

**LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE**



**Committee Meeting Minutes**

**Wednesday, 18 September 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. Brady Welch, Community
7. Mark Frank, LAWA Administration
8. Tim Ihle, LAWA Airport Operations
9. Jaun Flores (Proxy) , (TBITTEC) Airline Rep.
10. James Corpuz, TSA

**EXCUSED**

**ABSENT**

**Meeting Started at 1:01 p.m.**

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

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

**II. Opening Remarks and Introductions**

Ms. Cabanban: New people attending the meeting for the first time introduce yourselves to us, raise your hand.

Ms. Payne: Diana Payne with PG. AI.

Mr. Kramer: Corey Kramer with LAWA representing the T4 program.

Mr. Flores: Jaun Flores, good afternoon. I'm filling in for Carlos on behalf of TBIT Tech.

Mr. Hauppa: Kevin Hauppa with American Airlines (AA) with the modernization program at T4/5.

**III. Chairperson Report**

Ms. Cabanban:

- Housekeeping – When speaking please identify yourself.
- Final in-person meeting – December 18, for our final in person meeting we are going to meet at LAneXt.

Ms. Heredia: It's the old employee parking lot that is now the new employee parking lot. I've already made the request and received the OK from Airport Police to park over there. The parking lot is ADA accessible but the drop off directly in front of the building have K rails there for security. The backup plan may have to be everyone gets dropped off in the employee parking lot and then cross.

- Commission meeting update - I'll be acting as liaison for the Commission on Disability with the City. I believe last time I had mentioned that we just had a retreat and we set ad hoc committees to kind of better deal with the different areas the Commission is working on as far as programs and departments with the disability population. I'll bring updates as they occur.
- Presentation for the capital improvement - I'm going to ask Mark to speak on that later on when we come to his section.

#### **IV. Approval of Minute**

- August 21, 2024 minutes – Minutes were approved

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

Ms. Barajas: New comments from traveling through LAX over the last month. I flew Suncoast back East and had to take the shuttle from Terminal 1 to the newer terminal, the one we visited a while back. As I commented before, when we did our visit there, the ramp on the shuttle is way too steep. An attendant had to push my chair to get it to a position where it could proceed up the ramp. This assistance should not be needed. I also sometimes travel with a lightweight power chair that weighs only about 55 lbs. The one bad thing about the chair is that because of its lightweight, it can tip back easily, especially on a slope that is too steep. It should also be noted that this is the case with individuals who use manual wheelchairs. Empty tippers do not always do the trick, especially on steep slopes. The other issue I want to bring up is the fact that wheelchair accessible Ubers and Lifts are permitted to drop off at the terminals but cannot pick up. Not only is that super confusing, especially for visitors from other places having to board a shuttle bus. To get to the main Uber live area can be difficult for someone in manual wheelchair who also might be traveling with luggage. I don't understand if Access services are allowed to pick up at the terminals, why can't Uber and Lyft be permitted as well? I had one driver suggest that we take a hotel shuttle to a nearby hotel, then book Uber or Lift from there. That is inconvenient as well, since not every hotel shuttle is ADA compliant. Please e-mail me with any questions or additional information needed.

My check in with TSA went very well this time around. That is almost always the most difficult part of my trip, so thank you James and your team.

Mr. Herrera: Ramps like that can be very dangerous and it's a safety issue. There is a specification under the ADA, the architecture that speaks a rise and steepness of it

not to exceed a certain height or incline. The reason I bring this up is because at one time I ended up helping a lady who was having a problem with the wheelchair. It was the same situation, but she had a manual wheelchair. There was just too much for her to try and push herself up the hill. I just told her I can push you. Situations like this need to be really addressed because somebody can really get hurt.

Mr. Corpuz: For clarification, was that Terminal 1.5 or Terminal 3 where we visited last? Was it a delta flight?

Ms. Barajas: Yes, Northwest Airlines

Mr. Corpuz: That is the airlines between 1.5 and T2. It's a slope that you are on. Cass?

