

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 20 October 2021

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Julia Mockeridge, Community
3. Kathleen Barajas, Community
4. Louis Herrera, Community
5. Amir Torabzadeh, Community
6. Tung Huynh, TSA
7. Suzana Ahmed, Airline Representative (TBITEC)
8. Lorena Mora, City Attorney
9. Paul Herrera, LAWA Ops Representative
10. Brandy Welch, Community

ABSENT

1. LAWA Engineering Representative
2. Grant Firestone, LAWA Admin Representative

EXCUSED

- 1.

Meeting Started at 1:02 p.m.

I. Roll Call

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

II. Introductions

- Tim Ihle introduced himself as the new ADA contact coordinator for the committee. He's been with LAWA for 26 ½ years, was manager at Ontario Airport and was Director of Human Resources at LAWA.
- Tung Nguyen introduced two people with him, James Corpuz (TSA at LAX, oversee customer service department, passenger specialist, and other responsibilities) and Julia Bahrama (TSA headquarter in disability branch, investigate complaints of discrimination and promote access to individuals with disabilities).
- Stacy Barnes introduced Tracy Bradley assisting Tim Ihle.

III. Consent Calendar

- Ms. Barnes reported Meeting Minutes for August 2021 were revised and up for

approval.

- Ms. Cabanban request motion to approve August 2021 meeting minutes. Louis Herrera, second. No one opposed. Approve: Myrna Cabanban, Kathleen Barajas, Louis Herrera, Amir Torabzadeh, Julia Mockeridge, Paul Herrera, Brandy Welch. Absent: Grant Firestone, LAWA Engineering Rep. Motion Passed.
- Ms. Cabanban request motion to approve September 2021 meeting minutes. motion to move. No one opposed. Approve: Myrna Cabanban, Kathleen Barajas, Louis Herrera, Amir Torabzadeh, Julia Mockeridge, Paul Herrera, Brandy Welch. Absent: Grant Firestone, LAWA Engineering Rep. Motion Passed.

IV. Chairperson Report

Ms. Cabanban reported on having the pleasure of learning that DAAAC will work with Mr. Ihle. She thanked Annie for working with DAAAC. She reported meeting Mr. Ihle at an hour retreat meeting, commission on disability where he was introduced to the committee. Both expressed the importance of their role to the LAWA organization and pledge working together and making the airport an accessible location after travel worldwide. Ms. Mockeridge was invited and did well on speaking to the commission.

Ms. Cabanban spoke on doing more with giving out the Sam Overton award. Mr. Overton was instrumental in bringing on a lot of the regulations for people with disabilities. When he passed away, DAAAC designed the award to highlight people, organizations, and others who really work hard advocating for people with disabilities in terms of accessibility. The request was made to submit nominations for people here that may not directly work for LAWA. She emphasized the importance of recognizing people through the nominations. This is an award the Committee loves to give out at the end of the year.

V. Public Comments

Ms. Barajas reported the committee with an update on the Fly Away Bus issues from last month. Her law year went to inspect and confirmed that the bus lift does not with the side rails barley fit. It took three attempts to get in the needed location which cause the bus to be 30 minutes behind schedule. Her lawyer made two recommendations to bring to the committee:

- Ask the airport to remove a few barriers to make more space to board.
- Relocate the area that the Fly Away Buses use. Using the outer circle worked in the past.

Ms. Barajas asked that the committee to pursue this issue. LAX needs to go beyond what is required to accommodate the travelers.

No other comments.

VI. Commission on Disability Report

Ms. Mockeridge reported DAAAC's activities to the Commission. She was thankful for the opportunity to present. Although the meeting is virtual the dedicated group never wavered. DAAAC assists people with disabilities and receive information and offer

advice to multiple airport agencies to ensure people have full access and ease of travel. In her report she stated there have been challenges for the DAAAC committee: No consistent representation for the past several months despite multiple request and inability for DAAAC committee to tour areas of the airport that should be at least once a year, example MSC and other expansions. A request was made to see it before it opened to travelers, but unable to reason being COVID 19. West Gates opened and there has not yet been an invite to tour the facility. DAAAC offered to advise on the project when it began in 2017. Three members of our committee were able to go to West Gates while viewing a disaster evacuation drill. The findings are outlined in the document, including informal ADA observations of the Midfield Satellite Concourse. The document was discussed in August of 2021 and was submitted by Chairperson Cabanban. Areas were identified where DAAAC could have provided important input before the facility opened to travelers.

