

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes
Wednesday, 16 October 2024
Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Kathleen Barajas, Community
4. Julia Mockeridge, Community
5. Seyed Torabzadeh, Community
6. Mark Frank, LAWA Administration
7. Tim Ihle, LAWA Airport Operations
8. Jaun Flores, (TBITTEC) Airline Rep.

EXCUSED

- James Corpuz, TSA
- Brandy Welch, Community

ABSENT

Meeting Started at 1:04 p.m.

I. Call to Order/Roll Call

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

II. Opening Remarks and Introductions

Ms. Cabanban: New people attending the meeting introduce yourselves

Ms. Mendoza: I am new here at LAWA. I believe Mark Frank has been assisting the meetings here. I will also be doing that. I'm also with the Chief of Staff. I have been in the City for a few decades, various departments, different positions here. I look forward to being productive with the group.

Mr. Ross: Nick Ross, I attended the meeting back in August or July. I am with Genzler Architecture. We have been contracted by LAWA to look at enhancements to the airport way finding ahead of the 2028 Olympics and Paralympics. We want to get some feedback from this group in terms of how to make the experience better.

III. Chairperson Report

Ms. Cabanban:

- Housekeeping – When speaking please identify yourself for our captioners get

our records correctly.

- Final in-person meeting – December 18, our last meeting of the year. We will meet at LA NeXt, Admin East building.
- Sam Overton Award - Reminder, it is time to submit our nominees. Get those in as soon as possible to award the plaque on time. Submit it to me and Cassandra Heredia. Do we have a deadline?

Ms. Heredia: We would need all nominees submitted no later than October 31. I would have to put a survey monkey out. People would have to respond to that within ten days. We would need a minimum of five weeks to get the plaque done. I don't want to over promise on the turn around.

Ms. Cabanban: October 31, we have two weeks. Start thinking of who the deserving people are. It could be an individual, whole department, or organization that moved the disability community and work that we have done for it. Those are the categories we are looking at as far as candidates. This is a will the of people out there. We may not be aware of them here in the committee. You're out there dealing with the individuals yourselves, please let us recognize them.

- Holiday Celebration – December we are planning to do a potluck for our holiday celebration. Hopefully, we can get this with no trouble from anyone. That is the plan. If there are suggestions, send them our way.

IV. Approval of Minute

- September 18, 2024 minutes – Minutes were approved

V. Public Comments on Non-Agenda Items

None

VI. Regular Items for DAAAC

- Sam Overton and Holiday Celebration – discussed in Chair report.

VII. Airport Operations Briefing

Mr. Ihle: I want to give a brief update on where we are with two projects. You are looking at a photo on September 30, 2024, flat concrete. This is where the MSC South will be built. The terminal is being built off airport and transported to this location. Keep this in your memory.

I will go to a picture taken yesterday; we have the terminal. It was completely built. They set them in place. It is amazing to think. We go from an empty piece of land to a brand-new terminal. It is pretty impressive. They move these in segments. There are five segments connected. They have more to do. They put these on the big transporters. They moved them during the graveyard hours. They have been moving the module once every three nights.

The other thing I wanted to mention is for terminal four. I have been working on the terminal project for many years now. The south end of the terminal will be opening next week. It is the most southern portion of the terminal. In January, the new baggage claim will open, ticketing area as well.

VIII. Planning or Facilities Briefing

NONE

IX. Customs and Border Protection (CBP) Briefing

Mr. Hicks: A few items for the update. We clocked 935,000 arriving international passengers last month. Ninety-three percent of where we were before COVID 19. I talk to you every month about bio metric exit. It is a facial recognition program. It assists in the boarding process. We are at 43 percent. Forty-five percent of flights use it. We have a way to go.

I wanted to update you on an initiative I spoke about, our global entry program. Our most popular program which helps people get through the process by having a camera take their picture. They have been prescreened. They get to skip all the lines. A great program. As part of the application process, there is a face-to-face interview. We had some ideas that offer the final interview for departing passengers. We have faced some challenges in identifying a good space to do that. I will let everyone know as soon as we are able to complete that process. I hope it is soon. The last thing is to remind everyone that not only does CBP conduct inspections on arriving, but they also have a fairly robust external outbound operation. We have found a lot of contraband on departing passengers. You have an increased change of seeing some CBP officers. It won't happen every flight. You still need it.

Mr. Frank: I renewed my global entry yesterday. The appointment was off site on Sepulveda and Century. When I first did it, it was in Bradley. This is so much easier. Great program.

Ms. Mendoza: I was returning from an international flight at JFK. Will the option of any of the designated airports be available?