Ms. Heredia: Yes, that's the part of the curbside loading zone that have been rolled into the capital improvement project. I've made everyone aware for quite some time that our curbside loading zones are no longer compliant. We do have team that has rolled up the arrivals level. I'm still working on how to get the departures level addressed.

## VI. Presentations

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

- Terminal 4

Mr. Sneed: Diana Payne is principal with PGAL Architects.

Ms. Payne: There is a significant number of large programs that have been going on at LAX. The image on the screen shows the new people mover and the vertical circulation cores in red are bringing passengers into the terminals and making connections to the North and South side. Some focus buildings in green with the Admin East on the right-hand side. The Theme building in the center with the tower and Tom Bradley International Terminal at the end in green. Last but not least, our blue block here represents Terminal 4 on the left-hand side of the image. We are essentially replacing 2/3 of what we call the head house building. That is also sometimes called the ticketing building. That's where all the passenger processing happens, where you check in, where you get screened and also where you pick up your baggage. About 2/3 of the concourse is also being replaced and expanded. That's of course where a lot of the airlines operations are located, as well as the hold rooms to get access to your gates.

The next slide is an overview of Terminal 4-5 modernization building itself. Again, using those same colors that you saw in the previous slide, the 4.5 core is the red box in the center of the image that's been open for just over a year. That is the terminal of where the new people mover will connect and bring passengers in. Again, our blocks in blue represent the new scope what we call the East and the Central part of the head house being replaced here for passenger processing and amenities. About 2/3 of the concourse, we call the South Concourse is being built in two phases.

Continuing with the accessible environment, the level 2 ramp operations, this is primarily where a lot of the airline functions occur. This is also the location for the bus gate. As we discussed early, we have now redundant elevators serving this

floor with one on standby power. We do have restrooms immediately at this level, as well as an all-gender restroom. On the right-hand side, there's passenger amenities for the new domestic bus gate. The dark orange area is the sterile circulation, so there may be a situation where a bus would come in that is parking remotely and providing access to this floor. Again, those redundant elevators are available for movement and provide access to the restroom and facilities downstairs.

The images on the left-hand side of the slide show you what it would look like as you approach the bus gate from inside the building. The bottom left image shows a view of the exterior of the bus gate as you would approach from a bus.

The next image I think is probably the most significant of the experience from a passenger level. Continuing accessible environment, this is the concourse Level 3 departures. This is where you wait for your flight, have food and beverage, retail opportunities and also have several amenities including again of course multiple restrooms. We have redundant elevators feeding every passenger movement.

Again, with one on standby power. We had significantly increased the number of restrooms and with every restroom cluster as we have an all-gender restroom.

In the South Concourse is our new all gender restroom with an adult changing table.

It should be available this month when the first phase opens. In the bottom middle,

again a larger cluster of restrooms with an adjacent all gender restroom and at the head house in the center, again, men's and women's restrooms with an all-gender restroom immediately adjacent. The Service Animal Relief area, or the nursing room has not been changed by this program. It is currently located on Level 4.

Continuing with the accessibility accessible environment passenger amenities as described in the illustrative departure gate hold room. This is an illustration on the bottom left of what hold room would look like and the plan that accompanies it on the bottom right. This is hold room 408. It's going to be a mixture of seating types and also with that a mixture of opportunity for charging devices. There is space for both ambulatory seating, as you can see in the top right image. We have designated decals on the end of tandem seating, holding out the one armrest. We also have designated locations at table tops as noted by the decal here. We also indicate those locations on the plans below so that. You may sit in various locations throughout the hold room instead of all being clustered in one spot in one location. These different seating elements also provide those different opportunities for charging as mentioned, and also locations for service animals as well.

Our next to last accessible environment slide, this is the concourse mezzanine level 4, not a public floor, but obviously an employee access only at this floor.

Accessibility is just as important for the staff as it is for traveling public. We also again at this floor have a redundant elevator with one elevator on standby power as well as additional fixtures for the employees at this level.

