

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 21 February 2024

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Seyed Torabzadeh, Community
4. Julia Mockeridge, Community
5. Kathleen Barajas, Community
6. Brandy Welch, Community
7. James Corpuz, TSA
8. Carlos Alvarado, (TBITTEC) Airline Rep
9. Mark Frank, LAWA Administration

ABSENT

- 1.

EXCUSED

1. William Miranda, LAWA Planning
2. Tim Ihle, LAWA Airport Operations

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

None

III. Chairperson Report

Ms. Cabanban:

- Bylaws Revision
 - The bylaws are ready. A couple of things to bring up are the proposed in-person dates for our meetings. The first one will be in April, then August and December.
- Intro Letter to General Manager
 - Cass will write a letter of introduction to the incoming General Manager to introduce our committee and how we're looking forward to working with the board on matters that we have been discussing and issues that might come up. We want to be able to set a congenial tone with everyone we're working with. As the letter is drafted I'll sign it we'll ask Mark Frank, who is our administration, if he could deliver that it to the board. In reviewing our bylaws, we have a vacancy for a board liaison.

In the letter we are also going to ask for that position be filled.

- Agenda Structure
 - We have the presentations first and sometimes the stakeholders run out of time giving updates to the committee. We're going to restructure the agenda so that everyone has enough time to update us or give us information on anything that is being worked on in the LAX area.
- Presentations Requirements
 - More because of we're online and it's no matter how big the presentations are done on the screen they're just not big enough. I think that might be restricted basically on our own monitors when we are actually looking at the presentation. From now on, we've asked that presentations be provided to us so that they are included to go out with the agendas. This way we can all individually look through the presentations and we would be a little bit more ready to actually engage the presenter with questions that might be brought up. Basically, to make the presentations a lot more accessible.
- Richrd Ray's been out for couple of meetings. Feel free to reach out to him. I think he would appreciate hearing from you

Mr. Frank: I can ask our new CEO, John Ackerman, if he can attend one of the in-person meetings. I attend on his behalf and as a CEO office liaison, but I can definitely ask him. He's very gregarious. He does make the rounds. I will try to get DAAAC on his schedule if I can be provided with the next dates. Any emails I will forward that to him and see if he can attend.

IV. Presentations

NONE

V. Public Comments on Non-Agenda Items

Ms. Goldkorn: I just saw a story on Yahoo that Delta is using a Porsche 9/11 GT3RS and a 918 to transport passengers who are on a tight schedule from their flight after it lands to their connection. This says that they're doing it at the ATL, Lana Hartsfield and LAX. Does anybody know anything about this? if we can get a little information on this I would appreciate it. What Delta Airlines is thinking and if this is kind of like a beta test for a concept of how to get people faster to their connecting flights then just running through the airport like OJ used to.

Mr. Corpuz: This is likely part of the Delta one concept. People that wish to pay for the service get the additional service. They will transport passengers from the imperial highway checkpoint to their aircraft. Tom Bradley terminals. They cater to those willing to pay extra for that service. That concept of transporting from one to another is an extension of the Private Suites.

Ms. Heredia: I will make a note to ask Tim. I will also, make a note to ask our manager for the north side terminal as to whether or not, what the scope is of that. I am thinking, neither one of those sounds like they could accommodate a wheelchair.

VI. Approval of Minute

- January 17, 2024 DAAAC Meeting Minutes – Minutes approved

VII. Consent items for DAAAC Action

- Item 1-Determine in accordance with AB 361 Section 3(e)(3) that this body has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the members to meet safely in person and/or state or local officials continue to impose or recommend measures to promote social distancing. ("AGENDA - Orange County, California")

Motion is carried.

VIII. Regular Items for DAAAC

NONE

IX. Landside Access Modernization Program (LAMP) Report

NONE

X. Operations Report

NONE

XI. Planning Report

NONE

XII. Customs and Border Protection (CBP) Report

NONE

XIII. Transportation Security Administration (TSA) Report

Mr. Corpuz: The fiscal year 24 started in October. Our stats for complaints and compliments continue to improve. We had a record-breaking reduction in complaints and record-breaking compliments. Highest in the last seven years. Good to note on fiscal year 24. Based on the numbers projected to further reduce the number of complaints. We did get new technology for the checkpoint. They're credential authentication technology where you put your driver's license through and it matches up and you're good to go. We are piloting it to make sure we can read and accept mobile driver's licenses. Please, when you travel, give me feedback on anything including technology, so that I can pass on to our design team and technology team as well.

XIV. TBITEC Report

Mr. Alvarado: I have nothing to report. If there was anything to bring back to the airlines, let me know.