Mr. Hicks: Yes if you are in that conditionally approved status. You should get an email from the global entry program. All you need to do is complete the face-to-face interview. You can do that without a prior appointment which has the features LAX does.

If you need that final interview, you can go to the global entry on arrival at any airport. There is a listing on our website to find out if it is a designated airport.

Ms. Mockeridge: Can you go over the accommodations for the interview made for different populations of individuals, maybe someone who has low vision or someone who needs hearing assistance? Someone with a mobility device?

Mr. Hicks: Mobility is all factored in. All the stations are able to accommodate people with mobility issues, wheelchairs, canes. Most of our stations are low rise rather than high rise. The good thing about global is there isn't a visual component. If they have to capture a picture, the officer will help them. For hearing impaired, we have access. Whether they are online or people standing by to assist with that as well. Would anyone expect a lengthier process? Are all factors ready to go? The only time limitation is getting a sign language interpreter. That may take a while to do the connection. If we need to call someone. We don't anticipate it will be a huge burden. It may be time before we identify that resource.

X. Transportation Security Administration (TSA) Briefing

NONE

XI. TBITEC Briefing

Mr. Flores: I want to brief about upcoming repairs. This repair will cease power to 75 percent of the recheck area. We have agreed to only accept ADA baggage for those who need assistance. It will be manually handed to transfer.

Also, I wanted to bring up that FIS will almost be half percent capacity. We have acquired multiple parties. We have accommodated multiple FIS agents to assist. It will start from October 21st at 23:00 until October 22nd, 12 in the afternoon.

Ms. Cabanban: Can you give a breakdown of what yellow vests mean?

Mr. Flores: They are staff who are dedicated to assist anyone who needs special assistance up to the recheck area. In this case, yellow vests will assist and hand the baggage over.

Ms. Heredia: They support people with disabilities by managing their luggage transfer. It is good for everyone to understand the moving parts or organizations that are part of the support process. I wanted to make sure we are clear on how they provide that support.

Ms. Cabanban: The distinction and different colors I didn't realize that. They would be more proactive in identifying themselves if that is what they are there for. If I were there I wouldn't have known that was the purpose of the vests. We rely on that kind of a message.

Mr. Flores: Staff that assist passengers have the yellow vest and the ones dedicated specifically to the carousel wear black. They will assist any personnel with luggage assistance.

Ms. Mendoza: My mom had wheelchair assistance. I didn't notice the vest labeled.

Mr. Flores: I don't believe they are labeled assistance. It is a company with yellow vest and labeled on the top, on the back of it.

Ms. Cabanban: I'm suggesting if we can relay that message I think it would be helpful for the people. Might get called off to other help that would detract them from doing for what they are supposed to be there. That is a good example from Sandra.

Mr. Flores: I will relay the message back to management and see if we can get a new vest with assistance and labeled on the back.

XII. Executive Level Briefing

Mr. Frank: Sandra will take over for the executive board seat moving forward. She just started this week. I will be briefing her on the DAAAC committee and bring her up to speed on some of the issues we are dealing with and trying to assist the board. I am hoping for John Ackerman visit in December which sounds great. Let me check

to see if he is in town that day. It would be an easy commute for him to walk over to the LA NeXt room and make an appearance and introduce himself. I will work with Sandra to bring her up to speed and introduce to the bylaws to her. Madame chair if you want to have a separate phone call to kind of discuss some of the things we are working on and hand those off to Sandra, that would be fine as well.

Ms. Heredia: If you can let me know the status with regard to what is better accommodations whether November or December. I want to make sure I let Ian Law know as part of the reorg he is now part of this. Also, just to note, if it makes any difference we do have Robert Shults in the queue for in person meeting in December to give a presentation. It might be beneficial if it is easier for him to come in December. At least he would be able to see Robert's presentation to the DAAAC which would help to tie loose ends together.

Mr. Frank: I'll try to schedule that. I think December would be my preference and especially if it is in person. That would be great. I will keep you in the loop. Sandra and I will hook you up together and maybe we can meet as well and have a discussion and discuss some of the issues. I will try to come and say goodbye in December in person. We will go from there and it has been a real honor and privilege to work with you madame chair and all of the committee members. I want to say thank you for what you do. It is important. I see great value in it and thank you for your service to this city and to LAX it has been a pleasure.

XIII. Airport Police Division Briefing

Ms. Heredia: Officer Wang is not here. There is a handful of date conflicts. He has to conduct training for Airport Police and other stakeholder, partners and has to do a recap afterwards. It precludes him from joining the meeting.

XIV. Los Angeles Fire Department Division Briefing

Captain Girvan: Scott Wang is at the APD community room. We finished training. He is tied up. I have nothing to report at this time for the LAFD.