Continuing with this, the accessible environment, we have the one slide for the secure connector between T4 and T5 that I mentioned earlier in my discussion. As some of you may have experienced, when you're transferring between the terminals on the South side, you were traditionally having to walk all the way or come down to Terminal 4, go underground across a long tunnel and all the way back to the north in Terminal 5. That's depicted in the image in the bottom right-hand corner of the slide. About 1900 feet to get to the same spot. This secure connector, which is depicted in the image at the top of the slide, allows for a much more direct route from TIBT Hall, the way through to Terminal 5. It reduces the path and length of travel by over 1000 feet. Great improvement in terms of passenger movement for transferring between the terminals. Along those paths we have a new restroom as well as all gender restroom that was centrally located in the head house shown on a prior slide.

Showing you some of our ADA signage, all of the signage within the facility must be compliant to the California Grade 2 Braille. We have, again, are all gender restrooms, women's men's and restrooms, as well as all gender restroom with an adult changing table and a nursing room. Typical elevations are shown for those slides are those signs making sure we meet the required mounting heights. On the bottom right of the slide you will see we also have a placard that is placed on the accessible stalls within the restrooms, noting priority for persons with disabilities. Here's a couple of enlarged plans showing you some of those restrooms. The restroom on the left is the one that is opening up next month. The blue stars indicate locations for code blue phones. We have installed a code blue phone or an emergency phone in single occupant restrooms only. It is located in all gender restroom that has the adult change table. The accessible water closets are identified in the blue tone. They're within all gender restrooms or the larger toilet stall space within the public restrooms and ambulatory stalls are highlighted in the pale green in the plans. A compliant urinal identified and highlighted in yellow on the plans here. The larger restroom plan to the right shows again combined men's and women's restroom with an adjacent all gender restroom outside that cluster for access. This slide here illustrates some of the seating in a little more detail. We have what we call tandem seating that was pictured in the image before. You can see the decal on the top left image that indicates that this is a priority for a disabled persons. The armrest on the end of the chair has been removed for that purpose. We also have on the right-hand side, a little bit more detail. For those high tops, you could see charging is available on the top of the high top, whereas on the tandem seats the charging is located below. We also have a different opportunity in the hold rooms now for charging. We have wireless charging. The black box in the middle picture on the top of the slide indicates different opportunities for charging. These black surge boxes as they're called are located in hold rooms for those persons who may need a different type of charging for their devices and a little bit more.

Mr. Ihle: One thing we learned from a walkthrough for Terminal 3 project in terms of seating was to leave a space at the end of the rows so that an individual in a wheelchair wouldn't have to transition into the chair. There would be a designated space on the floor for the wheelchair so that the individual can sit directly with their family member and space available so that the wheelchair is not sticking out into a lane for passenger traffic. We are implementing that in the MSC South. I couldn't tell from your presentation if that is something that is also going to be implemented in Terminal 4.

Ms. Payne: Yes, it is available. We have located several designated areas for the wheelchair to be placed immediately adjacent, different seating types, and that scattered in the hold room area. Yes, we do have that.

Mr. Ihle: Will there be a designation on the floor that identifies that? The MSC South are looking at carpeting that actually will have the wheelchair symbol on the ground so that it is noticeable and as individual can put their wheelchair there, just like a parking spot in a garage or parking structure. It identifies that this is a designated spot for individual in a wheelchair to be.

Ms. Payne: We do not have any designated markings on the carpet area. We simply show the space being reserved or held open and not impacting any aisles or clearance widths. There is no designation on the carpet at this time.

Mr. Herrera: Listening to this presentation, thank you for the info, it's very detailed. I notice that there's nothing that really identifies relief area for service animals. I have a guide dog and I travel frequently. Also, the chairs you did describe in terms of how they are. Some of them have barriers underneath which prohibits the service animal from being able to sit under the chair.

Ms. Payne: There is an existing service animal relief area in Terminal 4 that is remaining. It is not affected by the program. It is currently located on level four of the West Head House and that's this little icon on the bottom left of the image here. That remains unchanged. Let me jump ahead here to the image of the of the different seating here. Tandem seating here has a clearance height that would allow a service animal to sit underneath the seating. There are some animals depending on their size that may want to be adjacent or in front of the person but there are areas within the hold room itself where we have spaces available adjacent seats. For whether it be a wheelchair or for the service animal to be adjacent. These high tops, they're tall enough that a service animal could be in this area as well. There are some other seats that, as you've noted, Louis, are more solid and the animal cannot sit underneath them but they could sit adjacent.