Mr. Corpuz: I want to do the status regarding the DME medical devices that are often left at the checkpoint. Any progress with that? We are going to promote the identification and tagging of this medical equipment. If the passenger leaves it at the checkpoint, we would be able to reunite that medical equipment.

Ms. Heredia: I haven't launched that yet. Carlos Alvarado, I don't know if I mentioned it before, the idea of providing specific durable medical equipment tags or stickers. I will work with you, ATM and other providers on finding the best way

to distribute those so that people with DME can take advantage of that.
Question for James, can you brief everybody on the passenger support specialist role?

Mr. Corpuz: The passenger support specialist is congressional mandate. Congress determined many years ago that communication between TSA and passengers were not good. They created a passenger support specialist program, which means that certain officers undergo training in the handle, process and help assist various situations, including that persons with disabilities. Any passenger may ask for the passenger support specialist at any part of arriving at the checkpoint. We are required to assist in any way we possibly can. We've also created the TSA cares. You can call 3 days in advance or maybe even at the time of and say I need assistance.

Ms. Goldkorn: What is the time frame and exactly where in the process does one ask for a PSS if one realizes they need some additional assistance? Exactly where and to whom does one make this request and how far into the terminal? What is the turnaround time of the request to someone coming?

Mr. Corpuz: You can request a PSS support specialist at any time during the meeting process. If you are uncertain about certain things, and you're going to present your document saying, now you have a PSS officer to assistant and then you would explain to PSS. Officer will meet you and greet you, and then you explain you what your needs are. They could be at any time during the process. You can also ask for a supervisor. TSA cares is three days in advance, but anytime during the process you can ask for PSS.

Ms. Goldkorn: Do you have experience knowing what the turnaround time is at LAX for PSS?

Mr. Corpuz: that's it's varies depending on the airport and how many people are trained. We're required to have one on duty at all times. At LAX over 50% of our officers are trained. Give me a call, 310-482-8007. I can assist as well, but definitely the PSS has a faster turn around that time allowing it's because of the number of people.

XV. Executive Level Report

Mr. Frank: John Ackerman has just arrived. He's been very active with meeting everybody at LAWA and just had his first board meeting last week. We're supposed to meet with him next week, Airport Affairs division. We will brief him on the ADA Committee and I will try to coordinate with him before then. One thing that he always says is that the last thing on his mind is people and the first thing on his mind when wakes up is people. He seems very empathetic to really care about employees and also the passenger and guest experience here at LAX. So, we're looking forward to working with him and I'm sure you'll enjoy meeting him very soon.

XVI. Los Angeles Fire Department Report

Chief Brodowy: Nothing to share right now. We're working closely with Cass in regard to a few concerns with the CONRAC. I'm happy to answer any questions you may have for us.

Mr. Corpuz: I understand you have a new Fire Chief. I'm wondering if we will

continue the tabletop exercise that we've been having.

Chief Brodowy: Yes, We firmly believe in them and they will be re-established. We're just trying to work through some of the kinks with new staffing at our West Bureau. We have a Captain Girvan who will replace Oscar Scott. Though it'll be a combination of Oscar Scott, APDS Sergeant Denton Feldman and then also our new TSS or training support specialists in West Bureau that will assist with developing out those exercises.

XVII. LAWA Guest Experience

Ms. Saldivar-Chavez: I don't have too much to share other than we have been looking into the Hidden Disabilities Sunflower Program, trying to implement it here at LAX. We have become members. We are still in the planning phases. We are still trying to determine how to best roll it out and how to conduct the training for all of our employees as well as our partners. As we get closer to something more concrete, I'd be happy to come back and report on that. For those of you who may not be familiar with it, this is a pretty basic program. It is a program that allows you to identify as someone who has an invisible disability, something that is not obvious. They do that by either wearing a lanyard or a bracelet. What it does, it simply means you need a little more assistance, understanding or additional time. If you have any questions, I'll be happy to answer them if I can.

XVIII. ADA Coordinator Report

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

Ms. Heredia: Dainel, I want to present your plaque in person so we will do that in April.

