching you about Paralympics game. Myrna heard me speak to the Access Board about the opportunities that are coming to Los Angeles and asked me to present. I changed it up a little bit but a cool thing happened with the agenda. So, I'm excited by this.

So, I'm Candace Cable and my pronouns are she and her. I am a 70-year-old Caucasian woman with blonde hair, glasses and two small earrings, a white blouse and design of many tiny leaves. I have dark blue jeans on and black canvas shoes. I'm sitting on a silver frame wheelchair with black. This is an audio description for people that could not see me. This is about accessibility; right? So, you know this is what this group is about. Also, something that is important when we are in meetings and connecting with each other. I offer gratitude and thank you for having me. Also, to Myrna your Chairperson, asking me to speak.

I was a nine-time Paralympian. I competed in the Olympics and the games in 1984. They had an event in the Olympic games in Los Angeles here. I was a part of that. I was a Bronze medal winner and I won 12 medals. I also participated in the games as an athlete services Coordinator. I have a lot of familiarity in the games and I work on the bid to bring the games to Los Angeles. The opportunities that we have as disabled and non-disabled folks, to have these world events. Not just the Olympic and Paralympics games coming to the Los Angeles and the World Cup and other things is extraordinary for the next four years. It is not actually enough time but we will make the best of it to be able to make changes and shifts and the things we do and say and our perspectives. So, when I say we, I say we because this will be requiring collaborative. Just like you work in collaborative here but a little different. The collaborative effort of all our communities that identified as disable or non-disabled allies is to raise what now is the low bar of compliance that is attached to the ADA act. The Rehabilitation Act 504 and other laws that protect and support access and truly, leave no one behind in every aspect. We must insist that this time on a higher level of inclusion, and all of the advisory spaces. I encourage us as we raise the bar to really put universal design forward as we are thinking and talking and doing and creating the initiatives. We also have a once in a lifetime golden

opportunity to come together and build and elevate disability history and disability art and past and current leadership as well as created a lasting legacy. Part of the games is creating a legacy. Here in Los Angeles, the intention is not to build any new infrastructure. Usually Olympic and Paralympics game create new infrastructure that create access by osmosis. The opportunity we have before us, is going to amplify the Olympic and the Paralympics games. This is what I will talk about today. The event and lead up events could create paradigm shift. I have seen it done in 2012 at the London games. What they did is create innovated positive social impact of access inclusion and visibility for everyone. It is created. They intentionally did it. They didn't continue to do what was needed to be done. I'm going to offer three things, education, collective responsibility and collaboration and talk about them, to give some ideas about what is possible and what we could do. Education is something that I am very passionate about. I'm a historian and educator in the area of understanding disability and the Paralympics games and options for people with disability in many spaces I consult with many groups on that. So, education is dear to my heart, it is needed in a lot of places. For people with disabilities education is around the Paralympics games. People not disabled; it is about people with disabilities, to learn more about them and also the Paralympics games. Both will also include a standard glossary so we could say the same phrases about the games. Today I have an example of it that came forward to me. I'm grateful to be here today and also just the way the world works is that the agenda for the meeting had some things in it that I could amplify the idea of language and why we need it standardized. The mistakes I point out know, I'm not here to shame you. I know it is not your fault. It is our responsibility to do better and you don't know until, you know. You could not do better until you are educated. Under presentations I was titled as speaking about the Para Olympics it is not the Para Olympics. It is one word together. It is something we should know moving forward to amplify the opportunities. In regular items it was talking about inconvenience that happen during the World Cup and Olympics. The Paralympics is not mentioned. Why not? Because you are not mentioning it, you leave disabled people out. You literally are and it is incorrect. It is also embarrassing. It could be harmful if we continue to leave disabled people out. It is disrespectful. The Paralympics is spelled Paralympics. It means alongside. It means alongside the Olympic games. It is important to understand that is we were from the Paralympics first and we will have inclusion on multiple levels. You could say identifying is not ignoring disabled people but the truth is, out of sight out of mind. If we are not talked about and not included in every aspect, then you are going to be able to create the access and the inclusion you want to do that the law requires. You want to take it to the next level. What we are doing at the Department of Disability Commission for the City of Los Angeles, we are putting letters forward to the city council and Mayors Office to standardize the language on everything around the game. We say the games or Olympic or Paralympics. That is not the only place I heard. Our Mayor has said it, Para Olympics. That is embarrassing. LA '28 should do their work to change and shift the narrative so we know about it. I know I sound like I'm scolding people. I am a little bit. It is a long time. The games started in 1948 and they've been around for a long time. We have a real opportunity to educate ourselves. I am going to take the time and take a course in it and go online and look at it and learn about it. So collective responsibility. This is something I learned about the leadership in the Department of Disability. It could make access and inclusion happen in LA by integrating accessibility and people with lived experience throughout the work. That is what you do in this group. You could go beyond that. We don't need just a few.