Mr. Herrera: Thank you, by the way, I am blind. That's one of the reason I have a service animal.

Ms. Payne: Understood.

Mr. Torabzadeh: Very good presentation. I use a wheelchair. I was one of the people who attended the walk through of the MSC. We noticed that the soap dispensers and paper towel dispensers we're inaccessible for a wheelchair user, especially power wheelchair. The depth of the sinks was so deep that I personally couldn't reach the handle to activate the water. Have those been addressed in this case for Terminal 4?

The last item that I wanted to ask is have they considered putting push button door openers on the restrooms, especially the individual ones? A person using a wheelchair and having one working hand would be almost impossible to operate their wheelchair. They have to use the joystick to push their chair and at the same time wanting to open the door is almost an impossible task and I have to wait for someone to open the door.

Ms. Payne: In terms of the soap dispenser paper towel dispensers, I believe those have all been addressed or are within the reach range. I'm more than happy to get an additional drawing together to share and follow up with the advisory committee and illustrate those locations for you all. As for the push button door operators, I know that in the past that LAWA did have those. I was actually part of an older program on Terminal 1 where we did have the power assist doors on all of gender restrooms, but those have been removed because of some maintenance issues and challenges in recent years, so I'm not aware of any current requirements they are. Currently not in the Terminal 4 program on all gender restrooms. They obviously the public restrooms are open and accessible without any doors with the larger stalls and the ambulatory stalls, but they do not have the power assist function on all gender restrooms at this time.

Mr. Torabzadeh: I would like to follow up on that with because that could be a major issue. This is something that it definitely falls under ADA compliance.

Mr. Corpuz: Excellent presentation. I just want to add from TSA standpoint that American Airlines and Kevin Hopper, who's on the call today, have been excellent partners with us. We've been working with them too for that new checkpoint as well at Terminal 4, which will be open January 7. American Airlines has donated quite a few modern transportation screening equipment. I do want to add from a disability standpoint that the checkpoint will now have new advanced technology, which is the new machine which basically instead of raising your arms above your head, you just keep your arms to your side on an extended length without having to exert yourself. One other thing, we need to take a look at that Terminal 5 connector. There's a ramp there that is closer to you, 5 checkpoint. It's an existing ramp. We'll have to make sure that we're in compliance because of the concerns that was voiced earlier regarding the grade of the ramp. We want to make sure that the construction doesn't add to it, so that it's still passable for all passengers.

Mr. Ihle: In regard to Amir's statement about the automatic doors, Terminal 1, there were automatic doors there. The problem that we were having is individuals would try to force the door close rather than letting it close automatically, which ends up breaking the door. LAWA did have a policy in effect about no longer having that. Talking with Mike Christensen, who is now our development officer, he's actually in support of reversing that policy and having automatic doors. Secondly, going back to the chairs, which has been a big issue in the past, if you could pull up the slide that showed the seating. If an individual pulls a wheelchair up to the side and they do not transfer over into the seat, there is not a space to be able to plug in a cell phone or anything. There needs to be accessibility for cell phones off to the side of these chairs that individuals could use. Maybe Myrna or anyone else could speak to the fact if it's easier for the location of where the plug is under the chair or is it preferred to be off to the side up between the chairs for accessibility?

Ms. Cabanban: Actually, for me, if I'm just parking, I wouldn't be plugging under the seat because, I'd probably be intruding on someone's personhood there. So, if I'm just parking next to somebody, I would much prefer that it's on the side so I could access it much better. If somebody is sitting on the chair, then obviously they may have better access to that. But for someone just parking next to it I would more likely have to have it on the side.

