

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 20 March 2024

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Seyed Torabzadeh, Community
3. Julia Mockeridge, Community
4. Tim Ihle, LAWA Airport Operations
5. Brandy Welch, Community
6. James Corpuz, TSA
7. Carlos Alvarado, (TBITTEC) Airline Rep

ABSENT

1. Louis Herrera, Vice Chairperson
2. Mark Frank, LAWA Administration

EXCUSED

1. Kathleen Barajas, Community
2. 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

Steve Stargen – United T7 Manager

Aaron Girvan – Captain, Los Angeles Fire Department. Took over for Oscar Scott.

Louis Mata – Department of Disability

III. Chairperson Report

Ms. Cabanban:

- Bylaws Update
 - At the signing part. DOD will sign tomorrow and I, then Cass and the GM of LAWA.
- Intro Letter to General Manager (original memo)
 - Tracy found the memo that set the committee in motion years back. That will be presented to the GM along with the letter through Mark Frank.
- Meeting protocols for April and future meetings agenda
 - April we will have our first in person meeting. Cass will cover how the new challenges might be coming across our way.

Mr. Torabzadeh: Will parking be provided at the in-person meeting?

Ms. Heredia: Yes, the new facility has parking. I don't anticipate any challenges.

Ms. Bradley: The address is 9160 South LOYOLA Boulevard and it is in the chat as well.

IV. Presentations

NONE

V. Public Comments on Non-Agenda Items

NONE

VI. Approval of Minute

- February 21, 2024 DAAAC Meeting Minutes – Minutes approved

VII. Regular Items for DAAAC

NONE

VIII. Landside Access Modernization Program (LAMP) Report

The APM is moving along. It is probably a year out from opening. CONRAC is going to open June 5th with days available.

IX. Operations Report

- AA automated pilot program

Mr. Ihle: I wanted to provide information on American Airlines pilot program with an automated mobility service an automated wheelchair that would not require a service provider to push an individual to the gate. This is all voluntary and I wanted to give a rundown on how they planned this operation to work.

As the slide indicates at gate 41 would be where an individual would go to transfer to this automated wheelchair. If an individual is flying on American they would still have the wheelchair service representative take the person from the check in lobby up to the TSA screening checkpoint. Once through TSA screening checkpoint, a person has the option to transfer into this automated wheelchair.

There's a pad on it and all a person has to do is enter in which gate they are going to and the wheelchair would go directly to that gate.

As mentioned, it is a pilot program, so there are some things that still have to be worked out. It only stays on the terrazzo area. It does not go into the carpeted gate area. American Airlines would have an individual at the gate area to meet the person if they aren't able to walk on their own.

One of the initial drawbacks on this as part of the pilot test is it only go directly to the gate. It doesn't allow for you to make a stop at the restroom, visit concessions or the food area. Right now, you would have to inform the representative. This is only for an individual that is going directly to the gate area. Once the person gets out of the wheelchair it has a return function. The wheelchair automatically returns to gate 41.

Mr. Torabzadeh: The person using it doesn't have to operate the wheelchair?

Mr. Ihle: That is correct. There's a little like an iPhones type screen on the left side and it just has the gate numbers. Either the person who's the guest can click on the screen

and say what gate they're going to or the representative.

Mr. Torabzadeh: Are the arm rest on the side movable for a person to transfer?

Mr. Ihle: Looking at it, it doesn't look like it and I honestly do not know if the handles go up or down on it. If I get over there, I will take another look at it to see if the armrests are moveable or not.

Mr. Torabzadeh: Is it possible that when we meet in person next month, we can have one of these chair for a demo?

Mr. Ihle: If we were at the terminals, we could, but since we're going to the airport police facility, let me see if that's a possibility.

Ms. Mockeridge: Did you say when the program the pilot program was supposed to start?

Mr. Ihle: I think it started on March 4th was the exact date. There is no end date yet. They're just gathering information on it.

Ms. Mockeridge: Like some logistical. While the pilot is going and how does this chair navigate crowds?