We need people in every aspect of it so that we could make sure that we're looking for the people that are listening and missing from the mold and places that the power exists in. So, make sure our leadership is elevated to include black, brown, Indigenous, queer people with disability. We get all aspects of folks. We need to create access as a first priority in work and leadership. It means that changes could not be left up to people with just disabilities. We could not be the only ones pointing them out. We need to be able to lean in our allies.

We are listening to the presentation about transportation. I go to the airport a lot. I have to say, as a wheelchair user I tried accessing, wheeling over there from terminal 1 and 2 it was almost impossible because of all the curves without curve cuts. We are engaging with more people, who are using mobility devices. We can be able to create that access that you talked about. That does exist if you walk. We live in a world that is focus on people that are ambulatory. We don't have that world anymore. We have people that use all forms of transportation.

Collaboration, an important part of the games is the public spaces and paths of travel that will be taken over by the games and includes airports. The first point of entry, and visibility of the city is at the airport you have probably heard this. Every Olympic games I've been to that is the first spot they set-up camp and they elevate access to the next level I know we could do that. It is critical LA '28 started to audit venues. We have an opportunity now to offer insights how the world change when it was assigned 34 years ago. For example, adult changing tables are a need. They serve the needs of athlete and staff and spectators. We all benefit from new innovation and access changes made in the airport and in the venues. So, we as disabled and non-disabled folk benefit from all of this infrastructure that's going to change. They will make changes in the venues and changes are being made right now by this airport that are affecting and attached to accommodations for the games. The time is now to collaboration on mobility and information. We need to collaborate with people with disability that have life experience with the barriers and people with disability and non-disabled people to engage with each other and share the information to create the greatest long-lasting social impact change

I suggest, regular scheduled check-ins with organization Committees for the games with the City of Los Angeles and Department of Disability. Disability Commissions we have is the County of Los Angeles. There are many disability Commissions, community organizations and access transportation because access is going to play a key part. It is really a time about nothing without us. Keeping these all-in mind, together I do believe we could affect positive social change. I'm here for it. I'm totally here for it. In Paris I wanted to add the symbols for the Paralympics games. There are three symbols that means I move or we move. They've been on the arch triumph since the beginning of the Olympic games. This is a first I think Los Angeles could take it to the next level in a shift since we have not seen since 2012. We have committed people here making it and wanting this to happen. We are excited about this. We are nervous. Probably a little scared. This speaking with you today, has been a huge opportunity for me and I'm very grateful. I look forward to working with everyone. As we go forward and to the last final days we celebrate the end of both games. Thank you very much.

Mr. Torabzadeh: Thank you for highlighting what we could do and what we need to do and thank you for being here. You should come to our meeting more often. Thank you Myrna for inviting her.

Ms. Cable: I'm your worse watch dog. I'm paying attention. What I bring forward is to

make it better and solve the problems. Sometimes I feel like I could be kind of intense. Like, poof, you got to do this. It really is about all of us. For us to all realize that we're all part of the disability community. Should you be blessed to live long enough you will have a disability and you want all of this stuff in place. You want equity of access. You want to be able to get your needs met. Yeah, you could tell I'm an educator.

Mr. Corpuz: So, experience you have, is there anything that TSA could do better from your observation? We are doing things now that are opening our eyes for a person with a disability. We want to learn more. Is there anything we could do better for the Paralympics or other venues?