Ms. Payne: Just to address the comment about power, I think one of the things that is a great improvement here at Terminal 4 is that we have a variety of different types of power. One of those is this image in the center of the slide. Here it's a block that's wireless charging that you can roll up and sit against if there is no chair adjacent. There are some spots where we have a designated space for a wheelchair to pull up and roll up immediately adjacent this device. So, there's a variety of different seating types and arrangements and definitely opportunities for different seating configurations throughout the hold room. Unlike today.

Ms. Cabanban: I understand what the separate block is, but I think in Tim's point, if I were sitting next to somebody that I'm traveling with I wouldn't be looking to go to this block, to park separate from my party. If I'm traveling by myself then I wouldn't mind pulling up to the high table, but if I am sitting in this situation with the seating

area for someone that could sit next to me, and if that last chair was not there, then I would be able to park next to that person, without sticking out and blocking the pathway. But I would most likely be part charging if I had to it on the side of that seat that is empty next to me. Does that make sense?

Ms. Payne: Yes, understood.

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

Ms. Heredia: I feel like I need to push that presentation to next month. That way we can go through the rest of the agenda. I'll do a brief on my ADA Coordinator report, but I just think in the interest of time because people may have questions, we'll end up running over.

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

- Commission meeting update

Ms. Cabanban: I moved that up to my chair report as far as keeping a regular update from the Commission.

## **VIII. Airport Operations Briefing**

Mr. Ihle: Two things I wanted to bring up. One was the Terminal 4 automated wheelchair pilot that American is doing. They're looking at extending that pilot not just in Terminal 4, but also extending the pilot to the Terminal 4 connector, which basically connects Terminal 4 to the Tom Bradley terminal. Tomorrow, Cass and I are going to be walking with American Airlines representatives to get an indication of how they plan for this to work. If we don't have any concerns, we'll go ahead and let them try that pilot. It will be interesting to see them expanding out the service. So far they've got a lot of positive recognition. We just got an e-mail this morning from Singapore Airport where they actually want to get more information about these wheelchairs. It puts LAX in a positive light when other airports hear what's going on here with these automated wheelchairs. I was in Tokyo about 3 weeks ago and I noticed they had some automated wheelchairs, the very same ones that American is using.

The other thing is, I just got back on Sunday from being in Paris. I was able to observe the Paralympics and the impact it had on Airport Operations. It was a great event. I actually attended the Paralympics closing ceremony. The weather was terrible. It was rainy, cold, but the athletes, despite that they were out there just partying it up and having a good time. It was a very amazing event to watch in person. There was 170 countries, represented by 4400 athletes. It was an excellent event. We were able to observe the impact that their departures would have on the following day at the airport. As we prepare for LA 28, a lot of observations that I made as well as individuals that went there for both the Olympics and then the opening of the Paralympics. Things I will take into consideration for having here at LAX is dedicated lines for check in. Dedicated lines at the TSA screening checkpoint, which we'd work with James with because of the number of individuals that have special accessibility needs. There was quite a few with oversized baggage with it because they had all their sports equipment. Many times, individual would



have their regular wheelchair and then one or two extra wheelchairs for when they perform in the various events, super large canoes. These are all different things that we're going to have to be taking into consideration in our preparation for not just the Olympic Games, but also for the Paralympic Games. The CDG or Charles de Gaulle Airport said that they had more of an impact than just the regular Olympics, even though there's less individuals going through. The impact is a lot more. They started their planning two years in advance just for the Olympics and Paralympics. They had a team starting out with seven people that grew to 20 people to get the airport ready over that two-year period.

Mr. Mata: Luis Mata, ADA Coordinator for the city of Los Angeles. Whenever you have a review of a change that an airline is proposing like the automated wheelchairs, is there people with disabilities involved in this particular review?

Mr. Ihle: From my understanding for your question was in regard to the example of the automated wheelchairs. Yes, in fact as part of the pilot program, they came out and did a demonstration during an in-person meeting of the DAAAC Community and show the entire group how these automated wheelchair work and gave everybody the opportunity, asking questions. The main reason for the DAAAC meetings is to have this back and forth so that everyone is aware of any kind of new technology or even like we had today with the American project is to discuss things that have been brought up in previous meetings so that we can hopefully ensure that they're implemented.