Mr. Ihle: It's technology. If Tesla can drive vehicles down the freeway without anybody touching the wheel and as we've seen in videos, people falling asleep at the wheel, this is just kind of like that. It will drive itself. It's supposed to avoid anybody, avoid hitting individuals. avoid making a wrong turn, going downstairs or anything like that.

Ms. Mockeridge: How are they collecting feedback from the people that are using it?

Mr. Ihle: I believe that at the very end there is a survey that the person can do. The representative told me that there is actually a survey they can voluntarily participate in afterwards.

Ms. Mockeridge: When you went to go take these pictures, were you able to physically see these?

Mr. Ihle: Yes, they looked really neat. Brand new.

Ms. Mockeridge: Did you see one in action?

Mr. Ihle: No, I just saw that as they were waiting

Ms. Mockeridge: It looks like a little storage thing in the back does that supposed to be for luggage. Thanks for doing the work that you did to find out as much as you could about this pilot program.

Mr. Stargen: Did I understand that the pilot, this project is currently underway at the American terminal at LAX?

Mr. Ihle: Correct, American Airlines Terminal 4.

Ms. Cabanban: How many do they have?

Mr. Ihle: Six.

Ms. Cabanban: They are just sitting in the terminal and anyone can actually take it, not just rest?

Mr. Ihle: Anyone could take it. When they check in, the customer service representative will ask if they want to give this automated service a try or they want to continue with the personal service. A person can decline. It's all voluntary. It's kind of a test to see how people like it and make improvements down the line.

Mr. Torabzadeh: Tim, as you said, this is self-driven like those driverless Ubers, but what about the liabilities? It doesn't have all the sensors and radars. Is it going to run over people?

Mr. Ihle: No, they say it won't.

Mr. Torabzadeh: I think it's a good idea.

Ms. Cabanban: If the person accepts to try this, are they completely unattended or does the person who came up to greet them and go with them?

Mr. Ihle: Completely unattended. I think if requested, a representative probably could still go with them if they request it. The whole purpose is to be unattended, but there will be another representative at the gate to meet the person when they get to the gate.

Ms. Goldkorn: So many questions, I don't know if you can answer them, Tim. If you can compile questions and then come back. I think it's critically essential since this is already in use and the committee did not know about it and there was no beta testing and invite committee members to do it.

Mr. Ihle: I'm sorry, I think I did mention that this was, something America was considering in a prior meeting.

Ms. Goldkorn: I understand and thank you; I do recall that there was conversation. It would have been better for the committee members to actually see this before they put it into use. My question is the white thing in the pictures, is that an armrest? My other question is, in the picture on the left, the right-hand side is that the iPad type thing? Is that adjustable, voice activated, can it be fully used by anyone who is sight impaired or blind? How fast does it go? Is it compatible with that as far as maneuverability if a person have a service dog or a pony? How it's getting through the crowded terminals? I have a carry on and a personal item and I can't see them going on the back of this thing. Is there a rule that American has that will be no human interaction with their staff members going to the gate to assist with luggage or anything else that that needs to happen? If someone wants to have one of the vendors, does the staff members, go with them even though they're using this autonomous vehicle or is it not allowed by policy by American? If you use this, you're totally on your own with no one to assist you at all?

Mr. Ihle: I'll try my best to get some to see if they can do this at the next meeting. that would be the appropriate time to ask some of those questions because I don't

have the answer at this moment.

Mr. Stewart: I can't see the back. They would put luggage or something. Is there something that would keep it from falling out?

Mr. Ihle: That might be about 8 inches tall. I think you know for carryon bags it's probably designed kind of similar to those baskets that you find at the gate that the airlines say must fit in within this measurements.

Mr. Stweart: OK, hopefully you can get one for the next meeting and we can take a spin in it.