Ms. Cable: Thank you for that question. Yes there are things. I also want to appreciate the constraints that TSA has. I know for people that use mobility devices; it is a very difficult time getting through TSA. I mean, at times I've spent 20 minutes sitting and waiting. That is an extreme to just get pulled back because there isn't a female, assistant on that could do that. I've never been able to understand why there is a woman that are working back there but it could not be switched out. But that has to do with the way that your process is set-up, I'm sure. I'm waiting about 5 or 10 minutes. Sometimes I count how many people walk through the x-ray machine. Because I have to sit and watch them and then all of my bags are sitting there. So, using any kind of access services to get through the airport, that takes a long time. It has to get set-up ahead of time. Folks with disabilities lives are labor intensive already, and so anything else, any next level we need to put on is a lot. I love to share with you, if you want, outside of this. Not that I'm trying to hide anything from anyone. I have a list.

Mr. Corpuz: We receive complaints and compliments with TSA. There is one thing I notice from a recommendation to TSA after joining the Committee. Something that I felt bad and I didn't have the insight prior. A person with a disability, someone with mobility, folks at the check point. You require someone of same gender to assist you through the screening process. So, you have the technology you go like this and you have the metal detector and two lanes for the bags. One place we ask person with a disability to stay, until they are assisted, is between the technology and lane. That is no person zone, no man zone, so to speak no one could see you. The walker faces forward. We have officers in the back they don't see you. The one helping with the bags you are the person that is already low visibility vehicle trouble as far as height. You are literally, forgotten. So, what I propose, several months ago we are working on, it is hard to get things accomplished sometimes. It's a simple fix. We have an assistance for a person with a disability or whoever is waiting for assistance you click on a light and that goes back to the lane. It says assistance is needed. That way it is blaring saying we have someone. Unfortunately, we dealt with a passengers with disabilities waiting and waiting. For the sad part we have more male officers than female officers. We are doing things. This committee made me more aware. You want to give me more feedback we will take it into consideration. We want to do better. The worse we could do is be status quo and think we are okay and we're not. I've seen the complaints and so whatever you could provide, that is grateful. I apologize if you needed to wait. Myrna had to wait as well. I had to wait 25 minutes. The worst-case scenario we had passenger that had medical distress because they waited too long. There is a need. We want to feed that so we could address the needs.

Ms. Cable: Thank you so much for explaining that what the process is and how we do get hidden. It does feel like, no one is paying attention to us once we are there. Every time I ask someone that I could see, can you please help, they look at me like they are irritated, that I'm bothering them. I'm like dude I have a plane to catch. I like that idea. I'm a little afraid the light may not be seen, maybe it won't be big enough. I would love to speak more about the opportunities with something like that because there is thing that happens in TSA where I know that disabled people will not ask for what they need for fear of upsetting a TSA agent and there is retaliation. I have felt it. I know other people with disabilities have felt it. They have a lot of power in that space and they can take us out.

Mr. Corpuz: I also want to recognize the committee and whoever wants to listen, TSA Cares. So, when you contact TSA Cares we will have an officer assist you when you arrive to advocate for you and see you through the process so you are not alone. That worked extremely well and we need to publicize that. Your concern about the suggestion I made my suggestion was if it stays on for five minutes the Supervisor will get up to do something. There is a need. I joke about it. But there is a need. The light means nothing, then there has to be more training and focus. But we have a task here with multiple of signs. But the signs could be something that you pass by. Because it is so many. We will keep trying and working.

Ms. Cable: You need to try it. I'm all for trying something new. You will see if it works or fail. I do have the TSA Cares card that I carry. It does put the responsibility on the disabled person again. To make sure all of their needs are met as they go through. But non-disabled folks don't need to do that. So again, it is good to think in that mindset of that is a collective responsibility of all of us. Yeah.

Mr. Corpuz: It is education. TSA care is planned ahead of time. They inform you what you are going through and no surprises of your needs. It is not just meeting you at the check point this is what you expect. We are trying to be better.

## **V. Public Comments on Non-Agenda Items**

NONE

## **VI. Approval of Minute**

- May 15, 2024 minutes – Minutes were approved.