XV. LAWA Guest Experience Briefing

NONE

XVI. ADA Coordinator Report

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

Ms. Heredia:

- Briefing with new executive - This is rather informal. Everyone is aware as part of the LAWA reorg, Tim and I are both reporting to executive Ian Law. Ian is one of the executives that to date seems to be very engaged with regard to accessibility. We will still have meetings with Doug Webster, but as the org chart or if food chain is shifting basically. Tim and I will have audience primarily with Ian and also Doug Webster that gives a lot of opportunity to make our voices heard with regard to questions on accessibility and corrected actions.
- Quarterly wheelchair service provider meeting - Tomorrow I will be having the

quarterly wheelchair service provider meeting. I have distributed the agenda to that group. I need to change it because we made an agreement we would not do it quarterly. Seems every three months it is a bit much for me to contend with based on the information that I have to put out to the providers. Starting in to 2025 it will be three time as year. Four months instead of three months. For tomorrow's meeting, they will end up getting the same presentation on the FAA compliance review that I am giving today. As well as the wheelchair service provider metrics and information on notable complaints from ground transportation. Typically, they get a slides of what I present to the DAAAC but they don't get more information than I have given to the DAAAC. I just want to be clear on where that priority is.

- Thank you letters going out to Capital improvement Projects (CIP) teams – The thank you letter is going out to the capital improvement and the CIP teams. That draft was distributed or the template sample was distributed. I will be generating those thank you letters and pushing out to any CIP teams that have presented us including standardized questions we have for them and any specifics of note to ask them to come back and give us additional information.
- Notable Complaints –
- ADA Shuttle Van Brochure - The lower-level shuttle program is still in the queue. The executive that manages that is David Rich. Richard Chong who provided us with ground transportation presentation in August at the in person meeting now reports to David Rich. That was part of the reorganization. The question has been put forth about pushing the ADA transfer shuttles to the lower level. It is still in the queue. It is undecided and it is on the radar. The intent again, as we discussed during the previous meeting is to streamline the process for connecting persons with disabilities who need to get from one terminal to another. Rather than just contending with the departure level which typically has significantly more volume and causes delays getting from one place to another.
- Reference Materials and Announcements - The reference materials that were provided have been push out, the transit access report. I did include the link for public comment on charging stations. The bullet point that I forgot to provide to Jill and Tracy to go out with the agenda which was article that I found in AARP regarding service animals. This continues to be a topic that is high on everybody's list for clarification. Just as a side note to the service animal item. Airport police has been working with me for some time now to ensure that anyone who has a service animal, who actually is an employee or a contractor that needs access onto the AOA has a clear guidance or a clear, rules on that individual bring that animal with them onto the airfield. This came about specifically because there is a vendor and service animal who is a medical alert animal. That notifies him when he needs to take his medication prior to an oncoming seizure and part of this has the to do with education. In general people who don't deal with service animals or don't have an understanding of ADA they are having difficulty making a distinction between emotional support animals that are elective and not covered under ADA verse animals that are under ADA but it is not just a very conspicuous task that the animal performs for that individual. I may have brought this up

before. I did bring it up to Airport Police when I gave them some guidance on how we can include into the rules and regs about expectations we have for persons with disabilities. One of the specific items what does a legitimate certificate look like? This is where a lot of the confusion comes from. The certificates that you can purchase online are intentionally misleading. I supplied a number of different samples and point out to airport police if you have you a vendor coming in with a service animal. You cannot separate them and cannot deny them. We can make a requirement if they are entering a secure area they have to present a valid certificate. I'm doing my best to provide them with education. It was amazing to look at the emotional support animal certificates that are online. There is one that I found that even says this is emotional support animal is allowed today ride in the cabin for free. I am like that is interesting because they specifically wrote the word allow and that means it is up to air carrier to make a distension whether or not they are going to charge for that animal. The way it is interpreted could be you can't separate me from my animal and gets to ride for free. There is a lot of information out there and the Geni has been out of the bottle for a while and it is going to take time to make sure to educate people who aren't clear on what service animals do or how the to ask the questions. I want to give everybody an update on that.

