

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 17 January 2024

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Seyed Torabzadeh, Community
3. Julia Mockeridge, Community
4. Kathleen Barajas, Community
5. Brandy Welch, Community
6. James Corpuz, TSA
7. Tim Ihle, LAWA Airport Operations
8. Mark Frank, LAWA Administration

ABSENT

1. Louis Herrera, Vice Chairperson
2. Carlos Alvarado, (TBITTEC) Airline Rep

EXCUSED

1. William Miranda, LAWA Planning

Meeting Started at 1:04 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:

- Sub-Committee for bylaws revision – AB 361 Sunset, January 2024.

The bylaws regarding AB361 sunseting this month. We decided we have to do it one more time. I will read that item which is Item Number 7.

IV. Presentations

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

- Concourse 0 (Zero) – Kristen Owens

Ms. Cabanban: I want to welcome our presenters. This one will be Concourse 0. Next will be T6. The winner of last year's Sam Overton award.

Ms. Heredia: Kristen is the lead design manager. She'll be leading the presentation. I will introduce T6 after that.

Ms. Owen: I am Kristen. Design manager on this project here at LAX. I will share the presentation and walk you through our design as it stands today. This project is being developed by Southwest Airlines right now. They currently occupy terminal one. As you can see, that is this yellow building right here. I hope you are familiar with LAX. I will point out features to get everyone oriented. This is Sepulveda. This is Century. Terminal one is the first building. Then it moves around the central terminal area. You see 2 through 8. Then you exit again. There is this big existing parking lot on the corner today. That is where there is a part one parking lot. Also, the LAXit facility and the taxis pick-ups. In the future, this will be repurposed into Concourse 0.

This gold color here. We are an extension of existing terminal one. Terminal one was renovated by Southwest back in 2017. Within a few years after the completion of that renovation, 1.5 was added. The third piece is Concourse 0. It is just adding additional gate capacity. Today there are 13 gates in terminal one, all by Southwest.

When we build zero, we will add an additional nine gates. We are going to be adding a bridge. The automatic people mover is under construction. They are building a portion of a bridge. We will build the half to connect to this building. You will have access to the new people mover in the future. A few highlights of this building. We will add nine new gates. Two are being relocated for a total of 11 new on this concourse. A three-level building. I will show you the floor plans. The second level, there will be a new vertical transportation core connection to the automatic people mover that will be able to take passengers from terminal one and Concourse Zero to another facility. There will also be the potential for international arrival activity. We will expand the bag claim area with terminal one. We will add a few more security screening lanes. This is the floor plans. The concourse level is where all of the gates are. This blue line point to where we are connecting to the existing building.

These are the existing gates. It will connect on the same floor plane to Terminal 1. You can go straight to the existing gates or turn right and head to new Concourse 0.

All the areas you see in this light peach color are the hold rooms. Anything you see in purple are new concessions. We have large open dining areas, open seating. What you see in blue is a new sterile connection. We have four different public restrooms on the concourse spaced along the way. It is a long terminal. We are trying to be mindful.

Moving downstairs, most of this is ramp operation space. The back of house we have baggage handling system. A lot of other support spaces for the airlines.

This floor, this blue line represents that division between T1 and new Concourse 0. We are not doing anything in the existing check-in lobby. Currently there is accessible paths of travel from the existing parking garage and the exists will be accessible parking stalls within that garage. That same path will exist when we're done. You would enter the building in these red arrows. These points. No change there. Where we start changing is the checkpoint. We need to add some more capacity because we're adding more gates to the facility. We're just adding four more lanes in this zone here. This is the last floor, the arrivals level. Once you get off your aircraft, you will make your way down to this floor via elevators and escalators that will be within your path of travel. These are the two new bag claim devices that we're going to be adding to the facility.

This is inside the concourse. We feel like this is a really important moment in our building. This is where a lot of concessions, retail and seating is going to be. It's going to be quite grand. We are planning on generous circulation spaces. It should feel very comfortable. Here are a couple of pictures of the outside of the building. This is a view looking at the building as if you're going to be on the new people mover. Entering the airport, you'll see Concourse 0. This view is on Sepulveda. I'll go through some of the features that we're going to incorporating in our design.

