



## Committee Meeting Minutes

Wednesday, 19 January 2022

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Kathleen Barajas, Community
3. Julia Mockeridge, Community
4. Seyed Torabzadeh, Community
5. James Corpuz, TSA

#### ABSENT

1. LAWA Engineering Representative
2. LAWA Admin Representative
3. TBITEC, Airline Representative
4. Louis Herrera, Community
5. Paul Herrera, LAWA Ops Representative

#### EXCUSED

1. Brandy Welch, Community

### Meeting Started at 1:03 p.m.

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

Ms. Cabanban requested a call roll from Ms. Bradley. No quorum was present.

#### II. Open Remarks and Introductions

There were no introductions.

#### III. Chairperson Report

Ms. Cabanban ask to appoint Ruthie Goldkorn as consultant for the committee based on the bylaws Section 6.7, page 11.

The committee chairperson or a quorum by majority vote in consultation with the coordinator may appoint any number of consultants with special expertise useful to support the work of the committee. They are not members of the committee. They may be drawn from any source that doesn't cause a conflict of interest of appearance of a conflict of interest. They may be entities or individuals. They may participate in the committee meetings and discussions and may make recommendations but may not vote.

Tim Ihle: I believe this item would have to be agenzized.

Tim Ihle: I thought it would have to be under the list of items on the agenda.

Myrna Cabanban: It's an announcement, we can consult attorney later. This is the first time we are having this position. It is something that would be beneficial. If we refer to our bylaws right now under 6.7, it says the chairperson or a quorum may appoint. It is a consultation where we can get information or opinions. The votes are any action items that would come from the current committee members.

Larry Rolon: This bylaw is intended for the chair to appoint without having to put it to a vote. The committee can vote as a committee to make a position of consultant. The way it was intended is not that it requires voting from anyone. The chair can appoint on her authority as chair.

Tim Ihle: I would like to discuss this within LAWA before any final action is taken. I didn't think it would be part of this month's meeting.

Myrna Cabanban: We will make note

#### **IV. Commendations and Acknowledgements**

Michael Ellar's was presented the 2021 Humanitarian Award of Excellence

Tim Ihle: The 2021 humanitarian award of excellence presented to Michael Ellars. Disability Access and Accommodation Advisory Committee presents Michael Ellars with the 2021 humanitarian award for his commitment. Michael Ellars embodies who and what the Sam Overton stands for, access and functional needs of people with disabilities. He gets us. He has shown through his work while representing the DLR group on the automated people mover project. We honor him and his worth to the LAX values of serving and protecting the disability community. Presented this day at the Los Angeles International Airport.

Michael Ellars: I'll pick it up. Thank you to everyone who voted for me. I appreciate the honor. This is amazing and unexpected.

Heidi Huebner presented Award of Appreciation

Myrna Cabanban: Heidi was unable to attend.

Tim Ihle: We present you with this award in recognition for your many years of unwavering support and dedicated service to the disability access and accommodation advisory committee. Your contributions made a lasting impact on the lives of travelers with the disabilities and their families.

Heidi retired last year. She said she is happy to be retired. She is taking German lessons and filling her time with other things. She's happy for the time spent.

We hope to have another person take over the admin role. Grant Firestone was on the list but has not been participating. I'll work on getting it filled and making sure he attends. We

Myrna Cabanban: Thank you. Congratulations to all. We appreciate all your work.

**V. Public Comments on Non-agenda items**

Kathleen Barajas: The day we went to do the site visit, I had problems with the flyaway bus. After two attempts, I had to call access. The wheelchair lift in front of the terminals and too narrow. The size of bus lift was not taken into account or the space needed to deploy. Each terminal needs to have the barriers removed.

Ruthee Goldkorn: I would like to thank you ahead of time for the opportunity to be a nonvoting member. It's appreciated. We had it in the bylaws and I will except the appointment. Appreciate you all. Thank you.