- Transit Access Report (attached)
- [U.S. Access Board Seeks Public Comment on Proposed Rule for Electric Vehicle \(EV\) Charging Stations \(access-board.gov\)](https://www.access-board.gov/electric-vehicle-charging-stations)

Mr. Herrera: Two things, I appreciate you doing this and educating everybody on this. The situation I have with not just LAX and other airports, even though my service dog is a certified and I do carry identification for my dog, however, it has a harness that identifies the training school guide dogs for the blind on him. There is no mistaking the fact this is a well behaved and well-trained service animal and yet I have to go through loops and hoops just to educate people on what a service animal is intended to be. Not just as emotional support animal. But a service animal. There needs to be a clearer distension even though the air carriers act is clearly defined as a service animal. The reality there needs to be a degree of education and perhaps through pamphlets and through online periodicals or messaging of some kind. Trained or airport personnel and airline personnel need to be set up in such a way they fully aware the distinction between a qualified and certified service animal verses an emotional support animal or any other kind of animal. Some of the animals do perform other functions and doesn't mean they are well behaved dogs or certified to be in good standing in terms of socialization and behavioral norms.

Ms. Heredia: I agree Louis and it is an uphill battle. My intent is to try to put together some sort of concise pamphlet or a one pager and provide to Airport Police. If I provide them with the information they can share at roll call and follow up etc. The airlines are a different challenge. Delta, Unite, American, Southwest typically have well trained staff that can make the distinction. We do have challenges with international carriers when the staff are being trained according to the company policy from the denotation of origin. Ask, and this becomes a challenge not just from

a service animal standpoint. I think I mentioned on more than one occasion they are flying in on an international carrier and they believe the airport is the one that is responsible for providing the wheelchair service instead of the airline. I am regularly having to answer that question when people contact me and say I like the to receive a wheelchair. I am like you have to go back to the airline and airline says it is the airports responsibility. They are not realizing you are talking about the United States. I will do my very best and if I put something together. I will make sure I put out to the DAAAC members for input to see if there is something that I am misconstruing or something I am missing so you can chime in. Hopefully, we can give a more informed, educate and had concise message.

XVII. Presentations

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

- Update on FAA Office of Civil Rights On-site Mini Compliance Review – Heredia

Ms. Heredia: The onsite compliance review that was conducted August 27th and 28th. The beginning of the presentation is simply a cover slide, blue with the word LAWA and Los Angeles World Airports.

The next slide shows a photo of an airplane and the subtitle is LAWA ADA Coordinator Presentation, Disability Access and Accommodation Advisory Committee for October 16th, 2024, 1:00 p.m. with the ADA office logo and LAWA logo.

The topic slide has a photo of an airplane and the title is LAWA ADA coordinator report, FAA on site compliance review. The topics are an overview on the participation, an overview on initial briefing and training for day one, an overview on the walk through, an overview on preliminary findings which happened on day two. On the current and next steps with the LAWA logo and LAWA ADA office logo also on the slide. Next slide please.

The participation segment slide has a photo of a person in a classroom setting taking notes on a notepad. Participation, mid-level and executive level management from the LAWA were in attendance including chief financial officer Tatiana, Chief Operations and Maintenance Officer Doug Webster, Deputy Executive Director for Sustainability and Revenue David Rich, Executive Assistant for Operations and Maintenance Administration Adriana, Executive Assistance for Terminal Leasing and Concessions Denise, Executive Assistance for Landslide Access Modernization Program, Regina, Chief Management Analyst for Ground Transportation Services Renee, Information Systems Manager Ardean, Assistant Airport Manager for Airside Operations Cory, Ethics Director and Title VI officer Annie, LAWA Chief of Operations and Zone Managers James, Eve, and Jose. Airport Police Captain Belinda Joseph, City Attorneys Hector and Chris Lee were in attendance as well as a number of others. The list is pretty long. I can say we filled the room and had to get additional chairs and had to turn some executives away, there was no space. Next slide.

The initial briefing and training. Day one meeting included a briefing on LAWA's responsibilities as the airport operator and training for ADA section 5:04 requirements including discussion on scenarios that may or may not be barriers to access. The description of the slide is a gentleman looking at the laptop in a

meeting. Now back to the topics. The topics included facility issues, contract requirements, ground transportation, service animal requirements, emergency preparedness and case scenarios. A copy of the presentation is available upon request and it was directed to me and others. Next slide please.

The walk-through slide shows a photo of LAX in front of terminal within an ADA loading zone that is not compliant. The narrative is walk through. A walk through with the FAA team and LAWA staff assessed select areas of terminals 1 and 2 for accessibility as a sampling. The areas included curb side loading zones, curb side amenities such as smart cart, parking structures, elevators, counter and seating accessibility, closed captioning on monitors and televisions, restrooms and service animal relief areas or SARAs. Next slide please.

The preliminary findings slide shows photo of a number of file folders with a multitude of documents in them. The preliminary findings narrative was the day two meeting. It was entirely dedicated to the preliminary findings from the FAA. A final report with additional items will be submitted at a later date. The topics included self-evaluation, contractual language requirement for additional van parking stalls, curb side loading zones, maintenance items for restrooms and closed caption on monitors. Next slide please.