Restrooms are hugely important for the passenger experience. Each restroom will be designed with ADA compliance in mind. All of our entry vestibules will be quite wide. They'll be about 6 feet in width for free-flowing traffic. All restroom stalls will have accessible handles. The restroom finishes are designed to be very subdued and neutral. Signage will be easily identifiable. Outside of the restrooms, we are going to be providing diaper changing stations in all men's and women's restrooms. We will have an adult changing facility in one location that's in this restroom block this near the north end. We also have a pet relief facility on the concourse. We're kind of putting that in the midpoint of the building. Then we're also going to be designing closets, urinals, lavatories. At least 5% of all of those will be ADA compliant.

Now we'll go through just a typical hold room. We haven't finalized the hold room layouts, but each hold room that we are designing will have similar components. We will be including and identify accessible seating for a person and a companion in all cases. Each hold room is going to need to have a pre boarding area. This is for passengers needing extra time or assistance onto the aircraft. There is usually an area dedicated for these preboarding passengers.

One type of furniture right now, but that's really just a placeholder for the moment. We haven't started picking out specific furniture types yet. This is an image of our bus gate. The bus gate is going to be on the floor below the hold rooms. You will have escalators and elevators. The idea is that you would go down these elevators and escalators and enter this area, then walk out a door and board awaiting buses to be bused to another facility.

We're going to be including in the design audio and visual communication.

Throughout the concourse, we have elevators along the passenger path of travel for any sort of vertical transportation or vertical moves that you need to make in the building. Signage will be provided throughout. Most signs will have braille in English alike.

Ms. Barajas (chat): Curious if the past evaluations were implemented in the new construction.

Ms. Owens: Yes, we have received those. Since we are still in our design period, we are currently in the process of trying to implement where we can. We were given those evaluations for exactly that reason. We need to know what was found elsewhere at the terminals and try to correct those errors if we can.

Ms. Mockeridge: You mentioned that the concourse is going to be a long distance. Do you have any measurement of how long that may be? One of our previous tours of construction, it was a very, very long path and that wasn't made aware to the public until well after it opened. It is a substantial distance. If so, are there plans in the communication to let the people know how long a distance they may be walking?

Ms. Owens: It is about 1800 feet, linear feet. We intend to indicate distance. It is a long journey. We want to make sure passengers are aware of how much further they have to go. We need to work with the new signage standards being developed for the airport. We agree people want to know how far it is to get to their destination. I don't have it in the design yet. It will be considered.

Ms. Heredia: Two things. We have two different types of recommendations that

were previously submitted, The evaluation that was provided regarding the MSC through the DAAAC and January of 2023, me and Jillian escorted two CASp through Tom Bradley and MSC to do a preliminary assessment. I want to make sure you had access to both of those reports. If you need either, let me know.

The other thing, I want to flag now the distance in the MSC is a recurring issue regarding complaints from those specifically elderly or those with a temporary disability, like a broken ankle or whatever the case may be. That 1800 feet is going to be something that we should probably try to be proactive about with regards to how people are going to be supported there. With the MSC, we have both the contracted wheelchair service providers through TBIT Tech. They are providing all wheelchair service for passengers that request it, regardless of the airline, amount of what we call a customer service or courtesy carts, I still get a number of complaints. One of the things will have to strongly consider, we don't have sufficient seating in there still. The moving walkways can't be the only option. We have to have sufficient seating and we should very much consider how we're going to support passengers, either with additional courtesy cards or something along those lines.

Ms. Owens: You say there is not sufficient seating. Do you mean along the journey?

Ms. Heredia: Along the journey.

Ms. GoldKorn: We need to be more involved in the design process. The purpose of the DAAAC is to provide information to LAWA and its vendors and contractors, not after the fact. I am glad that you have presented these and it is not built yet. The recurring thing we have for the new construction is there is no place to park our wheelchairs. There is no place for our families. There is no place to plug in the ports are at the bottom of some of the seats. I do not intend to be rude when I say this but you can put that wheelchair symbol on as many seats as you want, that does not make them accessible. The way finding signage is still seriously problematic. One of the comments that my husband made when he traveled overseas in July was there was no place to wait and no place to take rest, Absolutely zero opportunity to call for the courtesy cart. There were no phones and no signage and nothing to say that. Eighteen hundred feet, a quarter of a mile is a long way without a mechanism to call for assistance. They used to have in the airports the white courtesy telephone and accessible communication. How do we do that for the sign, blind, deaf and hearing impaired? How is that going to work? You mentioned the hold rooms, accessible seating with a companion. I don't have a companion, I have probably two kids and a dog. A service dog and six pieces of luggage. How does that work? Not having specified areas to park when in our chairs is a huge issue. Where is the accessible signage? How do people with sensory disabilities know where they are supposed to go and how they are supposed to access the transportation services that are provided at the bus gates? These are issues that are ongoing and continuous. Thank you Cass. I appreciate all of your comments. This specifically is the frustration we all feel, not having talking KIOSK and not having signage that the hearing impaired and deaf can use. This is the 21st century. None of this should be a conversation. The Disability Accessibility Accommodation Advisory Committee is at the disposal of everybody for this very reason. If you have questions, we will answer them?