Regarding the flyaway issue, this is something that has been one for a long time. The courts do not find in our favor. We wind up in more trouble. I don't know why we are not aware that there have been litigations for this. Regardless of the minimum standards, not meeting maximum accessibility has to be fixed. It's the buses problem. I look forward to what Tim has to say about this. It is unacceptable.

**VI. Approval of Minutes**

No quorum. October 2021, November 2021 meeting minutes agenda, postponed until February 2022 DAAAC meeting.

**VII. Consent Items for DAAAC Meeting Actions**

Myrna Cabanban: Virtual meetings. We don't have a quorum. No actions will be taken. Tim, just give us a little bit of purview in to this.

Tim Ihle: The legislature added that the meeting should be held virtual while in a state of emergency. The law requires that a vote be held to determine whether to continue virtual or not. Continual findings have to be made every 30 days. Some meetings may be beyond 30 days. A special meeting has to convene to allow.

**VIII. Regular Items for DAAAC Action**

None

**IX. Landside Access Modernization Program (LAMP) Report**

Michael Ellars: I have nothing to announce. Thank you for again, for the honor.

**X. Operations Report**

No report-Paul Herrera not present

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

No report-Mr. Hicks was not present.

**XII. ADA Coordinator Report**

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

Tim Ihle: Thank you to members of the committee that attended the site visit of the Bradley West Gates. It was good to see the issues and see what LAWA has done. A request was

made to for members to provide comments back to President Myrna Cabanban and I. Several have done that. It's appreciated. We will follow up on the items providing feedback. Nothing can be done overnight. Some actions have been taken. One issue was not being able to touch the information screens and them not being responsive. A call has been made. They will be working with the vendors trying to figure out if it's the screen or the programming. Other screens throughout the terminal were more responsive. The screens at the information desk probably get the least amount of usage. That could be the reason why they were really not touch sensitive. The screens down the terminal require very little touch and worked fine.

There were also comments about the space underneath the information desk allowed for a person in a wheelchair to approach directly in front. There are several ADA compliant kiosks just a short distance down to the gate area. I'm working with the sign shop to put signs up that will direct where the ADA compliant kiosks are. Once those signs are up, I will take a picture to show everyone what it looks like. The large planter in front of the information kiosks which kind of prevented a person from seeing that the ADA counter on the side, has been relocated.

There was also an issue with the restroom doors being too heavy. I have called out our maintenance team. The tension on those doors have been loosen. There are approximately 10 or less all-gender restrooms in the facility. I would be working with our maintenance is to have a delay closure installed on each of those doors. So, when the door opens it can be held open at a stationary spot for approximately five seconds to allow a person to exit and then close. Currently, the doors swing open and take 5 seconds or more for the door to close. The door is closing and at the same time there's not a constant open. I working with maintenance on purchasing these delayed door closures which are anywhere, approximately \$350 to \$400 each and see if we can replace those doors in that facility. So those are some of the immediate actions that I'm taking. As a result, I have requested that these delayed door closures be part included in the future, in the 2022 design and construction handbook moving forward. I know some of our doors in the Bradley terminal do have the push button where the door automatically opens and closes automatically. It's a very nice feature, but they are unfortunately very labor-intensive. We have had so much maintenance issues with those. That is a reason why those automated opening door closures were not installed in the new facility.

Syed Torabzadeh: Changing to make the door easier or less heavy to open would not be the solution for some folks. A push button door opener would be the real solution. I brought it up on that day and I think eventually we need to have that to make all doors accessible.

Tim Ihle: Unfortunately, they are a maintenance issue. A lot of times the doors don't even open or close and now there's even less ability to use those restrooms. That's unfortunately the reason why LAWA has discontinued those automatic doors. I'm hoping that with the delay's closures would be an in-between fix, it's not perfect, but it's better than what we have.

Syed Torabzadeh: I believe there are other alternatives to the push buttons. Touchless, cameras that will operate the doors. The same system you see at the markets. Certain areas are motion detectors, but I don't know if that would work with that. I'm sure we will be able to find alternatives. As long as you have to turn the handle, pulling the door open and operating the joystick on your chair, makes it almost impossible for some certain people to open that or close the door, no matter how light the spring is.