- TBIT core

Mr. Ihle: This a project has been underway for quite a while. It will be opening up next month fully. A portion has opened up. Right now, we're doing a fire testing to for the opening of the further South portion of the building. The first slide is an image of the exterior of the Tom Bradley terminal. Tom Bradley terminal was just kind of a concrete monster. It wasn't really that architectural pleasing. Now the front of the terminal is lit up in glass, very open and looks really nice. These are what the other terminal cores will look like if you drive around the airport. Look very similar. The main reason for these terminal cores is to provide that connection from the people mover into the terminal building. So, these are basically circulation areas. This project includes new elevators and escalators, support spaces, accessible restrooms. The gross area of this area is 28,000 square feet and around 2000 square feet per concessions. They're doing the final work on that. It really opens up the baggage claim area, gives a lot more space.

Going to the 3rd level. There's really not a level 2 because it's more of like a mezzanine and 4th is utilities. Basically, you have the baggage claim on level one and then the departure, check-in or ticketing at Level 3. Slide of level 3 on the top right is a rendering of if you're looking out towards the east. if you're in aisle of the check in lobby looking, you'll kind of see what it will the various levels look like. On the bottom left is kind of the real time picture of what the rendering look like. The left picture is also if you're in the ticketing lobby, is what it looks like now. Middle April is when it supposed to be opening up. There will be a ribbon cutting for that event. Level 4 is the floor in which a person coming off the people mover would come into the facility on the top left picture or rendering. Anybody that was familiar with Tom Bradley terminal, there's a big bust of Tom Bradley in the open area. The bust has been moved inside. It would be the first thing individuals will come across when they get off the people mover and come into the Tom Bradley terminal. It's a really neat feature and underneath the rendering is a photo of what it currently looks like. The statue is currently in a wooden crate for protection until it's unveiling. The picture on the bottom left is what that walking area looks like right now.

Ms. Goldkorn: Is the committee invited to the ribbon cutting? How many adult changing stations are there? How many single use restrooms are there, aside from the wheelchair accessible stalls in all of the standard restrooms?

Mr. Ihle: All the standard restrooms are ADA compliant. We will not have any single use restrooms available in this facility at this time. Far as changing rooms there already is an existing adult changing room in the Tom Bradley terminal prescreening, and there's also a locked changing room post screening because of the security

concerns.

Ms. Goldkorn: How is that going to be handled for a family who needs to use that facility before they go to TSA?

Mr. Ihle: For the right now, there is no requirement to have. All gender restrooms available or family restrooms available prescreening.

Ms. Goldkorn: How is it being locked being addressed when someone needs to use it?

Mr. Ihle: We're working on that issue at this moment. Most likely get sign on the door in which a number to call in order to get entrance to that room. We are looking at an all of our options, a keypad on the door, a person makes the call, then the person on the other end would be able to give the pin number to be able then to unlock the door or a person can come and unlock the door, as necessary.

Ms. Goldkorn: If you would make sure to give us an update on those issues of the usability of the adult changing stations as well as the other facilities. That would be very helpful and I would be very grateful.

X. Planning Report

NONE

XI. Customs and Border Protection (CBP) Report

NONE

XII. Transportation Security Administration (TSA) Report

Mr. Corpuz: The self-check in is a when a person walks up to a video monitor. The menu gives instructions on what to do. They proceed to be screened. It's a pilot program currently designed for employee screening only. Concerns that the AC had obviously regarding the accessible piece and access for PWD, that person disability question certainly would be answered. I forward those questions to TSA Public Affairs.

XIII. TBITEC Report

- Update on new working group assembled to address wait times in TBIT FIS (CBP screening area)

Mr. Alvarado: I'm providing a couple updates regarding the TBIT FIS working group. This group was created in response for long wait times within the FIS CBP area. Additional staffing has been allocated for this particular area. We have increased services. It would be four people or four agents per shift and an additional 2 bodies would be added during peak times, making it for a total of 6 during busy peak times with yellow vests assistants assist with wheelchairs.

We also kind of identified other areas that needed improvement. We also came to a conclusion that CBP would be assisting in providing 2 dedicated CBP officers just

to assist with mitigating through and the extensive line, and then also adding additional ad hoc officers, if need be.

Another item that we have added to that from a TBIT Tech perspective is ongoing audits that we're providing via an app called safety culture or I auditor. New managers that are actively on the CBP floor can provide feedback and take that back to the work group.