- They had restroom sinks and seating that were not accessible. Tables in the waiting areas that were not accessible. Ticket counters, not accessible. Informational kiosks, not accessible. Lack of appropriate lighting lack of clear signage of house far of a distance the terminal is from the main section.

Ms. Mockeridge stated her concerns for the elderly and reduced mobility. The DAAAC wants to provide full access and ease of travel. The Committee should be able to fulfill the goal of physically inspecting areas of the airport's important and associated facilities.

Mr. Ellars stated that the team continues to monitor compliance and have taken a lot of steps to ensure that accessible routes and temporary detours are being maintained through the Central Terminal Area and the areas under construction.

Mr. Torabzadeh congratulated Ms. Mockeridge on representing the committee so well and expressing the concerns on the inaccessibility.

No public comments

VII. Lamp Project Report

Mr. Ellars, the ADA coordinator for developing the people mover's project. Nothing new to report. Continuing with the monitoring the accessibility compliance for the main passengers' routes thorough the airport and areas outside the airport. Construction, continues

Ms. Cabanban reported seeing a lot about it in the news.

Mr. Ellars added a major opening that happened that is under the umbrella of LAMP on 96th ST.

No question, comments, or public comments

VIII. LAWA Operations Report

Mr. Herrera reported - the respective areas of zone A which we refer to as terminals one, two, and three, and zone B, which is TBIT and TBIT West and working with fire light safety and part of that fire light safety discussion with LAFD inspector Haversham and his boss captain chambers, we're looking at all our drawings for the respective terminals and in of the cabin improvement as fire light safety and pathways and clearways for folks to be able to egress out of the various hold drums. Many of these drawings have the [] LADDS, LAFD, and ADD stamps of approval. We've had several discussions with several of our tenants and airlines on how they're going about inspecting the facility on a daily basis, weekly, and monthly basis. So that we can hold them accountable for these pathways that need to remain clear for ADA considerations.

No questions, comments, or public comments.

IX. CBP Report

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

Mr. Hicks reported the numbers of arriving international passengers is how they measure their workload.

Mr. Hicks: They're still at about 38% of where they were in 2019. It's a very much a challenge to prognosticate and align the work force to the workload properly. They are doing the best they can taking kind of a cautious approach until they have real data that can be used to accurately align the work force to the workload. We do have contingency plans in case things explode and traffic gets really busy. Right now, they're less than 20 minutes which is exactly where we want it to be under the ideal circumstances. CBP is going almost entirely touchless as a process. For arriving international passengers, they don't have to touch machines, unless there's some extraordinary circumstances. Everything is based on facial recognition. Our global entry kiosk environment is now totally touchless. As we move forward, you're going to see more and more strides in this area using this touchless biometric type of technology to make everybody's arrival and departure a more seamless, pleasant experience, we hope for everybody.

Ms. Cabanban: you're using kiosk for facial recognition?

Mr. Hicks: Yes

Ms. Cabanban: Are they adjustable to people who may be, well, like myself if I'm lower than the average person, are they adjustable?

Mr. Hicks: Yes, absolutely. In our primary area where we admit people in the country, we do have four, five lanes that have the lowered desks and cameras for people in wheelchairs. And those cameras all kind of pivot and swivel so they can adjust to different heights.

Ms. Cabanban: Manually adjusted?

Mr. Hicks: Yes.

Ms. Cabanban: So, we'll have to touch it?

Mr. Hicks: No, the officer.

Ms. Cabanban: Any other questions for Bill?

Mr. Herrera: Actually, I do have a question. Having to deal with some of these counters, I'm sure that we're going to eventually have to deal with some sort of a processing screen or, item of that type, how is it that somebody who's blind be able to navigate through that or are we going to have to be speaking out information which would then defeat the purpose of privacy? How is that going to be handled?