Tim Ihle: If there are other alternatives and you have foo suggestions, please forward it to me. I'm always looking for other options.

Myrna Cabanban: Thank you Seyed. You have to go. Thank you for coming

Richard Ray: I'm wondering if there are any plans to gather all the notes in to one location or one document so that everyone will be able to review from the December 15 tour. If necessary, add any additional mentions or anything along those lines. I wanted to make sure we were able to capture everyone's area of expertise and anything that wasn't included in a document or in a report. And I would appreciate it if we could do that.

Myrna Cabanban: Tim, I'm just going to address that for one second. I did ask a lot of you all to turn in your findings to Tim in the last few days. I know that he did receive some because I did get copies on those. I myself in all honesty have been preoccupied with a lot of stuff. I didn't get to take a look at it. What I am going to ask Tim, and we'll continue with the comments is just like we had previously turned in a report in the last few months. All these comments will be compiled and put in a report form as well. I'm just going jump in here and say that actually, for the next meeting hopefully, we'll have everything ready so that we can all take a look at. Accompanying that will be a letter to the board so that we can formally turn this in as a report and we will also ask for a response for that report. The letter will have to be approved by the committee so that is something we will need to put in as an action item for the next meeting. The next meeting, we'll need to approve the letter before it goes to the board.

Kathleen Barajas: The critical issues which puts LAX at great risk is the steepness of the shuttle's ramp. Someone in a manual chair or in a light weight power wheelchair, that I often travel in, could tip backwards too easily. The steepness of the ramp is certainly now within Americans with Disabilities Act standards.

Julia Mockeridge: I apologize for not giving you my comments, through e-mail, that is my intention. In addition to, I have photos as well speaking directly to what Kathleen just brought up.

Myrna Cabanban: Thank you. A person can put everything in writing, but I do believe the photos are very helpful when I discuss this and bring this up to management, and look at what our options are. I actually wanted to let everyone know I pushed for this walk-through a lot in December. I do apologize. Some personal stuff came through as well so, I couldn't join everyone which turned out to be okay because we couldn't have a quorum during that walk-through as well. Any other comments, please send them to Tim because he has actually mentioned having taken care of or addressing some of the issues already that came up during the walk. The things that he can immediately put attention to, he did and that will all go more formally with the report.

Ruthee Goldkorn: I did send my comments to Tim and to Myrna and I cc'd the other members that were on our walk-through. I will say that the solution that you've come up with about the information desk is not appropriate. Why should we have to go somewhere else? The whole point of new construction is that it fully complies. You have an information desk near the LL gate. I recall that was one of the ones that we all made comment on. It has a lowered counter on the side. You simply put a sticker, a notice, a sign, a something or train the person in the information booth to direct us as soon as he sees someone with the