The current and next steps slide has an image or a graphic of a magnifying glass hovering over a number of words and emphasizing the word solution. Current and next steps required action on the preliminary findings and is already being discussed. When the file report is received LAWA ADA office will populate all items into an implementation plan whereby responsible division contact will be available to view status and provide updates on the assigned items. The topics included again self-evaluation, contractual language, requirement for additional van parking stalls, curb side loading zones, maintenance items for restrooms and closed caption on monitors.

I will stop here and add for context that we had a meeting today with the FAA to address some of the more concerning items which are the curb side ADA loading zones in the CTA as well as our parking structures not being compliant. Our parking structures are required to have a 98-inch height requirement so that accessibility van can enter the structure. Smart parking equipment was installed in most of the structures, not all. Subsequently by installing the equipment it lowered the height and we were no longer compliant.

We have a point of contact by the name of Elias, he was on the call today and has come up with a mitigation plan to ensure that we can have that 98-inch requirement met on the first floor and also to address whether or not we have sufficient van accessible spaces and whether or not the dimensions are compliant. We believe they are because they were signed off by LADDS. He will do a field check and ensure and get back to everyone on the FAA call by next week. Additionally, the designer for the lower-level, arrival level improvement plan is now adding the necessary number of ADA loading zones. The design was shared and a number of questions and information was exchanged. It looks very promising. They will be able to come up with a design that can accommodate all the ADA loading zones required. This is the first capital improvement plan that includes corrective actions for ADA listed in the FAA compliance review.

XVIII. New Business

Mr. Torabzadeh: I just wanted to mention that this month of October is the national disability employment awareness month enacted back in 1945. Recognize and

celebrate the contribution of employees with disabilities in the workforce. To promote and reaffirm our plan to employing more and more people qualified.

Mr. Ross: Thank you for having me today. As I mentioned, we have been contracted to look at the way finding program enhancements to make to the program ahead of the Olympics in 2028. I wanted to tell the group that we are putting the forefront of that process. We want to make sure the new system will serve all of the population that comes through. At a future date, I will have some more to share out on our progress. We want to set up a cadence to solicit feedback from this group, round table discussions, hear experience you have had with way finding in the airport. Also, some ideas we are thinking. More to come on that. I will probably be trying to work with Cassandra Heredia and the team to get that set up. More to come. I want to put it on the record.

Ms. Heredia: Thank you for joining. We can have a side bar. It may be worth it for your team to compile some questions to get feedback from the DAAAC and schedule a later date to discuss what answers people provide you with. That may be worthwhile.

Mr. Herrera: Question about the way finding project. Is that related to the mobility application that is supposed to provide independent navigation functionality for people with disabilities in a large environment like the airports?

Mr. Ross: I am not familiar with that application. Application based navigation aids is something we are looking at as part of the holistic way finding program. I may want to speak with you about that one. I am familiar with other navigation applications. Not that one. More to come.

Mr. Herrera: I am involved with doing other research with other transportation entities including Metro. Using this as a source of independence for people that may have difficulty reading the signage or having awareness to locations. understanding of the infrastructure and points of references. I would love to be involved with that.

Mr. Ross: That sounds great. The user experience journey extends beyond the airport too in other ways of getting the airport. Would love to hear more about that.

Mr. Frank: I wanted to remind everyone that the airport guide job bulletin is now available on governmentjobs.com. The guide position is a 32- or 40-hour position now. It has become a full-time position. The minimum requirements very. You have to be able to work in the United States. That is the eligibility criteria now. Airport Police Officer, the bulletin is now advertising on governmentjobs.com.

Ms. Cabanban: The month of October for the disabilities month. For anyone just as a reminder on the language that we are encouraging everyone to use regarding the coming up 2028 Olympics, that we are to always pair that with Paralympics. If not, we will call them the games. While we are doing that, at least one vote to prove our minutes. Since Seyed "Amir" Torabzadeh is on. If you looked at the minutes, we just need your vote to approve or not.

Mr. Herrera: I approve. Yesterday was an important day, White Cane Safety day. It's an international day celebrated across the world. It is something that has been

adopted. There has been a great deal of celebration across our country and in other countries in terms of the significance of a white cane educating law enforcement and other entities to understand why a blind person would use a white cane.

Mr. Torabzadeh: I approve.

Ms. Cabanban: That makes the minutes approved.

XIX. Adjournment

2:12

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on November 20, 2024. The minutes of the October 16, 2024 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	<u>11/20/2024</u>
Administrative Support	Date