Ms. Owens: Thank you for the feedback. We will take this all under consideration. This is this is very helpful.

Mr. Ray: I want to go back to a slide, that large area that was indoors. In this image, what I'm seeing is the blue squares. There is a like a visual paging system, so audible announcements are broadcast within the terminal. What about displaying the words I can't see what that actually is or says.

Ms. Ownes: These blue dots, these blue rectangles indicate what gate you are at, and these follow the LAWA's current law of design guidelines. There is audio paging. I'll have to look into the visual paging component. We do have visual paging included at each bank of flight information displays.

Mr. Ray: Where is that in this?

Ms. Ownes: I don't have it in this image and I don't have an answer for you right now about how many we have and how often they occur. I would have to get back to you on that.

Mr. Ray: Is there an internal loop for people who rely on their hearing to be able to hear that for those audible announcements? is that through a loop?

Ms. Owens: We do not have the hearing loop.

Mr. Ray: That has to be included.

Ms. Owens: I'll discuss with the airport.

Mr. Sneed: First of all, well done, Kristen, and thank you very much for all of the feedbacks and comments. This is very helpful. I just wanted to remind the group that this is at the very conceptual level and the team has allocated coordination meetings with both the DAAAC and the ADA coordinator throughout the entire design process. That is one of my jobs, to help ensure that this isn't just a one-off thing. We'll be back before you again, as we get closer to the conceptual phase. I hear, I have taken notes on all of the comments and we will do our best to see if we can incorporate these.

Ms. GoldKorn (chat): The slide is not compliant. Can you make sure that your future presentations be compliant?

Ms. Owens: Yes, I will take note.

Ms. Heredia: Two things on that. What I will do is I will share with Daniel the best practices that I have from different accessibility points of contact. Regarding how to make presentations accessible for visual for the virtual presentations. I think that situation will help improve the accessibility of the slides. I am going to apologize and I probably should have, I didn't know Kristen was the one giving the presentation. I should have advised her about certain items that you have to take care of when you are presenting. Also, as a note, I agree with what Richard is saying. Every time we bring up the hearing loop it gets noted by a project team but the project team is not the one that gets the final say it is LAWA who spends the money. One of the things that we have identify, Tim and I, you and Myrna, in our bylaws in is we are supposed to have a liaison from the airport board of

commissioners assigned to the committee. I think once the new general manager starts and we make the request for the liaison we will make the request.