## **VII. Regular Items for DAAAC**

Ms. Cabanban:

- Commission meeting update - We had a retreat last week. Our annual retreat. We had a self-evaluation on what the Committee have done in the last year. It was kind of a nice to see. We hit some marks and missed some marks. One thing we are working on is a lot of issues with language we are trying to put forward with the city in foreseeing the games that are coming up. The other one, we tweaked on the goals we set last year. We had a better understanding of what we're trying to do. This year we will do better. We are



more focused on that. Also, with the games coming, I was trying to think of a good word to describe the goal as an airport for the games and gateway keeps coming to mind. Everyone will come through the LAX and they will leave through. They will come in different scheduling and stuff like that. So, I'm very excited. The gold standard has been thrown around. This is something we can I think really achieve with everyone. The reasons I brought Candace over is she has a personal experience with all the events that. I'm trying to see in my mind. I hear you talk about these things, all I could is vision it. I'm not a sports person. The most sports I've done is gone to the tennis game that is hardly anything. I really like to see us succeed in being welcoming. I know we will be welcoming but we want to be able to really showcase our city. Gateway of something like that. That is my goal. At least in working with this Committee. Let's see.

- Follow up to Steve Stargen questions: How is the autonomous wheelchair pilot project coming along with American Airlines and do we foresee any potential inconveniences for travelers with disabilities during the upcoming World Cup and Olympics?

Ms. Heredia: I reached out to the manager for wheelchair service provider. Anita responded and said the program is going well and that they anticipate they will continue to progress to be prepared for the 2028 games. Additionally, one new item has come up. Even though those autonomous wheelchairs are functioning as part of the pilot program in terminal 4, they are starting to experiment whether or not they could use them for T4 connector to the international terminal. They are doing it without passengers to see how well those wheelchairs will navigate the area. They will have an update when they finish the test period.

## **VIII. Landside Access Modernization Program (LAMP) Report**

NONE

## **IX. Operations Report**

Mr. Ihle: I want to share the operational statistics for the first six months of 2024. We had a total of 25 1/2 million domestic passengers and 11 1/2 million international passengers. This is 4% increase over the same period of last year. Our domestic travel is pretty much flat. It has not increased. We are seeing the increase in the international traffic. Thirteen point eight two increase in international travel from 2023. Busy times, as Bill mentioned that is adding to long lines. Now, we are past the summer peak hopefully it is not as bad.

We currently have no facilities openings that are coming up. No groundbreaking coming up. Pretty much status quo there.

I do have a question about our Bylaws. We were speaking about it yesterday. Within the Bylaws, 6.5 proposed and well as prior states Board of Commissioners liaison should be appointed by airport Commissions and serve as ex official member of the Committee. Could that individual have dual roles one as a member? A voting member of the Board and as well as being the liaison to the board? I'm sorry. Board Member of the DAAAC as well as being a non-member for the liaison with the board office?

Ms. Heredia: I didn't see any indicator that someone could satisfy both roles of Board Member and ex-liaison. I have not seen a conflict. In the Bylaws.

Ms. Cabanban: I know we talked about it. As long as the person is acting, we need to identify which role. I certainly don't see any conflict. And like you said, Bylaws doesn't really have any kind of a direction either way.

Mr. Ihle: Thank you. That is all I have for the meeting. Great presentation. I really enjoyed it.

## **X. Planning Report**

NONE

## **XI. Customs and Border Protection (CBP) Report**

Mr. Hicks: We are like one of the hugely busy international airport. Arrival season at LAX that is measured from Memorial Day to Labor Day. We had days where we had long wait times. There are times we have 4,000 people arriving in an hour in a federal inspection area that is not designed to accommodate that. We have 70 booths on primary and staffing model calls for over 100 officers in an environment with 70 booths. We are looking forward to reduction in international air travel that happens right after Labor Day. So, if anybody has been affected by that, thank you for your patience.

On a better note, our security seal team, it has been taking 5 to six weeks to process a badge, that seal on the badge for employees. It is down to less than 10 days, that is good news. That means that, people can get employed and on the job quicker. We need to work in CBT controlled areas. We are continuing our initiative to provide face-to-face interview as part of the global application. That was schedule to start a couple weeks ago. We had issues, technical issues. I text my boss and ask do we have a firm date. We don't have a firm launch date. It is scheduled for this month. If you have conditional approval as an international passenger you could go to the officer in the great hall of TBIT and complete the interview without an appointment. It's a walk-up service. We think once we get the word out and people learn about how convenient for people rather than waiting for weeks if not months for the face-to-face interview in the global center where you need an appointment. It is the most popular and efficient product once you are enrolled in global entry you walk up to the machine you don't touch anything it takes your picture off you go. Hopefully, you have global entry if you travel internationally you get TSA Precheck that is a combo package for your money.