Mr. Hicks: We have blind travelers that arrive all the time. All they have to do is just stand or sit in the, in front of that counter. They have to kind of, like, look in that general direction. They can just train on the officer's voice and the officer will adjust the camera to get good picture and that's all they have to do.

X. City Attorney Report

Ms. Mora introduced herself as only being part to DAAAC for a month and still getting to know people. She reported being aware of the informal ADA observations of the Midfield Satellite Concourse. She obtained a copy of that and working through it and trying to determine who in the project team to get in contact with to discuss some of the issues that were raised in that report in relation to noncompliance.

She requests that people have first and last names to see to get know everyone.

Ms. Cabanban acknowledged yes, it was something she brought up, names and departments.

Ms. Barnes stated that WebEx has limitations and users will need to correct their names themselves when signing into their account. Names displayed in all capital letters are LAWA employees.

Mr. Torabzadeh stated he will add his last name to his user account.

XI. ADA Report

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

Ms. Surmenian stated its pleasure and privilege to serve in this ADA coordination capacity for the past several months.

Ms. Surmenian: It has been a tremendous learning experience, one that despite my decades of experience with the City of Los Angeles and Los Angeles World Airports I had not fully been exposed to. You're going to be in excellent hands with Tim Ihle. He's another one of those individuals who is fully dedicated to Los Angeles World Airports and he has so much expertise and so much experience that it's going to serve this body and this function extremely well. She'll be around if anyone needs any help with anything, also, be around.

Ms. Goldkorn Question: Does that mean Ms. Anny Surmenian will be departing from

the group, is that what I am to understand

Ms. Surmenian: Tim will be taking over the duties of the role and over all ADA functions. Yes, I can still serve informally and I'll still be part of the, you know, we get a lot of cases, and some of them need to be parsed through the City Attorney's Office so if anyone needs any assistance, I'm here.

Ms. Goldkorn Question: I had a comment for Ms. Mora and then also have a couple of questions about the report that was just given. Ms. Mora, relative to the MSC report, you say it's being promulgated. What exactly do you mean? Is it being distributed to all relative departments and you're asking for feedback from department heads? Not exactly sure in this context what promulgating the report means. And bit by bit? It doesn't seem like there needs to be bit by bit. These are all the same problems, they're brand new construction. They are out of compliance construction. Clearly as documented in the report, and everybody who participated, bravo. I know experts who charge lots of money who don't do it nearly as well! And is there going to be a hearing with the Department on Disability and how long is this going to get strung out? How many years do people with disabilities have to put up with the non compliance at these brand new facilities? I can't see it happening bit by bit, that's not appropriate. In the opinion of this person with disability, traveler with a disability as a consultant on disabilities and access for the last 27 years.

So can you kind of explain that and again, I'm asking, is there actually going to be a hearing with the Commission? Asking pointed questions, having them ask pointed questions? And actually getting to the bottom of how is this being fixed? You have timeframes. You have time limits. There are government codes that give you 90 days to comply when things are brought to your attention. You don't get to sit on it, you don't get to ruminate about it. You don't get to cogitate about it. You have to fix it. That's, that's coming up if not already gone. So I'm just curious what you meant by promulgating the report to.

Ms. Mora: Excuse me I believe you may be confusing my report with the last one. I think you may be, I'm not sure if you heard or you may be conflating my report with the report of the previous one. I didn't actually say, I never used the word "promulgated".

Ms. Goldkorn: Thank you, my apologies for mixing you up. Okay and I guess my question still stands to Ms. Surmenian, but yes. Ms. Mora, going back to you particularly on what's your timeframe?

Ms. Mora: I also didn't mention, I just want to make sure we're all clear on the record and especially for the minutes I didn't mention anything about bit by bit. But I do hope you and the rest of the, you know, the individuals on this committee can understand and appreciate I've only been here about a month. And I just got a hold of the report. You know, certainly after joining. And so I do, I'm working on that, I'm working on that. Without actually getting, I'm working on specifically on meeting, getting a hold of the appropriate individuals of the project teams so that we can discuss it. And so until I do that, I won't be able to provide a very specific timeframe. But rest assured, this is something that I am taking seriously but again I hope that you and

others can understand not only am I new to DAAAC, but I'm also new to LAWA entirely. However I have the report and I am working with it. So, and I will continue to provide updates for that. And hopefully will have a better sense of a projected timeline once I'm able to speak to the right individuals. Right now I don't even quite know who that individual is but I am working on it.