- T6 - Austin Rivers

Mr. Rivers: Hi, my name's Austin Rivers with Rivers and Christian. We are working on Terminal 6 at LAX. This project is quite smaller than building up a new facility. This is a small renovation of an existing terminal. This project consisted of three packages. Mainly the airplane in apron paving with striping and fueling was the majority of the project. It was a lot of systems and facilities that feed the aircraft. Then from a building standpoint, we had two zones, west package and east package. The upper portion of the screen here is Terminal 6. The curbside would be along this side. Majority of our construction was along this node here and that is the connection to the future. APM train which is similar to the Concourse 0 conversation. This is a joint venture between the Alaska project and LAWA project. On the southern portion this is a project to sort of fix the bus gate operation that we will look at later and then create a little more space for the FIS connection. Moving from there, here is an image of the existing terminal. There was an addition on this side. Here the terminal existing had 12 gates. We added two more gates to the terminal as part of this process. Some of the items other than the apron paving is the hold rooms, the seating, the ADA compliance, some tech tables which are kind of the power of charging areas. The domestic bus gate, if anyone's been in six, it's essentially it's located with stairs only right now. From an FIS inbound operation there was a small domestic elevator that was added I think in the 80s to accommodate some wheelchair travel there. Last piece is from the original building from 1954. There are some ramps that fit into what we call the mote. They were very dangerous and had steep slopes. When equipment was getting moved in and out of the terminal just to support the facility people were getting injure. Those were the majority of the big pieces we took on under this project. The picture here on the left is what the seating was previously. The seats were oversized. They were close together. It was very hard to circulate between the seating. With our new seating, what we've done is we eliminated a lot of the seating to create larger areas in between the chairs for circulation. We also have the ADA sign in or seating with the open spaces adjacent. In the bare minimum, were meeting at 5-foot six clearance between all the seating and the adjacent areas. If you look at the existing majority of the counter here is above ADA height and there's a very small portion of it and under this project. We looked at a 50/50 split at all of the charging stations. Really where that came from was the ability for people just to stand on one side and the other side was to have a lower counter so that we could really maximize the amount of accessibility for the charging. These units are flush throughout the whole rooms. All the new additions. There's a lot more redundant places for these kind of workstations throughout the terminal. We were trying to reduce the amount of space the ticket counters took up. We've kept the 34 inches for the ticket counter, maximized the monitors behind it for boarding information. So, when the planes are being called, the information will be displayed here. What's not in this photo is monitors over all of the boarding doors. If you don't have a good view of the actual ticketing agents, there's another door that will tell you where the boarding procedure is, where the flight is. The information will be above the door for boarding action.

Earlier I hinted what was a domestic inbound and out bound. International stair used or for anyone with wheelchair assistance would be escorted down the concourse, take an elevator and be escorted to the plane. It was a very long path

and not too exciting. This is the new bus gate we created. Adjacent is FIS corridor on the south end. It does two things, allows for international inbound for busses to be accessible directly into the terminal as well as a domestic inbound and outbound. The domestic side you will go up the ADA ramp into the building. For loading an aircraft for international or domestic outbound you would use the same ADA ramp. Previously, this is the stair far up on the terminal. There was a residential glade elevator that took everyone out and here is a picture of the existing elevator that was there. It definitely didn't have a five-foot turning radius and you can barely put two people in it. We put back in the dual elevators which is the new LAVA standard, escalator, and stair were put along the path of travel. It cleaned up the ability for international passengers to get to the FIS. The last slide is the ramp level and where the support spaces are for the aircraft. I believe the ramps are higher than 14 percent slope and are dangerous. I think it is from the 1954. Building and part of the project we put in equipment with having abilities to move equipment in and out of the terminal and in a much safer environment. That is the extent of this program.

Ms. Heredia: I'm not sure that this is within the scope of what you are doing with regard to improvements. I recently did a walkthrough. I identify some areas in T6 that could be used as areas of evacuation assistance for persons with disabilities. I'm wondering whether or not that's within the scope of what you are doing.

Mr. Rivers: I don't think fully that was in the scope of what we took on. However, I do believe that some of the alignments we do along the south terminal provide access. One of the things I also know is the fire department had issues about responding on the south side of the terminal. One of the crucial pieces was making this entry from the ramp side to the south end. If anyone's been in T6, it's not a level concourse. It dips down to the old 1950s building and then back up again when they brought in the 747's in the 80's. We worked really closely with the building department to identify areas specifically on the ramp to just to have holding areas and make sure that there's clearances. There wasn't equipment that would interfere with the exits. We'd be really interested to take a look at your recommendations as well.

Ms. Goldkorn: As far as wheelchair parking spaces within the seating zones, that's a major issue. We are not part of the circulation path. That makes us a fire hazard. The adjustments and changes have to be in the initial design. These are not optional and the numbers may be inadequate. Minimum standards do not make maximum accessibility. You all have to recognize your constituency and who's using the services, that includes all disabilities, not just mobility disabilities. People who use what look like and are misinterpreted by TSA fairly regularly as ski poles. There are actually official walking sticks. Where do those go? We are not alone, we have families, we have luggage, we have stuff. When it comes to setting up and designing hold rooms and gate areas, that's missing and it shouldn't be. The law is 33 years old and the ACA is older than the ADA. Where the ACA comes into play and the ADA comes into play in the airports is still legally questioned and the courts have been everywhere. In my opinion, if you don't have consensus, do it all. Meet the ACA and ADA but not the minimum standards. The 1800 foot, another comment that my husband made when he traveled in July, there are no restrooms there. You don't have immediate access to animal relief areas. People have to go, animals have to go, horses and dogs are the only proper service animals. These are not things that are going to be options and it is not a comfort station. People use today refer to restrooms as comfort stations. Also, that comment made about the