We have not established winter season hours of operation for the airport. It is coming out soon. It is weird to think about the winter season here it is August. It starts around the time of the time change. So, we need to get the stuff done in advance. We have the airlines tell us what their ideal schedules are. We are waiting for it. It should come up soon. Those are the updates I have.

## **XII. Transportation Security Administration (TSA) Report**

Mr. Corpuz: I also received instruction for TSA updates. Terminal six will be

changing exit wings. It will be easier for passengers and ones that require wheelchairs so they don't need to go through a maze. There is access to the tram once the tram is in. It will get started by next month. Then, in January of next year, the new Terminal four check point will be the routing machines. January 7th is the date. We will dismantle the current check point at Terminal 4. Brand new equipment. We will have new technology, that's easier for accessibility and larger for screening. I have, Candace, you medaled?

Ms. Cable: Yes wheelchair racing. 1500 meters. The events were in Los Angeles Olympic games. LA organizing team decided not to hold the games. Now there is a contract that says you could not do that you need to hold both.

Mr. Ihle: You said it started in 1942. It was not tied in with the Olympics?

Ms. Cable: The contract between the Committees didn't come about until 1988. everyone was upset that LA would not hold the games. They thought it would be expensive. The President of the international Olympic Committee she was a champion of Paralympics in Spain and they continued until 2008 in the summer games and they stopped it. It was a great advertisement.

Mr. Herrera: What is the policy water. I was traveling back East and I needed to take medication. I told the TSA individual that said we don't allow any liquid. This is not just water this is a medication. He was going to toss it out. I told him, you better call someone before I sue you. The dog is a personal care attendant. The water for the medication and I need him to sip before he drinks it. I could have him drink it here. They said, we don't allow this. He said you go ahead and do what you need to do. I don't care. I need someone to have authority to make a decision. He tosses it on the table and said go through. I walked through. I was so pissed. I was ready to let it rip. I figured okay I need to catch a plane

Mr. Corpuz: I apologize for that. Not all liquids are banned. They identify you certify as medical, medically necessary We allow them. It is not the officer to make a decision we test it and we successfully test it and it is clear, then we allow it. So, the officer was not correct and not professional as well. Ask Passenger Support Specialist. That is congressional mandate that saying any passenger could ask for a Passenger Support Specialist, PSS.

In how to deal with circumstances like medical device and medical liquids, you could ask for a Supervisor. I apologize you needed to go through that. We have some individuals that don't understand the professionalism and demeanor to explain. Feel free to submit a comment to TSA.gov. Here at LAX you we investigate ever comment. We screen leadership and identify the individual and we counsel whatever is needed so it doesn't happen again. We don't want a repeat with the next person and the next person

### **XIII. TBITEC Report**

NONE

### **XIV. Executive Level Report**

Mr. Frank: John Ackerman, the Chief of Staff, they are trying to secure time for next meeting in September. We are trying to schedule time for John to come do his introduction. The other thing I would say, I'm not sure if he would have time for questions. I will find that out over the next month. I would ask, if anyone on the Committee have questions or they want to maybe send them to me in advance then I could send them so he could incorporate the questions or concerns in his comments and maybe a way to do it efficiently.

As far as the capital program, presentation, executive staff has decided, Crystal Lee over the develop group will come next month with that presentation.

## **XV. Airport Police Division**

Mr. Hoang: Like, TSA we have officers that are not the most professional at times. I think it's like that is in every organization. But being part of that liaison with the Airport Police I learned a lot. Part of what my unit does is we do a lot of PowerPoint so we could always bring it to our patrol services and do training. And so, if you have questions for me, I would be happy to answer any.

Mr. Corpuz: One is it is a great department with TSA I have not found a bad officer.

Mr. Hoang: We had a good partnership with TSA and you don't find the kind of corporation we have like we do here at LAX. LAX is TSA, DEA, FBI, all the alphabet agency we get along well and work well side-by-side. Part of that is due to Airport Police. We put on trunk top training. We do scenarios. TSA and CBT come out. We invite all the agencies here. The one we did this month that we did, was an active shooter at the airport. We will throw out active shooter and have injects and media calls go out. Officers on scene have to play out and act exactly how they would respond in conjunction with our sister agency here's.