Ms. Goldkorn: I appreciate that, Ms. Mora. And one other quick question: Do you have any active complaints that have come across your desk relative to experiences at LAX?

Ms Mora: Not at the moment, no.

Ms. Goldkorn: Oh, that's a good thing.

Ms. Cabanban: All right. Cut you guys off.

Ms. Goldkorn: Thank you! I will mute myself again.

Ms. Cabanban: All righty. I think we actually have a comment from Geoffrey Strainiere, he's on the phone and has no video access. Geoffrey, can you chime in?

Mr. Strainiere: wanted to address[] Ruthee, I've gotten clearance for the recall forum together from attendees here at this committee and others to discuss the findings of the report that we've been following along with the last meeting and then, and I wasn't able to somehow enter my name for the contacts we were talking about a few minutes ago, but please share my information as the ADA Compliance Officer for the City of Los Angeles. Ruthee I wanted you to know, Department on Disabilities did have clearance to call on the committee and will be forthcoming soon thank you.

XII. TSA Report

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

Mr. Huynh: right now, as far as passengers moving through check point, we do have a bit of a drop-in passenger input compared to the summer travel we do anticipate on having increased travelers going through TSA checkpoints as the holidays come closer. And with that I'd like to go ahead and hand this over to Mr. James Corpus and Ms. Julie so they can assist with any questions you might have.

Ms. Cabanban: Okay. So, I'm going to start. I know that I brought this on last meeting, this is why we even have this item here the way it is. Is just the, for James and is it Julie? Right?

Mr. Huynh: Yes.

Ms. Cabanban: Okay. This is an ongoing problem that I know is not unique to me but for people that come through the checkpoint who use wheelchairs. And the wait that we go through is just unacceptable. On any level because we are held out there waiting for, like, up to half an hour just waiting for a person to come do the

check for us. So, I just want to know how you're addressing this and what is going to be done. Because it just cannot continue that you would take half an hour of a passenger's time just waiting for any reason.

Mr. Corpuz: So, I agree. I apologize that you had to wait half an hour screening time. We have a TSA Cares program that will greatly assist those who require additional assistance and we will, it's almost like a valet service where you contact TSA Cares, we will contact you in the screening process, specialist will greet you at the screening checkpoint and assist you through the screening process. It will minimize quite a bit of any wait time that you may encounter otherwise. However, if you happen to be the checkpoint and you're waiting excessively regardless whether it's a wheelchair or not, you can always ask for a supervisor and they will promptly come over and assist you. I do want to say that, you know, we pay attention to all our complaints. And we've screened the 18.5 million passengers this fiscal year. And we received 1,200 total complaints for LAX. The highest one is the [Indiscernible] Spectrum, about 170. And the second highest one is passengers with wheelchairs, about 70 complaints. But we're addressing every single one of them and we want to make sure that we have a better product. So certainly, TSA Cares is very instrumental in assisting passengers who require special needs going through the checkpoint. I would highly recommend others to use that service that we offer.

Ms. Cabanban: How is that accessed by other people?

Mr. Corpuz - So TSA Cares, I think I don't know if have this but I can share it with you in the meeting, it's a contact number. And you notify them that you have one of you travelling, at least hopefully 72 hours in advance, you tell them what needs you have, why you're requesting additional assistance. And what happens is our headquarters will forward it to the airport where you're travelling from as soon as you leave the terminal. And the leadership, they will have your information, they will contact you prior to your travel and will get with you and explain to you what the process is going to be, answer your questions about the travel, and then when you get to the airport, you will have a passenger support specialist waiting for you at the screening checkpoint to assist you with the screening process.