XIV. Executive Level Report

Ms. Heredia: Mark will be supplying the new CEO the packet we provided.

XV. Los Angeles Fire Department Report

- Description of evacuation chairs

Captain Girvan: I'm new here so I don't have the context as to who requested the chairs. I was told that Cass requested those chairs.

Ms. Heredia: For context with two different conversations. The conversation I was talking to you about was the evac chairs. That will fall under my report. What I was hoping was that you could describe the evacuation chairs that LAFD has on your I guess paramedic unit. Could you just give a brief description of that?

Captain Girvan: The stair chairs that every LFD rescue ambulance has on it is basically a chair. Maybe 28 inches wide, a weight rating of about 300 to 350 pounds and they have a track on them. We utilize those for patients have an inability to walk or walking would exacerbate their medical condition. Somebody was having chest pain or shortness of breath, and clearly that's the last thing we want to do. So, we'll put them in that chair to get them down the stairs. There's an instead of wheels, there's a track. That track extends out. They kind of lay back at a little bit of at a reclined angle and are able to make it all the way down the stairs. There are two extended handles in the front and two extended handles in the back. The wheels on the chairs are not optimal if you're moving somebody for a long distance, but they do work. It's got four wheels on it, like a like a gurney would have. It's very good at that much better than a normal gurney. Doesn't quite roll as well as a normal gurney. It's got a way straps and chest harness straps, so it's well outfitted. It's a safe mode of transportation in the event of getting somebody out. If it was a an actual like big time urgent. Like a real emergency, we potentially just carry that person. It's more of an urgency thing in a tight space that we would use it for.

Ms. Heredia: Do you have a picture of that chair?

Captain Girvan: Yes. See that track in the back, that handle over the top actually extends up. You can kind of use the leverage to kind of articulate it back and there's you would, let's say it's someone who is a paraplegic, could not move their legs, you would place their feet up on that small silver bar down below and then clip them securely in with that kind of shin strap right there. Then you've got a waist or a lap belt and t a chest belt. It's a good chair if you're trying to move somebody down five flights of stairs. If for some reason we had the need for multiple or if there was a fire engine on scene prior to the ambulance arriving because in the city sometimes our ambulances get extremely busy then potentially the engine company could begin the process. Again, we don't get to take anybody to the

hospital until we get them out of that structure. So, they would be useful in that sense.

Mr. Stewart: I just wanted to point out that that same chair is going to be in each of the APM automated people mover stations. So, in the event we need evacuation that's readily accessible.

Ms. Goldkorn: Mr. Stewart, how many are going to be at the APM station and readily available? Right now, they're only an ambulance. Are there no stair chairs and evacuations chairs in the terminals? How do people get out of the terminal? Captain Girvan, the other question is people who weigh more than 350 and wider than 28 inches. What do you do?

Mr. Stewart: There's one in each station and it's my understanding that yes, the ambulance carries them too. If we need more, we can always get them from the other stations. Eleven for each station, so there's six of them. CONRAC also has added them to on their own.

Mr. Girvan: Ruthie, my question to you would be in what scenario would someone need an evacuation chair that got into the middle of the airport that now would all of a sudden need one? We typically respond to medical emergencies and if the person was already in a wheelchair, then we could utilize that wheelchair to get them out of the airport. Anytime a rescue ambulance or a paramedic ambulance response to a medical call on the airport, they bring their gurney with all their equipment and their life back 12 and all their drugs and all the things that they need to render aid to that person. An evac chair is for, it's like a very niche scenario. Normally you use a bigger gurney that's wider, but even our normal earnings are not that wide. The Los Angeles Fire Department in the medical service that we provide is for critical life-threatening emergencies. It's not for necessarily comfort ride, but they're rated to 650 pounds.