rescue and evacuation assistance, I don't understand why they weren't in the scope. How can they not be in the scoping? Again, thank you Cass for mentioning that. Again, it is not an afterthought and we are not an afterthought. Rescue and evacuation assistance areas that used to be called areas of refuge because we felt like we were being thrown away are critical and I am sure that the LAX fire department has something to say about all of that. Even more than you mentioned. Looking at all of these things and we will see what we can do. That doesn't work for the disability community. We have to look at funding and no you don't. You have to look at compliance with the law and how you make that happen. You want help we are here. You want Cass to be at your side and looking over your shoulder and I am sure she would be happy to do that. Those were my comments and the areas of rescue evacuation are also critical. Thank you very much.

Ms. Cabanban: Thank you to both presenters. Appreciate the fact that you are coming to the committee at this stage. Please keep coming back as you move on.

V. Public Comments on Non-Agenda Items

NONE

VI. Approval of Minute

- December 24, 2023 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 in item 3.

VIII. Regular Items for DAAAC

NONE

IX. Landside Access Modernization Program (LAMP) Report

NONE

X. Operations Report

Operational wise, no new areas. One new airline start service recently, Porter Airlines at Terminal six. They just started to Toronto yesterday. That is business as usual at this moment.

XI. Planning Report

Mr. Miranda: MSC South is moving along on their side. They've already started to erect steel, which is visible when driving on Westchester. That's on the OC yard. That's the landside yard where the building is being erected. So, you should be able to see the steel along the fence line driving by.

XII. ADA Coordinator Report

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

Ms. Heredia:

- Update current corrective actions
 - ADA loading zones - I got the final cast report back from the architects. As a recap, I made a request for the Certified Access Specialist to do an assessment of all of our curb side ADA loading zones. They've completed all of it, including the emergency on the Economy parking lot. We also took a look of the budget but for all intents and purposes, the biggest challenge is our CTA, our traffic circle in front of the terminals because of all of the construction, we are not in compliance with the number of 80 loading zones that we need. Once Tim and I look at the report, I'll start putting in requests to have more ADA loading zones implemented, all on the upper and lower level to accommodate the number that we're we need to have to be compliant. I'll also start initiating the QR code signage with additional accessible signage so that persons with disabilities who need assistance beginning at the curb do not have a challenge trying to figure out how to get word out to the wheelchair agents in the terminal.
 - Kiosks - The common use kiosks have been getting installed a few at a time. They are not available to the public until they are signed off on by LAWA. That is moving along. My understanding is that prior to signing off or hand off to LAWA that they did take my recommendation to have the CASp take a look at the kiosks a second time. They already did it once before to identify any issues with accessibility prior to installation. Also, not a bullet point, but I found out a few days ago that I have additional funding that I didn't know I had. So, I will be tapping into the on call CASp from the architects. They told me that CASp is going to continue to be at my disposal so that I can have other areas that we haven't yet assessed be assessed and have formal reports with recommendations provided so that we can try and address some of the items that we that I think may have an accessibility issue and get everything hopefully under way. I'll be on the coordinated evacuations for ADA populations. Emergency Management initiated just this week, some planning meetings to conduct 2 drills. They are still trying to decide whether or not they want to have the two drills off hours between midnight and 4:00 AM because it will have less impact to the actual operations of the airport during that time, or if they are looking to restructure the scope of the drill so that it can be done during the day as part of another type of training. I will also be putting together a handbook and directory. I've decided I'm going to put the two documents together and have all communication needed to notify or communicate with during both day to day and emergency event. I am going to order the adhesive tag. I will probably do a design and just share it electively with the committee as well as with Tim and Doug on what those tags will look like. This so that they so the responders can easily identify durable

medical equipment from personal items like luggage and drive home the idea that DME has to be expedited for unification with the passenger, especially when separated during an evacuation. We do have someone who is going to be sitting in place of Oscar Scott, and so I'm going to transition over to that quickly and I'm sorry, it's Aaron. We were on a call yesterday to try and established the scope for evacuation drills, in two of the terminals. I have already brought up that we need to take into consideration how persons with disabilities are going to be assisted through these types of processes.