Ms. Cabanban: Okay, James, I don't want to belabor this but, you know, this actually, the last time it happened and why I brought it up, this was during an exercise with the airport. And um, it happened at a time when it should've been the least traffic and I was still left waiting for half an hour. With nobody coming through. I mean, I'm sure if there was a supervisor at that time, don't the people know to call a supervisor? Should I be the one that should be initiating that? If they see somebody waiting there already -- past 10 minutes is actually long for somebody who's just going [Indiscernible]

Mr. Corpuz: Addressing that, we get the leadership in training so they can address or the correctional address in meeting. So, we have, we are aware of any issues in anomaly like that where you're left waiting longer. Absolutely, it shouldn't be up to the passenger to request assistance. Ours should engage actively with the passenger, apologize, and try to assist as much as possible. Unfortunately like all organizations, we will have our training needs and we will have employees who require additional training. Again, I apologize for your long wait

during the exercise. However, I'm almost positively assure you that's probably the exception and not the rule. We do have a lot of TSA officers who are willing to assist whenever they're able to.

Ms. Cabanban: I'm going to have to disagree with you on that one. But Kathleen has a comment, I believe

Ms. Barajas: Yes. It's like a couple part comment. Why do some TSA agents insist on taking and running our bags through the scanner before we have not been paired with an agent yet? And then related to that question: How quickly would we be reimbursed for our loss if our purse, bag, or valuables are stolen from us while sitting at the other end of the screening belts, scanning area while we're still waiting to be assisted by a TSA agent?

Ms. Bahrama: Okay, these were questions that were proposed or submitted of the last meeting and I didn't get to answer that. So, in terms of why TSA agents insist on running our bags through a scanner before they're paired up with a screener, well, the screening system, the belt system is a conveyor belt system similar to [Indiscernible]. There is no sense of order. Once you put your bag on, it goes through. If you are not ready, hold on until you are. Once you put your property on the belt system, it will move forward in sequence as the others. That is the way it works. If you have the ability, if you are not comfortable putting your bag in there before you are screened, hold off until someone is ready to assist you. There was a question about the items not being stolen. We can't guarantee what happens in a public area. How can we be assured nothing will happen? We can't but we have the cameras. LAWA has apprehended people that have taken other people's property. If you want to wait until you are ready, hold off. TSA does not reimburse for property stolen. Highly recommend the TSA program. I recommend communicating with the officer or a supervisor. For the question, some of our committee members require assistance to put the belongs on the belt. Sometimes they do it before someone is attended to them. It is the agent assisting them. It still gets done. That is the issue. I would ask for the compliant process to be pull in place. If a passenger requests a bag shouldn't be placed on the belt system right away, we would have to find out why an office would ignore that. That is why the program has someone advocating for you. That person is a TSA officer as well.

Unknown: I would like to ask a question. I do go to the checkpoint and see assistance from non-TSA personnel. I have seen instances where the individuals that assist passengers are inducting their personal items through the system. Is there more additional clarification about this example?

Ms. Bahrama: I assist people. That is what I do and other people do. If the passenger is uncomfortable, they should voice that. The object is to get passengers through. I recommend TSA cares. You have an officer with you during the screening process.

Ms. Cabanban: I don't know what to say to that. If there is an advocate waiting for me, why am I waiting half an hour to get checked in?

Ms. Bahrama: You wouldn't be. That officer would say we need assistance here. We could call the supervisor. They are almost treating you like a family member. They

want to go through as efficiently as possible. I doubt any will let you sit there for 30 minutes waiting to be screened.

I don't know if we had any instance that you are waiting 30 minutes

Ms. Cabanban: That has happened with the TSA care program. That is a little naive on your part to say that.

Ms. Bahrama: When we get complaints, we identify who the responsible ones are I can't say we are perfect. Our numbers are going down. We are continuing to improve our process.

Ms. Cabanban: Any comments?

Ms. Bahrama: I would like to leave time for our expert. The other question is, how will the airport compensate for that? That would be an airport question. Our goal is to screen at least two passengers per minute. They don't have to wait in the line. When they are assisted by the vendors, they are placed to the front of the line. Depending on the activity that is happening ahead of them, it could be delay the process. It is no different than going to a grocery store. Someone has multiple transactions. We have staff doing secondary screening. If the persons ahead of you require additional screening, it delays people in the back. We staff for two passengers per minute screening wise. That is why we have TSA cares. The other question is additional training. The DAAAC would like some input in the sensitivity training. Do you have the ability to assist?