## **XVI. Los Angeles Fire Department Report**

NONE

## **XVII. LAWA Guest Experience**

Ms. Saldivar-Chavez: Good afternoon. I don't have anything to report at this time. Hopefully, any we will have something to report for our next meeting. As Cassandra mentioned she tasked us to do surveys for the wheelchair services. We just began that yesterday. We had a bit of kinks with it. We are deciding to refine the questions.

## **XVIII. ADA Coordinator Report**

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

Ms. Heredia:

- Current metrics on wheelchair requests - First up, the chart behind me, took me about two days to compile the metrics to inform executive management and Tim about where we are in terms of volume for wheelchair assist. The summary is that the total increase and demand for wheelchair service is 7.7

% Up for the first and second quarter of 2024 versus 2023. By June 30th we were 950,000 pushes in the first six months. The summary breaks it down by arrival and departures for the quarters. For all purposes, we see a significant increase in our arrival demand at 20% or higher month after month. If you look at the arrivals for 2024, 215,000 for the first quarter. That is not a busy time for us. Arrival for second quarter, April, May and June that is almost a quarter million. The second quarter was up by 28.5% in arrivals. We also see a down tick on departures month after month. We see a down tick on the percentage of people asking for assistance. Departures for the first quarter 2024, we were down 8.2%. Second is 6.8% as average. The month of June alone, was almost 9% decrease in departure request. It is an uptick for demand upon arrival. We believe it is primarily being driven by the international flights but in terms of departure that is down. The chart indicates this in a visual. I did add for the sake of trying to make sure I could inform you if you have access to the chart, the CDC reports one in four people in the U.S. has a disability. The Office of National statistics one in five in the UK have a disability and China has 85 million people with a disability world health organization states globally 15 % of the world population has a disability. This is a significant audience we need to pay attention to and make sure we support and continue to strive towards that gold standard. My understanding is while the numbers for overall passenger volume is around 4% increase, to see a 7.7% increase even with the down tick, in demand on the departure level means this segment of the population is continuing to grow and in the demands will continue to grow we need to meet them.

- FAA National Civil Rights Conference briefing - The NCRTC I attended that briefing last month. It was worthwhile. I was able to attend the last day. Focus on airports in particular being able to support passengers. Focus on accessibility through the ground transportation was a big topic as well as ensuring airport understand their obligations in air carrier access act. I think collectively most ADA Coordinators we are in the same boat. That's as soon as you are assigned ADA Coordinator people mistakenly assume you are responsibility to make sure accessibility at the organization. That is not true. You are a public sector everyone has a hand in ensuring that accessibility. We all have a role to play. So that is something that I think we are continuing to put out the message. I'm appreciate Catalina and the guest experience team. The intent of the survey I asked them to undertake is to specifically go at the post processing area. In customs in one area, we are seeing a large volume of people going there. They feel they wait too long. I need to ensure that if they are waiting too long, is it simply a passenger perspective because they are tired or a denial issue. They wait 10 minutes longer during a peak period that may not be viewed as an accessibility issue. They are waiting 30 minutes to get assistance to get their baggage that is an accessibility issue. We try to ensure improvement. The information Catalina and her team is giving I'm glad you are taking the time to sort out of the bugs. It is time to do the data. This morning, Anna that is the title six Coordinator turned out an email that to understand that their obligation to assist the English proficiency obligation we support in 19 languages in the title six plan. This is an issue. At the international terminal. I understand the complexities of it. You are dealing with arriving passengers that speak up to 19 different languages the demand

and support need to be present. Wheelchair providers in particular are and porters need to identify someone's primary language they did not speak it, figure out a way to support them in their primary language.