Captain Girvan: I am a captain with the LA Fire Department. If you are familiar with captain Oscar Scott, I will be replacing him. I will be listening to these calls. The meeting yesterday was interesting. They were trying to determine the scope with not a lot of detail. It made it challenging to provide feedback in that way. I thought it was good. They want to do this with minimal impact to the airport and airport operations. Without the appropriate players involved, it makes it a challenging drill to pull off if we want to be realistic and provide to the airline providers. They will go back to the drawing board. I think it will look like our tabletop exercises. They have to evacuate and repopulate. It will grow even greater.

Ms. Heredia: The last thing I had, the representative from airport police has not been here for quite some time. I did make a request to Sergeant Sullivan. I asked if he could provide someone. He has new hires coming in this month. I anticipate he will send one of his officers. I think that is it for me.

Mr. Corpuz: If you could include TSA, we have committed for this year to be more involved and expand our role in the drills. If we could assist and participate, that would be great. Especially with evacuation.

XIII. Transportation Security Administration (TSA) Report

Mr. Corpuz: Doing LAX for November 2023, our complaints went down by eight percent. Compliments went up. We 49 compliments last year and 104 this year. Complaints this year was 99. Good progress across the board. We were the only large hub airport that had more compliments for 100,000 passengers screened than complaints. It is a lot for us. We are trying to make progress here at LAX. We need to break out of that perception. Good progress overall. Thank you for Cass for helping out with the DME. We still continue to get quite a bit of medical assistance devices at the checkpoints. We have no way to get anything back to the passengers who truly need them. We will continue with your efforts and hopefully well get there. Aspects for TSA at the terminals. One major impact, traveling out of Terminal Five; Spirit, Jet Blue, American, there will be a major disruption during the next nine months. February 19th through mid-November of this year, all bags will be screened at the lobby area, in front of three counters. three pods. Your bags will be screened at the lobby area and be sent to the aircraft. It will occupy a lot of space. I would advise you and your friends to allow more time, the next nine months. That is all I have ma'am chair.

Ms. Goldkorn: Relative to DME left behind, that is a huge issue when you are using someone else's mobility device. You don't know who these people are. Is there a way to develop an identification system for the DME that you are bringing, your crutches, walking sticks and have your name on them? Can we do that at ticketing? Through information on the website. Please identify your belongings. Not just your suitcases or purses. What you use for your mobility devices that tend to get left behind. Is there a way to identify a process by which they are no longer sitting there? Thank you.

Mr. Corpuz: You identify or tag your DME. Everything else at the counter. The most effective way to meet them at the checkpoint. They can verify whether identification tags are on the equipment. That is an effort that just started five months ago. Secondly, we get DME with their names on it. They leave their name and home phone number. The home they departed. To leave for vacation. No one answers. They can leave their cell phone number. It is a problem. Can't say it is better. I haven't seen significant changes. The one good thing is all our unclaimed property goes to the veterans. The VA, they could use it. If they are not claimed after 60 days. We try to hold on as long as we can. Any suggestions would help. Yours has been implemented. We will continue to push it. The biggest issue is that for certain checkpoints, one wheelchair attendant will bring the passenger up. Another takes over at the checkpoint. There is a hand off. With it comes a communication issue. I didn't get the oversize area for your crutches. That is where the biggest is. The new attendant doesn't know what the previous knew. Thank you for the suggestion.

Ms. Heredia: I did want to elaborate on these tags. It'll be a LAWA tag versus the regular luggage tags, then the airlines offer. They don't indicate that something is DME. Like a CPAP machine needs to be treated differently than just a piece of luggage. I think the four pieces of information I'm going to be looking for on the tags because the intent is to contact these people immediately is to have a name, the date of travel, the flight number and then a travel contact number.

XIV. Customs and Border Protection (CBP) Report

Ms. Heredia: Bill said I'm afraid I have to log off to make it 2:00 o'clock. I wanted to mention that our global enrollment center in Ontario is open, meaning without needing interviews can go there instead of coming to the airport. Also, he wanted to mention that CDP has a new permanent port director by the name of Andrew Douglas, and that bill would see us next month.

XV. New Business

NONE

XVI. Adjournment

2: 26 PM

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on February 21, 2024. The minutes of the January 17, 2024 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	02/21/2024
Secretary	Date