Ms. Bahrama: I did want to respond about the wheelchair situation. I am sorry you waited 30 minutes. The people at the checkpoint probably didn't want that either. I can't respond to why that situation may have happened. I come from an airport myself. If they can pull it up on the CCTV, maybe they can put things in place to address that. That is helpful. It is one thing to talk about it and say this happened. It happened to you. It is another thing to say, step one, step two, on CCTV. I wanted to mention that with regard to the passenger support program. How that could have helped in that situation or any other situation is that clearly, we don't know cross gender screening. Sometimes in airports it can be tough to find women screeners. That will at times cause delays. I don't know if that is the case at LAX. LAX has one of the best support programs in the nation. If you had used a passenger support specialist, you come through. You needed to be screening in chair. That fully certified offer who is being your advocate can provide that pat down for you. The benefit is that it gets you through quicker. The benefit is if they do have these limited resources, they don't have to pull someone off to screen you or someone else. That is a benefit of the PSS program. The other thing is that we have a coalition we work with at the national level. We have for 20 years. Almost 400 organizations. One is the paralyzed veterans of America. They were a mandated organization. We work with them closely. We share information with them. One of the things we have worked with them on is new and emerging tech. These weight situations never happen. That is something we are looking at with this tech that wouldn't require a weight to begin with. A pat down to begin with. Maybe screening tech that will work for individuals who use wheelchairs. I am not saying we have anything that will roll out next week.

It is something we are aware of at a national level. Something we are working towards. I hope that answers some questions. I wouldn't like that either. If you had anything to add, I was going to move on.

Ms. Cabanban: Go ahead and finish your comments. Then we will take public comments.

Ms. Bahrama: I am sorry. I looked at the questions. It looks like the questions submitted are the same TAZ ones in Kathleen Barajas's chat. If you don't mind, I would like to go through the list. If I do miss anything, please let me know.

The second question, was does sensitivity training cover how to act when they are difficult to understand? Our training is done nationally. We have a national training plan that goes out to all the officers at our checkpoints nationwide. 50,000 plus. In terms of the sensitivity training, they receive that in their basic training when they become new hires. One of the things TSA has launched was a public facing interactions. That training program is required for all employees. There are effective communications and interactions with individuals who are in protected classes. Disability is one. TSA is required comply as an executive agency. Everything that we do in that public facing training complies with 504 and requirements under title 6. Any officer who wants to be a specialist, I call it interaction 3.0. They will be interacting with an individual one on one. We give them a high level of training. We have high standards. They do get that. The other thing we offer is monthly webinars. We do it through web X to the field. We are talking about all 434 federally recognized airports. We offer these webinars on effective communications. It is popular with the workforce. It is engaging. We will go through screening scenarios with them. All of that has been developed with our TSA disability coalition input. We have the own dialogue with them and work with them regularly.

The third question came in two parts. Has the DAAAC had input on trainings? I would say no. I would have some level of awareness. We have the coalition organization of almost 400 national organizations. Very well-known ones that the American diabetes association. It covers almost everything. All of our training covers screen procedures, that makes it SSI. We have to go through a robust process of nondisclosure checks. A lot of our members have gone through this process. I don't know if anyone on this committee has, but I am guessing if you did, I would have known about it. That I will leave there. Let us see. There is a comment here that the training should not be voluntary. I agree with you. It should not be. As a matter of fact, public facing interaction and TSO basic training are required training. They all have to go through TSO basic training. Even at the lead level and supervisor level. We make sure our equities are included in that training. The other is PSS. It is not required for the rest of the workforce. The training is part of the TSO career progression. There are certain trainings they have to take. Whether they are actively performing as a specialist or not, they have to take it at some point. It would be required in those situations. The last question that I had that was sent was, can the committee review and make comments? I addressed it a little bit already. The robust nondisclosure type program and checks that have to be done to bring someone into that world. We do have that heavy coalition involvement. Any training sent to the field is sent through our office. We are the subject matter experts to make sure the communication is happening, and we are providing reasonable accommodations and not treating any individual

with a disability or medical condition in a poor manner. That was all the questions I had. I am happy to take any you may have.

Ms. Cabanban: It will be an item we need to revisit. Not presenting any solutions. We will take a comment. If we have any.

Ms. Barnes: Ruthie had something to mention.