Mr. Torabzadeh: I know you're working on a detail report that would be presented later, but I just wanted to ask you if you could just give us one or two examples of deficiency that you saw there that you think we could improve on when the 2028 Olympic and Paralympic Games come to LA?

Mr. Ihle: From a facility side it wasn't really. I think what we really need to do is focus on the resource side, like every time a team would come in, they had a dedicated airport person with the team to assist them from the check in all the way to the gate to alleviate any kind of issue. I think it was a very resource intensive operation. They also said one thing they did is developed an offsite check in facility so that everybody would have to check in at the airport at least their baggage. I think that is definitely one thing from an efficiency side that we're going to have to do is have multiple check in facilities at the athletes village and then all the equipment and luggage is transported to the airport we have a separate facility for the baggage to be screened. Then it's taken to be load onto the aircraft rather than these the baggage being screened in the terminals, it's being screened off site, but at the airport, at different location. They built a big area specifically for baggage. So, I think that is efficiency that we're going to have to do here is build a baggage factory is what they called it.

## **IX. Planning or Facilities Briefing**

NONE

## **X. Customs and Border Protection (CBP) Briefing**

NONE

**XI. Transportation Security Administration (TSA) Briefing**

Mr. Corpuz: Some stats that I didn't provide last time, for the month of July, we screened 3.3 million passengers. For August we screened 3.16. We had 12 complaints related to passengers with disabilities. We don't have August numbers yet. Most complaints we had for the month of July was medically necessary liquids. Ostomy bags, which we continue to have challenges with our officers and then respiratory devices. The biggest ones that came through my desk since I oversee the customer services as well was 3 complaints primarily dealing with professionalism and rudeness related. It's an ongoing process. The only thing I ask is that when you have feedback and I appreciate the positive feedback earlier in the call, but when you have feedback, especially those that are critical, please let me know so that we can address them. I'd like to say that 100% of our folks are professional, but the reality is that's not the case. One complaint was for excessive waiting, which we need to address as well.

**XII. TBITEC Briefing**

Mr. Flores (proxy): One update that Carlos wanted me to bring up to the committee was we have increased the services of yellow vests in the FIS area for those customers who need extra assistance with the luggage. They had a little bit of hiccup with staffing during the peak hours, but Carlos did mention that he will get together with service providers to increase the services up to six per shift, that way there is enough staff to support anyone who might need any kind of assistance with the luggage.

**XIII. Executive Level Briefing**

Mr. Frank: We have a hold on John Ackerman's calendar for next month, October 16th. I just received confirmation from his executive secretary. Once I get the finalization of securing his time, I'll let you know. We will have the presentation for the planning and construction development next month as well. That will be presented by Crystal Lee. She'll be able to answer any questions as well afterwards.

Looks like we have another Senior Analyst coming on board next month, early October. It looks like she will be my replacement on the D Triple-A C Committee. I will probably be here for one last meeting to introduce Sandra Mendoza. She will be taking over my responsibilities going forward on this committee, so thank you very much, Madam Chairperson.

**XIV. Airport Police Division Briefing**

NONE

**XV. Los Angeles Fire Department Division Briefing**

NONE

## **XVI. LAWA Guest Experience Briefing**

Ms. Saldivar-Chavez: As we continue to work on the wheelchairs services surveys, it's still too early to come to any conclusions. I will say that most of our encounters with their passengers have been very positive in terms of how the system is working for them so far. It looks like we have maybe a wait time about 15 minutes.

However, this morning we did encounter much longer wait time over about 50 minutes. That was also because there were so many people there that needed assistance. It's not the norm, but it does happen periodically. Myself and our team will continue to go out and survey so that we can have enough responses to actually come up with a good determination as to what is happening.