Ms. Goldkorn: The scenario would be that this is an emergency evacuation, the elevators aren't working, and you have to get someone out of the terminal and down. Either an escalator that's no longer functioning or down the stairs. So, the emergency evacuation situation includes the terminals, which is why I'm asking about that, this is something we went through with the Sacramento Airport. They have stair chairs that every emergency exit. That's obviously in the terminals and in the building. There are situations for emergencies where you have to get people out and if they have their own wheelchair, it's not going down the stairs or if they don't normally use a wheelchair but they have a mobility problem. They can't start walking down a flight of stairs. You're going to have to use the stair chair.

Mr. Gavin: I would say typically we would, look for lateral movement before we move them up or down stairs because and understanding that departure level and the arrivals level, I mean getting away from an emergency situation moving laterally is probably better than moving up or down. In that event, I'm not sure what they have, if they if they have a plan. That would not be the subject matter expert on that question. In a multi casualty, let's talk bigger picture and a multi casualty incident where we're responding to an explosion or a fire or something like that where we have 203040 injured individuals. Our firefighters would just carry people. That's what we would do. We have heavy duty. They're not blankets, but it's basically we call it a disaster litter that has 8 straps on it and we would utilize 4 or

6 firefighters as what we call litter bearers. They would carry those individuals to a safe refuge area or to a treatment area. Those are carried on all rescue ambulances as well as fire engines and fire trucks. So again, it just depends on the timing and the need, like how critical is critical.

Ms. Goldkorn: The letter carrier is fairly standard.

Captain Girvan: Yes.

Ms. Goldkorn: I'm aware of that for emergency evacuations and people who are quadriplegic or paraplegic or have other kinds of disabilities or cerebral palsy, that is a standard evacuation process.

Captain Girvan: Yes.

Ms. Heredia: I want to make sure how an emergency evacuation downstairs at the terminals would work. If we have an evacuation and it's the space that is before screening, there are no stairs that typically have to be contended with. That is something that we're very well versed at is evacuating people to the, to the curbside or to the CTA area, which is still public prior to screening. When you get through screening and you're on the sterile side, those the staircases that would lead from a gate or other type of evacuation route will lead down to the AOA, the airfield area. On that is those are the circumstances where if we have an emergency evacuation and persons with disabilities need to be evacuated down those stairs. LA Fire is the entity that is responsible and we will be dispatched to provide that evacuation support. I think more importantly, the issue is if you have a wheelchair agent per passenger, you cannot ask that wheelchair agent to safely evacuate that passenger down the stairs by themselves. So, you have to wait for LA Fire to show up, and since LA Fire already has the equipment, which is the evacuation chair, there isn't a gap just to not have an evac chair at the bottom of the stairs. I have a plan that will address some of that. Again, since LA Fire is bringing the state-of-the-art evacuation chair to assist with the evacuation. It's the evacuation shares that would be positioned at the bottom would not likely ever be utilized because LA Fire already has it.

XVI. LAWA Guest Experience

NONE

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: I am going to start doing something because we need to start practicing this for virtual as well as in person meetings, which is I will be announcing myself. ADA Coordinator Cassandra Heredia.

- Update Current Corrective Actions Request
 - ADA loading zonesRegarding the update on current corrective action requests. We did get the certified access specialist report back. We do need additional ADA loading zones on the upper and lower level. In addition to that I did a walk through today with landslide what we call a bus fit. In addition to the ADA loading zones. We need to add a number of those. We need to find a way to find of more efficiently use of the

space we have to ensure when a fly bus pulls up to drop off or pick up the passenger that they can deploy the lift without an obstruction. This is become part of the challenge. We have a number of different ground transportation vehicles utilizing the inner curb and it is becoming a bottleneck. We have security which is require and had ADA curb loading zones which we have cut out and crosswalks. We are trying to pack an awful lot of infrastructure and ground transportation into the same linear passenger loading spaces. I mentioned to a couple of people already it is a rubric cube. It is going to be a challenge and at least we were all having a conversation about it today.