disability over to the accessible side. It's that simple. The clearance of the plans is obviously significant in its silliness, it looks like it's a silly thing, but it's not. It's huge. So, you took the plant away. So that's good. But no, we're not going to go somewhere else. We're not going down the road, we're not going down the hallway, we're not going to find someplace else. All of them have to be accessible. This is new construction. You can't send people with disabilities; you can't separate us out. So, the fact that it's there and it has an accessible lowered counter, we just need to know that it's there. Whether it's the person sitting there or it's a sign that directs us with an arrow over there, either way, it's fine. But no, you can't send us elsewhere. I know that's not the intent of you, Tim, and your team, but that problem has its own solution at that particular information counter. All of the other information counters must have lower counters. They should be right in front. It shouldn't be an add-on. It shouldn't be at the side. The entire thing should've been fully accessible and the fact that it's not, well, you're not going to rip them out, I know that. So simply indicating that the counter and where it is, that's fine. That addresses the information counter. As far as the doors go, I have never heard one entity, not one airport, not one restaurant, not one anybody saying that the automatic doors are a problem and they're high maintenance. What's high maintenance are the door closers. They will be compliant for about a minute, minute and a half. The more they're used, the more they're non-compliant. They are not able to be kept at five pounds of pressure, opening at 90 degrees and staying open long enough for us to pass through or closing slow enough. That's the high maintenance. The architect, indicate there was an automatic door. They took it out, he said because kids were playing with it. That's the costs of doing business. Automatic door openers are the best and most efficient way to achieve compliance whether it's a restroom door, a restaurant door, an elevator door or any kind of door. Maintaining that five pounds in high-traffic areas is next to impossible. So, I'm not sure why whatever automatic door mechanism you're looking at that are high maintenance and break all the time. I have not heard that. At the moment, I'm, I am working with Sky Harbor on similar issues and the automatic doors are a God-send to everybody. Every restaurant I go into, they love the automatic doors. My doctor's offices are now putting in automatic door openers because they cannot maintain the restroom door, the door to the ante rooms and the exam rooms at the proper door weight. Whatever alterations or alternatives you're thinking of, you've got to have automatic door openers. You're going, to wind up with people getting hurt. You're going wind up with people who get stuck between door jambs because those door closers are not appropriate. The biggest issue we've got whether it's LAX or anywhere, is doors and doorways and maintaining that five pounds of pressure. So please reconsider that. We all want to be cost-efficient, but we don't care. It is inappropriate to say well, we're going to use this because it's only \$350. It's not relevant, the cost of doing business and people with disabilities, they don't want to hear that. The cost of accessible apparatus and equipment, it doesn't come into play. The fact that your own architects stood there and told Amir kids are playing with it so we took it out, like I said, people talk and they say things they shouldn't. That's a problem. Please reconsider your door closers and what you're going to be using and how you're going to be using them. Talk to your maintenance people. They'll tell you. Those door closers are high maintenance, very high maintenance. Thank you.

Richard Ray: I totally agree. I wanted to mention that the bottom line is, the issue is that it's part of the initial layout, the design. The initial stages of planning that should've been there in the initial layout. That's the bottom line. So, we need to go back to the drawing board, pay a whole lot more money? it's not necessary to do that. We're here, so this is a big issue. To me, to make the building safe, to get the approvals, and the staff that we need to make the decisions, analyze what we're doing here. That's just my point.

Myrna Cabanban: Thank you, I know that Tim will work on those compilations, I don't know if we got anything from Geoffrey. I think he's been pulled in to a lot of meetings too. Especially since he's the Compliance Officer for the L.A. We will look forward to having that compilation for the report and the letter for the next meeting in February.

Tim Ihle: December summary of complaints- During December we received six complaints and one compliment. I will summarize the complaints and action that I was taking. One complaint was that an individual who had an Access mobility problem. This individual prefers to park closer to the terminal in one, and in this case, it was parking structure 4. He went online, reserved a parking spot which was a great thing and then came through and during a very busy period the access points to the parking structure were closed off. He went on the departure level. For these reserved parking, the only way you can get into the spot when the parking structures are full, there's always one attendant at the arrival level at the entry. I went back to the company that maintains the parking because there are no instructions on when making the reservation of what entrance they have to go through in order to access the structure that's full. They identified there's a person there. So now the parking company has put in, when a person receives their e-mail, the instructions on what entrance to that particular structure on how to get in if the structure is full. I realize that not all of these complaints impact the disabled community. This is something that even an able-bodied individual who reserved a spot, they would probably have the same issue of trying to get into a parking structure that was full without the instructions knowing that the entrance is at a different location.

The second complaint was in regards to the, inoperative wheelchair ramp on an L.A. Exit bus. The third complaint is an inoperative exit on an access bus. Actually, there's a third complaint about inoperative wheelchair on a bus. The company that does provide the wheelchair shuttle service to the exit lot and the LAX economy parking, they have 22 buses, all of their buses are ADA compatible. The driver is able to take it out on the road. They have to verify that the wheelchair ramp is working. They have to check it multiple times throughout the day. In all cases the drivers stated that the wheelchair ramp was working. I think one thing that may be happening is individuals do see buses go by and thinking that the driver is ignoring the stop or passing them by. What is going on is it's not because the buses do not have a ramp that's not serviceable, it is because the bus is going to a different destination. Some of these buses just serve the north terminals. They still have to drive that route and go all the way to the south terminal to start their pickups. We did one of these complaints one driver did tell a passenger these buses were not ADA compatible. That was inaccurate information she provided to the passenger. We've gotten back to the wheelchair provider service to inform them that all of our shuttle buses have the wheelchair ramps on them.