- Update on FAA Office of Civil Rights On-site Mini Compliance Review – The review is scheduled for next week, Tuesday and Wednesday. To reiterate we are supposed to come out in March and rescheduled for this month. I've given a briefing to the DAAAC in advance the intent is to come out to ensure we are doing our compliance and accessibility standards. Because the FAA authority that provides oversight to airports and they want to ensure we are compliant. If you receive grant funding especially, we could be deemed not eligible if we are not accessible and out of compliance. One primary items they ask for is a self-evaluation plan. I think most of us know we've not done over a decade. We are going to have to undertake this. So that will be part of the conversation. I will make sure I come back on the findings. Day 1 is the FAA providing us with orientation on our obligations. They will do a walk-through of the airport. Wednesday is a one-hour meeting with the findings and expectations I have more information after that.
- Update Current Corrective Actions Request
  - ADA loading zone - Tying back to that, corrective action request has been initiated. The ADA loading zones continues to be our biggest issue. We do not have enough of them. The cast report indicated we have half as many. Daniel seed elaborated the ones we have are not under code anymore. They don't satisfy the current code. The afternoon after the FAA meeting on the 8th I will meet with the team to discuss how the loading zones could be brought up to standard. That is the first thing. I will put on the self-evaluation. Once that self eval starts that will be the number one item on there. But at least we're making progress. On updating the loading zones.
  - Kiosks - The kiosk to my knowledge are fully compliant. I wish Daniel were here. Probably have a follow-up if there is an issue. Update on the assessment of the communication platforms- All of the newly installed blue phones consolidated rental car facility are now getting the stickers that will make them compliant. The stickers indicate how to text APD dispatch instead of utilizing the speaker phone to communicate with the dispatch if you need assistant. Tim pointed out there is a modification before they are deployed outside of the rental car facility. The logo we are using is specific for Hearing Loop that is accurate for CONRAC but not anywhere within LAWA that is the modern modification. You end up in the evacuation assistance or blue phone. Any part of the LAWA footprint, knows that they are not limited to attempting to communicate with a dispatch verbally. You have speech or hearing disability you have the option to communicate with dispatch via text.
- Overview on coordinated evacuations to support those with DAFN/AFN – handbook, exercise, adhesive tags, Evac Chairs for seating - Coordinated evacuation to support ADA FN and AFN, I gave a handbook last week. That basically in terms of sharing information for different directories for different wheelchair providers to get ahold of each other and indicated phone numbers for shuttle services. At the back page there is the 10 primary objectives that all wheelchair providers need to meet when assisting persons with disabilities

during the evacuation. I will not tell them specifically how to do it. This is a circumstance I remember, somebody telling me once, you want me to do the dishes tell me you want me to do the dishes but not how. So, since every terminal is different I need to tell them what objectives to meet. How they make the objectives or what exhibits they go to and how they communicate to share information about passengers with any need, that I will leave to them. They need to meet the objectives. The intent is to have the contact information for each terminal. At some point the QR code to connect with wheelchair dispatch, at each terminal is posted at ADA loading zones. You pull-up in any terminal, and you need assistance beginning at the curb you should be able to connect with the QR code. The backup plan they don't have a QR code is post the phone number for the ADA Officer. IT will build a phone tree. You call the Officer and it says you are looking for a wheelchair services. The phone tree will forward to wheelchair dispatch at that terminal. The obligation is to provide curb side assistance lies with the airlines. Air carriers are not fulfilling the need we need to do our best to help them fill the gap. This is the best way. All we are doing is providing contact information and not provide staff. I'm the only person.

Mr. Herrera: Explain to them not to grab the harness of the service dogs?

Ms. Heredia: Are they doing that? They think he is luggage?

Mr. Herrera: Yes, I yell at them and tell them to stop, walk in front of me, you are confusing the dog. He takes direction from one person only. Southwest Airlines did this.

Ms. Heredia: They had a change of management. This is an interesting segway not on the agenda. There is a thank you letter. The reason changes in management, Boris is the manager there. We received a stellar thank you letter from a woman who contacted me because her mother was flying in from New Orleans to be transferred into hospice care. Her mother had significant mobility issues and transferred from the chair to wheelchair and brought out to an ambulance into the CTA on curb side. They had level of security because of the sensitivity and she was transfer to hospice, they arranged for the ambulance. I for all purposes I made the notification. Once I made them, about what the family is concerned about and what kind of needs they hope were met, I could not tell you enough how everyone rallied. G2 service provider of Southwest, Boris made sure four agents were there to assist and Richard Shawn made sure he showed up so there is zero issue with the inner lane curb side for the ambulance. I will share the letter. She was thankful. Their family felt valued. I do you think overall, wheelchair providers are provided with request, or given direction they responded well in terms of passenger support? I do you think, some may need additional training. I will address that.