Ms. Goldkorn: I have been a disability rights advocate and consultant for 27 years. I travel a lot. The miles on my wheelchair around and the amount of time I have wasted at TSA defies all logic. These are not isolated. I have no idea what it is you think you have accomplished. Nothing has changed. We are abused and ignored. We are treated with complete disrespect. My husband and I hadn't gone on vacation in 20 years. Now, I know why. We went in July. I get to write the whole thing off. All I did was work. From the outside of the airport to the inside of the airport to TSA to everything else. Because of my experience and membership in this body, I know stuff. I know how to reach the right people. Your average person has to idea. It took me six weeks. I was able to get a meeting with airport personnel. Not LAX. I had a CRO that came with us from the curb to the gate. We stood there for 15 minutes. The CRO went through. I sat there. She was there at my beck and call. She couldn't get anyone to pay attention at all. I have had agents say, what are you doing traveling alone, as people are going around me and getting screening. They are using wheelchairs that say airport service. Mine doesn't. I don't get it. What you are saying is not reality. It is the Disneyland. It is beyond frustrating. I have to get to the airport at 2:00 a.m. we have to have a two-hour lead time. I was flown to phoenix. I was there for four hours at TSA. I use a smart level. I use a door pressure gauge. They are not weapons. They called the men in black. This is not unusual. These are not isolated. You need to take a deep dive. It is nice you have this coalition. Whatever participation these organizations have is not working. 20 years of the same experiences for people with disabilities and the abuse we take. I can consider being ignored abusive. People walking around us kicking our chairs as they go by. We really need some real-life actions to take place here. You want to look at your close circuit cameras. You are not going to see what happens to us. You won't see a TSA agent dumping our suitcase three separate times because we say no to shoving your hand down our panties. That is an experience that I had. The TSA agent retaliated by dumping the suitcase three times and taking two hours at TSA. I refused to let them put their hand on my ass. No is a word I teach. We don't take off our jackets. Do not quiz me. Do not ask me what my disability is. It happens all the time. I listen carefully to other people's experiences. This is not unique or isolated. We are tired of having these conversations. You are not taking care of this. If you would seriously look at what happens, if they would answer the phone they said, we don't even bother we them. They don't answer the phone. She works at the airport. They don't answer the phone. I don't need a greeter. I don't need a babysitter. I don't need someone who will pretend to hold my hand. The only difference is the accent on the syllable. Please take all of this very seriously. More seriously than you are. The experiences of people with disabilities. There are articulation issues. No one is paying attention to you. It doesn't come down to what they do at work. Thank you. Thank you for allowing me to express myself.

Mr. Corpuz: If I may, I am part of TSA leadership. I apologize. I am part of solution. I hope I am. You contact my cell any time when traveling. I would put my number out there. We do address all these issues as best we can. Hopefully we'll get to the thousands moving forward. Because it is a service that is very invaluable. So again, thank you.

Ms. Cabanban: Thank you, James.

Ms. Bahrama: I just wanted to say thank you for all of those comments. And I really hope that this committee's not presuming that I am not an individual with a disability or medical condition myself who has travelled through security checkpoint and had some experiences myself. So, I would hope that that would not be the presumption with regard to this committee. So, what I will tell you is that I hear what you say and I am concerned that you say TSA Cares is not answering the phone and I am going to take that back to TSA Cares and let them know that I have received this feedback. This is my entire job; this is what I do. And in order for me to do that I do need to be able to get this feedback, which is why I want to say thank you. Because without the feedback, we can't fix anything. So, making complaints is one way to do that, communicating with James is another way to do that, communicating with me is another way to do that. The only thing I would say, I'm being vested in the solution and I really take the time, appreciate the time that this committee has given to me.

Ms. Cabanban: Thank you again, both of you. Be assured we will be back.

XIII. New Business

Mr. Torabzadeh acknowledged the National Disability Employment Awareness Month, October, enacted by Congress in 1945 and recognize the contribution of the people with disabilities in the work force.

XIV Adjournment

Chairperson Cabanban called to adjourn, with no objections the meeting adjourned at 2:33 pm.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 16 February 2022. The minutes of the 20 October 2021 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	<u>2/16/2022</u>
Secretary	Date