- Update current corrective actions.
 - ADA loading zones - We received a formal certified access specialist report. In our central terminal area for the number of curved side ADA loading zones, we need 21 additional loading zones on the departures level 19 additional loading zones on the arrivals level to be compliant. If anybody wants a copy of that report, just let me know.
 - Kiosks – They're running into some hiccups here and there, which is usually what happens when you start installing infrastructure that is different than the existing infrastructure. They have been very diligent in terms of following my recommendations for ensuring accessibility. Certified Access Specialist Mark Anderson came out and assessed the currently installed new kiosks for accessibility. He'll be providing a report, a final report on their access. There are different types of kiosks in terminal 1.5 that I have had a recent request to help ensure their accessibility as well. My recommendation was if you're having the same issues with this different type of kiosk as we had with the kiosks in Tom Bradley, not to make the assumption that you simply need braille plates. I think there headphone jack was a question and the functionality of the keypad. I did make a recommendation that they tap into TG to have the same CASp who assessed the kiosks for TBIT go out to 1.5 to ensure they're not missing anything.
 - New: Request for assessment of emergency communication platforms - I made a new task order request to assess emergency communications platforms. The blue phones have currently been installed at Conrac, which is not yet open, the economy, parking lot, etc., as well as take a look at some of our other emergency

communications platforms in the terminals. I feel like I'm having to repeat myself. When somebody provides a speaker for two-way communication, they have to give a visual option. It is not sufficient to just have a two-way speaker. I ask for them to do that. I'll let everybody know when I get the report back.

- Overview on coordinated evacuations to support those with DAFN/AFN – handbook, exercise, adhesive tags – ON HOLD (until after FAA on site compliance review)

This is not entirely on hold.

- New: FAA Office of Civil Rights On-site Mini Compliance Review
FAA sent LAWA a notification letter on January 30th, saying they wanted to come out to do a mini, on-site compliance review. The scheduled dates are March 12th, and 13th. Justin Pierce, the director of Emergency Management submitted the emergency evacuation plan, which currently is in draft form. If the FAA Office of Civil Rights has any issues with that particular document, I'm sure they will let us know.

- New: New working group assembled to address wait times in TBIT FIS (CBP screening area)

There was a new working group assembled to address wait time in the FIS area. This has been an ongoing issue. At some point it becomes problematic for a number of reasons. Example, the carriers are supposed to let the wheelchair service providers know in advance how many persons are going to be requiring assistance upon landing, and sometimes that doesn't happen. So, you have issues from a planning perspective of not knowing to deploy enough staff. The intent was to address and try to streamline the wait time that people are still experiencing. An adjustment to the processing at CBP was proposed. The idea is to collect metrics for the first week to see if it's making any difference on the on the processing time or the wait time for those with disabilities who have requested assistance. Sometimes next week we will regroup and get a compilation of how much the wait time was affected by these different processing approaches. One of the challenges air carriers are having is wanting to put a very specific time frame on the wait time, which you can't do because it's fluid. In other words, they said we don't want any passenger waiting more than 20 minutes. Well, that doesn't apply if everyone is taking an hour and a half to get through customs. I tried to make the case that, technically what we should be doing is not just assessing persons who requested assistance in terms of processing time, but actually capture the processing time for persons who haven't requested assistance. That's where we're going to find out whether or not there's an unequal service. I need to have that comparison marker, and that's what I've proposed to everybody there. We'll see how that that works out in terms of capturing that data.

- New: Evacuation and muster point update for ConRAC
Airport Operational Readiness team is the team that tries to sandwich the delivery of a new capital improvement project to hand over to LAWA. They are in quite a difficult position because if the contractor feels they have satisfied all of the obligations under the scope of work in the contract and LAWA disagrees the AOR team now have to try and find a case for saying, no the contractor did not satisfy something and you can't deliver it without being compliant. So, there was a lot of conversation that went back and forth regarding the muster points. Persons could wait for assistance and this ties back to the emergency blue phones at the CONRAC. It is coming

together though very slowly. It was agreed that the contractor will be providing wayfinding signage to ensure that persons who are waiting for assistance to exit the CONRAC Know where to wait. That has to be in conjunction with the blue phone being compliant. I got two different entities we are trying to put it together in making sure the FAA part is compliant. Then we have to go out and reconvene on confirming evacuation areas because two different contractors provided two different evacuation points. You have to be able to tell them both visually and audibly. That's what I'm working on with the help of the AOR team to great extent.

- New: Requests to improve accessibility for the Auxiliary Curbs project We made some recommendations on how to make those projects more accessible than they are considering. I'm confident that they are looking at trying to support improving accessibility for some of these areas regarding wayfinding and safety like for crossing into vehicular traffic, etc. it's still in the design stages. Daniel and I are both making our cases to have things included in the design phase.

XIX. New Business

NONE

XX. Adjournment

1:58 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on March 20, 2024. The minutes of the February 21, 2024 meeting were approved by DAAAC.

Tracy Bradley 03/20/2024
 Secretary Date