- Kiosks
 - Regarding the common use KIOSK, the vendor continues to work with LAWA to ensure that the kiosk is accessible. We have challenges because of the keypads and lack of braille plates. Now we have an issue with the audio functionality. Someone who needs to plug in the payout jack, can get the same type of instruction that someone without the disability would have. I have to be honest I am speculating because the KIOSK was already constructed in a particular way. The idea of ensuring this type of accessibility is harder for them to patch in. They are working on it and aware we cannot utilize kiosks that are not accessible. It is probably a very significant learning experience for the vendor to ensure when they say a KIOSK is ADA compliant to an airport in the United States that means U.S. accessibility standards and not European accessibility standards which are different.
- Update on assessment of emergency communication platforms.
 - Certified access specialist went out to do assessment of blue phones and other communication methods for emergencies. The report is pending. My hunch is that report was completed and I hope to see it soon.
- Overview on coordinated evacuations to support those with DAFN/AFN – handbook, exercise, adhesive tags, Evac Chairs for seating- to support those with Daffin or Ethan. The handbook to exercise adhesive tags.
 - Regrading having accessible seating until an individual can be reunited with their DME, I intend to repurpose the evac chairs I have.
 - With tags for DME, there is already baggage service centers for airlines, so the next step that carrier in the baggage area and get treated differently for reunification with the passenger.
- Update on FAA Office of Civil Rights On-site Mini Compliance Review
 - Due to budget, it's postponed their in-site compliance review from March 12 and 13th to August. This gives us as little more time in terms of trying to implement at least some corrective actions or initiate some corrective actions even if they are going to take some time
- Update on evacuation and muster point update for CONRAC
 - Right now, I'm focusing on the CONRAC because it is going to have limited operations. We need to ensure how we are going to deal with evacuations in case of an emergency event. We came up with an assembly area. The same conversion regarding the evac chairs and how LAFD would deploy and assist persons who need assistance down the stairs. As soon as we can ensure the blue phones at the consolidated rental car facility can be made acceptable then phone can be its own area of evacuation assistance. When using the phone, APD on the other end will have a map that identifies your location and can deploy resources.
- Update on request to improve accessibility for the Auxiliary Curbs project

There were requests made and pending and approval on the design from the cultural affairs commission.

Mr. Sneed: One question that was asked from LAWA and other partner airport ss how they are dealing with the curbs and are they an extension of the curb side and how are they supporting passengers who say get dropped off in an auxiliary curb and need assistance. Who is going to take ownership of that and that is the conversation that has been initiated by cultural affairs and what different LAWA divisions they are working on?

- Presentations Requirements

I work with Ruthy and Tracy and Jill. To come up with a list of questions that we need to put forward to presenters in advance. Is so they are aware if they give a presentation of the DAAAC we will regularly ask questions about accessibility improvements above and beyond bare minimum. What we want to do is send them to Daniel so he can catch if there is a question of which we haven't thought. Those questions once we send them to Daniel, I can share with everybody through Myrna next month or the month after depending on how the agenda works out and get the feedback and see if we got that lined up and those questions will go out on a regular basis with the requirements that presenters give accessible presentations and what that means. The accessibility of the presentation and information that they will be asked to provide for that presentation will be two new components and two new standards that we want to initiate.

I now have a standing meeting with Daniel, the fourth Wednesday of every month. I set aside time about an hour and a half so any capital improvement projects looking for input from the ADA coordinators office already know there is time set aside for that.

- Reference Materials and Announcements

- o [U.S. Access Board to Hold Town Hall Meeting in Los Angeles \(access-board.gov\)](https://www.access-board.gov/)
- o [U.S. Department of Transportation Issues Notice of Proposed Rulemaking to Expand Protections for Airline Passengers Who Use Wheelchairs \(access-board.gov\)](https://www.access-board.gov/)
- o <https://newschannel9.com/news/local/paws-off-the-table-tennessee-lawmakers-push-forward-with-bill-to-ban-service-animals-from-restaurants-politics-tn-local-news-emotional-suppor-animals>

XVIII. New Business

NONE

XIX. Adjournment

2:45 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on May 15, 2024. The minutes of the March 20, 2024 meeting were approved by DAAAC.

Tracy Bradley
Secretary

05/15/2024
Date