So just to reiterate, the QR code will be posted. I will get assistance with that. That is something I've been trying to work on for a year. It is difficult you are the center of a wagon wheel and push out request and coordinate to make it happen. Terminal 1, 2, 3, ATM that is Terminal 1.5 and 4 and west known as MSC Envoy is Terminal 4 and stationed in Terminal 4 and they do dispatch agents to Terminal 5 and Tom Bradley. They are the wheelchair service

provider with autonomous wheelchair program that is in p lot. G2 is in terminal 5 and ABM not to be confused with ATM many terminal 7 and 8. This is the information for the LA exit shuttle these are the objectives I hope all wheelchair providers could meet. It is a draft. Once it is final I will share it with all the DAAAC Members. So, this is what the initial design for durable medical equipment label will look like. We will make different sizes. Eric Lee that is in our graphics design and generates all of these designs specifically for signage. I will have to have it in multiple sizes. Once they are created I will find a way to distribute them to the wheelchair providers and air carriers so any person in that wants to ensure they are doing the medical equipment is treated differently than a piece of luggage that will help with this collection and sport reunification and expedited rate.

Mr. Corpuz: Could it be possible to put on the cell phone instead of phone. Because we find out people leave the house number. We want to get it back before they travel. Cell phone is more efficient. Before they take off. You left your things.

Ms. Heredia: Absolutely.

- Presentations requirements - I continue to work with Daniel to make sure we have the monthly meetings for the improvement teams to understand the presentation to the DAAAC and how to make them accessible and go through the process. That seems to work well.
- Presentation to First Step Network - The presentation that was made to the first step network that has families with children with Autism I'm on Monday. We supported the TSA section and Richard Chong covered the ground presentation and that is the same he gave today. I provided additional information on the air carrier act and the obligation on the airline to gate to curb curb and curb to gate, stop for restroom and food you could not leave them more than 30 minutes. The families did find that helpful. I think just providing them additional information on the resources available and giving them points of contact at the airport is helpful.
- Dupree Appreciation Letter - I mentioned the appreciation letter and reference materials and announcements. Just so everyone is aware, these are ones that I normally pulled. I don't know how many people saw the recent news article about the passenger that was initially denied Southwest boarding in but you're bank. You didn't see it click on the link it reinforces the idea that many people view as a disability is incredibly uniformed and limits. The air carrier access act needs to find a way to make sure their acts are informed and educated on the topics. That woman presented her medical note saying, this is not a contagious disease I have a medical condition.

Mr. Corpuz: TSA is offering it. One wheelchair provider in Tom Bradley wants to give the assistance our day of the week we could supplement the staff. So, to address that. This is 3%.

Ms. Heredia: 7.7% overall but down on departures.



Mr. Corpuz: We are looking at departure. That is 3,000 a day wheelchairs. Tom Bradley that is 400, 5,500 we want to know the time of day to add more people. It is good for arrival. It is faster. Good for the passenger. It is proactive approach.

Ms. Heredia: I know you asked this before my understanding ATM provided data that is not continued.

Mr. Corpuz: Data for 450 a day is not helping us out. We screen data and we add a couple more people at these times.

Ms. Corpuz: I could push it out. Will not hurt to ask. This is the letter that came if you want a copy. It is not an issue to provide it.

Ms. Cabanban: Questions for the label. I know you've been working on it. That is a label that says my chair I check-in. Can we put on there our address for a lot of power chairs. People disconnect chair powers and stuff like that. Could we add something like that? At least instead of me telling the person don't disconnect anything it is written on the chair?

Ms. Heredia: . We want to trust them?

Mr. Corpuz: It is different types?

Ms. Heredia: For travel, we will make the presumptions since these labels are for being separated during the evacuation you would be in the terminal. So, it is not like you are boarding or it is disconnecting before it is going into the aircraft.

Ms. Cabanban: The aircraft is not me checking in the chair.

Ms. Heredia: If you have an evacuation and you are separated from your chair before you board on the air cast craft we want to make sure we reunify you.

Mr. Corpuz: We have stacks of crutches, walkers, devices and canes because people leave them. Wheelchairs we could not reunite them. They have a label we could call. You forgot your walker.

Ms. Heredia: We have an issue again limited perspective what DME is. People go you need a cane or walker or wheelchair. I need a C pack chair. Let's be clear. It is in a case. They look like regular luggage. It seems like so much luggage is black and DME cases are black. It is a sea of black bags. What you need is DME and you worry about your luggage in three days that is different. That is what we are trying to facilitate.

Ms. Bradley: The wheelchair analysis report didn't go out with the agenda. It will go out after the meeting.

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- Reference Materials and Announcements