## **XVII. ADA Coordinator Report**

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

Ms. Heredia:

- Review of draft presenter thank you template - Myrna shared with the voting DAAAC members as an FYI I will be issuing a draft Thank You to all of the Capital Improvement Project Team that have given presentations so far this year. We will look back at any questions that we had outstanding for those CIP teams. That will get included in the letter. I'll draft and send them to Myrna for review. The intent is just to make sure that everybody's keeping track and both literally and figuratively on the same page about the information we think still needs to come back to the DAAAC for us to be informed.
- Capital improvement project status - This tie back to the FAA compliance review, which I will give that presentation next month. One of the primary takeaways from the meeting with the FAA was confirmation that our curbside passenger loading zones for those with disabilities are not compliant. Arrival level is already being rolled into Capital Improvement Project that is intended to improve the arrivals level experience. They are going to incorporate passenger loading zones on the arrivals level as part of that project. Tim and I both have a follow up meeting with that project team tomorrow. We'll continue to bring back what information we can regarding that project. Departure level curbside loading zones is something that I have brought up to the executive level to see how we can address that. It's unlikely that it would be added to the scope of the current project for the lower level, but we will continue to try and find a way to address that since the curbside loading zones were on the preliminary findings report from the FAA while they were here. They will be issuing a final report as well, and so it'll stay on there as a corrective action. Passenger loading zones will likely have an update at some point as well. A new update on auxiliary curbs as that becomes available.
- Proposed lower-level shuttle program - The issues with traffic and congestion on the upper level versus the lower level. The Friday before Labor Day weekend, the upper level was taking 52 minutes to get into the airport and all the way around the horseshoe. The lower level was 8 minutes. The challenge we found is that, when we have passengers with disabilities that are transferring between terminals, let's say that they've flown in on Southwest at Terminal one, and now they're going to take a flight, an international flight out of Tom Bradley, they are going to end up going onto that transfer shuttle, the

ADA shuttle, to take them from one terminal to another. But those terminals are currently operating on the upper level, and so this causes delay. In addition, because we don't have the required number of passenger loading zones, the shuttle is trying to Jimmy its way into areas, especially in front of Tom Bradley, where it becomes incredibly congested.

The conversation is being had at the executive level now is whether or not there is significant advantage to moving those ADA shuttles to the lower level to facilitate the transfer in a timelier manner or passengers that need to be taken from one terminal or the other. I will follow up on that as things progress. I will provide updates on that lower-level shuttle program.

- Reference Materials and Announcements - When I forward these to Tracy, to have them included on the agenda, it means I've already read them. Please feel free to take a look at any of these articles.
  - [Ex-CNN Journalist Saima Mohsin Says Network Causing Her "Psychological, Financial & Physical Stress" By Kicking Legal Battle Into "Long Grass" \(msn.com\)](#) The ex-CNN journalist was on assignment and became injured. That injury resulted in a permanent disability, and CNN used that permanent disability to give her less favorable assignments even though she literally was injured because she was assigned. They use that to her disadvantage. When she went to sue CNN for discriminatory practices, the only response they had was that she was suing in the wrong court without jurisdiction.
  - <https://www.nytimes.com/2024/08/29/us/guardianship-voting-rights-disabilities.html?smid=nytcore-android-share> Voting rights for persons who have guardians or have caregivers, that's becoming obviously very timely topic. So please feel free to read that as well.
  - Transit Access Report- We have access to the accessibility archives that come from the US Access Board. They are regularly putting out webinars or information on different final rules, so please feel free to take a look at that. If you have any questions about any other type of final rules where the US Access Boards providing webinars reach out to me. If I don't have it, I'm sure I can find a way to forward something, but I think most of the people here are more expert at that than I am. I'm still happy to help.

Mr. Torabzadeh: You mentioned about the 52 minutes versus 8 minutes on the upper level and lower level was it really all attributed to the transfer for passengers with disabilities, or were there other factors involved too?

Ms. Heredia: The 52 minutes is the period of time because of traffic congestion that it takes to get through the horseshoe. It's not specific to passengers with disabilities having impact. It's the volume of cars during heavy periods for departing flight, especially the international terminal. When we have this rush for departures for a holiday weekend it significantly impacts the upper level because people are obviously pulling into spaces saying goodbye to their loved ones, so it gets very congested. That impacts the time that it takes an ADA shuttle to transfer a