In regards to the flyaway bus issue, they're three feet apart. They're also spaced that way for security measures. That's the reason that they're there is to prevent anyone from driving on to the sidewalk and harming individuals. I know this poses an issue with deploying the ramp from the flyaway buses. What I've asked prior to the next meeting, I will have the flyaway operator coming out to LAX. I'm going to have myself and several members throughout LAWA that will attend. I will have LAWA engineering there, I'm going to have LAWA maintenance, I will have airport police and our ground transportation team. We will look through the issue and with all of these brain trusts of people with various divisions within LAWA to see what options we might have to resolve the issue.

Any good deed. We sent them back and got a complaint from a different individual. Both of those just cancelled each other out. I am working with American to fully investigate that

Final was a bathroom stall. One of the ADA stalls, an individual was using. Someone pushed the door open. It caused an embarrassing situation. The latch was broken. I dispatched the team. They replaced the latch with an ADA compliant latch.

Myrna Cabanban: This issue has been ongoing for a while. If we can get them to come to our committee and answer these issues, it would be making things easier. We are here to help them. I would like if you could reach out to the company.

Tim Ihle: I think there are multiple companies. The issue with the fly away. There is a different service provider with shuttle transportation. That is a company called Laz parking. Three of the complaints were resolved. I think the fly away shuttle, with the meeting I will have with the various LAWA divisions, I can present on that. I think that would be a good suggestion. For fly away, I will work more on that to see what solutions our team has.

Ruthee Goldkorn: Members of this committee have to be at the meeting. We experience this. We wind up going nowhere. I would encourage you to make sure that this meeting is scheduled and convenient and the notice is put out to the members. We will meet. This is what we will be talking about. We need people to be at this meeting.

Tim Ihle: Once I get a date, I will inform the members about their ability to attend and see if that would be an option. I hope to do something within two weeks or so. I will work out a deal and be in constant communication with President Myrna Cabanban

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

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

James Corpuz: I want to add onto what was said about doors in restrooms. I worked 13 years at the airport. You may want your people to look at the data for the north side restrooms at Tom Bradley. Automatic doors. They are been inoperable quite a bit. Maybe avoid that model. One thing worse that unable access is being completely inoperable. For TSA, thank you for those who joined the walk through. It was good to see the members and show the aspects of what TSA offers. TSA cares does assist passengers. It minimizes complaints. We will revamp it given the executive order to increase public communication for all agencies. TSA will improve on cares and accessible of passengers for questions and assistance. We screened millions of passengers every month. The last 3 months, 6.9 million passengers total. 284 used TSA cares. The usage doubled from October to November to December. We went over. It correlated to complaints for passengers with disabilities. We had 20 complaints. Most were in October, November. There were four in December. Complaints were all over the place. Autism spectrum to medical necessary liquids and gels needed. Our greatest challenge is the medically needed liquids that are screened. How they are screened and informing the passenger on what is needed and not needed. A bottle of water may not be medically needed. A different type of water may be needed. That can be a chance to inform the public. TSA cares will do that. We will see how they can assist them and others. That is all I have to report. Fairly improved here. Too early to tell. We will keep at it.

Myrna Cabanban: Thank you. No question, nothing in the chat.



**XIV. New Business**

No new business

**XV. Adjournment**

Chairperson Cabanban called to adjourn. With no objections, the meeting adjourned at 2:12 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 19 January, 2022 meeting was approved by DAAAC.

*Tracy Bradley*  
Secretary

2/16/2022

Date

DRAFT