

**LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE**



**Committee Meeting Minutes**

**Wednesday, 15 May 2024**

Meeting held via Teleconference

**ATTENDANCE**

**PRESENT**

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Mark Frank, LAWA Administration
4. Tim Ihle, LAWA Airport Operations
5. Zamira Curri, (TBITTEC) Airline Rep (proxy)
6. James Corpuz, TSA
7. Julia Mockeridge, Community
8. Kathleen Barajas, Community

**ABSENT**

1. William Miranda, LAWA Planning

**EXCUSED**

1. Seyed Torabzadeh, Community

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

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

Ms. Cabanban requested a roll call from Ms. Bradley. A quorum was not present.

**II. Opening Remarks and Introductions**

NONE

**III. Chairperson Report**

Ms. Cabanban:

- In-person meeting protocols - We survived our first in person meeting last month with all the echoing and the microphone games we did. It was nice to see everybody. We still missed some of you. Hopefully, we will all be together at our meeting in August.
- June meeting - There's going to be a conflict of scheduling with the City holiday observances so June meeting is canceled. We'll resume in July.
- MSC South Furniture - If you all remembered we had a presentation from the MSC South project. We are going to be looking at the furniture that is being considered on June 13, time TBD. For those who are going to attend let's decide on a time and then see if we could coordinate that with the folks from the MSC South. We'll follow up with the members after the meeting and then send a consensus time and date for that.

- CEO John Ackerman - Our new CEO, Mr. Ackerman, if you all remember we wrote a welcome letter to him on behalf of the committee. He will attend our July meeting, the first hour.
- Procurement 101- I asked for a presentation to be done for the committee, so that we all know how an actual capital improvement or any projects are done. This can be done maybe next month or the following month.

#### **IV. Presentations**

NONE

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

NONE

#### **VI. Approval of Minute**

- March 20 and April 17, 2024 minutes – Minutes were approved.

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

NONE

#### **VIII. Landside Access Modernization Program (LAMP) Report**

NONE

#### **IX. Operations Report**

Mr. Ihle: Frontier Airline started service last month.

For those that were not familiar, April 24 about 11:14 A.M., we had a power failure that interrupted the baggage area. We had to put a contingency plan into effect. Forty-five flights took delays and about 4500 bags were left behind. People were reunited with their luggage over the next several days. We had our porters and custodians taking bags to be inducted at Terminal 4, 6, and 2. We're able to restore power around 4:00 A.M. the next day. There are still some permanent fixes that need to be done, some issues to resolve. Right now, we have some cabling rather than it being a full repair, but everything that we have in place is holding.

The main thing we did as part of the stakeholder meeting was encourage the airlines ensure that any DME was prioritized so it's united with the passengers as soon as possible. As well as have the agents ask the passengers if they had any kind of medicine or anything in their checked bag so they could take it out in case their bag was left behind. At least they'd have their medicine and other equipment they need on their persons. I haven't heard any complaints as a result.

I neglected to mention the cooperation from the TSA. They also jumped into action and put their contingencies in place and redeployed staff.

Mr. Corpuz: I appreciate LAWA's efforts. They were able to get a generator, several, to attempt service. When they failed, they got more powerful generators, which got us through. My understanding is with the new upgrades to the screening, the power will be cleaner and won't rely on DWP. We should have less instances of it knocking down the systems. Thank you for the effort.

Ms. Heredia: It was such a significant event. I can attest that we did not get any

complaints regarding either customer service or accessibility as a result of that event.

## **X. Planning Report**

NONE

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

Mr. Hicks: We always talk about recovery of international traffic and passengers. We took a little dip last month. We're currently at about 91%. We still haven't gotten up to full speed post pandemic.

I also wanted to talk about what we are doing. We haven't set the date yet, but we are doing a 90-day pilot for our global entry enrollment. Right now, we do the program where you can complete your interview process upon arrival, but we're going to do a pilot for completing your interview process as a departing passenger as well. CBP and LAWA are talking about setting up a location providing some material support and so forth. Basically, the way this is going to work is after TSA, any departing passenger who is conditionally approved to global entry can actually complete that enrollment process before they even leave the United States. Hopefully by the time they get back, everything will be fine and they can just go through global entry like they had done it at the enrollment center. We're hoping that's going to be a very popular plan. I'll have more information about the pilot once it becomes approved and the details get finalized.

We're entering our summer period and we are going to be getting some temporary staff. We're going to get like, 20 extra officers who are coming on board around June 2<sup>nd</sup>. They're going to be staying all the way to the end of September. Having 20 extra people should have a pretty good impact on the wait times, the passengers experience on primary.

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

Mr. Corpuz: We had 3.3 million passengers come through LAX in March and 2.9 million passengers in April. We had a relatively good month regarding complaints and compliments. We had 238 requests for assistance. The good news is that prior to travel we were able to contact 99% of those passengers to address their fears or their concerns about the checkpoint and concerns regarding either medical liquids, medical needs or just additional assistance. For compliments, we received 48 in April and 38 in March. It's increasing, which is a good thing. Unfortunately, complaints are going up. Overall, 51 customer service complaints, including persons with disabilities for March and 56 for April. That's again out of 2.9 million. We're going to do another push, especially during the summer months for better engagement. Hopefully, that'll at least stabilize or reduce the number of complaints we're getting. On a short note, Bill, we have some equipment, we no longer need. I'll be talking to you if you guys need it.

Ms. Mockeridge: Can you summarize some of the complaints you are hearing from individuals with disabilities? Are there trends or themes?

Mr. Corpuz: I'm noticing elevator complaints as well I've noticed an increase in a number of complaints for passengers with diabetes related. Our officer seems to have a difficulty with the type one diabetes, having the insulin pumps. We have three of those for the month of April and then the other three were scooters mobile device. One of the things I've seen which is the challenge with TSA is that we have national

disabilities. People with mobile devices, when they approach checkpoint, we're busy. We asked them to wait until we get assistance. Between the advanced imaging technology, the IT and the X ray, it's like the Bermuda Triangle for TSA operation. If you look at every position at TSA and on a screening lane, they're all accounted for. The walk-through metal detector looks forward and doesn't see that triangle behind them. It is a blind side for them to see the person because of the wheelchair. The rest of our officers is working on passengers about to approach the lanes and putting their property on the rollers. When we just triangle is literally a no man's land for our visibility and given when we're busy, it can easily be an oversight which is unfortunate.

We're working on our pilot program. I've recommended that we put a simple Kmart blue light special type deal where we have a passenger with disability approach the checkpoint and request assistance. It identifies that we need assistance on that lane. That way, even though everyone is working on their projects or their specific responsibilities, the supervisor and lead can see assistance is needed in this specific lane. We're going through the approval process with headquarters. Hopefully, you'll see that coming forth soon.

### **XIII. TBITEC Report**

Ms. Curri (proxy): I'm new to this meeting so I don't have too much to share. None of my colleagues told me there was anything to share. Tim Ihle covered it with the disruption that we had on the 24th. I have nothing additional to add.

Ms. Heredia: I'd like to see if we can give an update on what the wait times are looking like in the FIS. I know that we all had a walk through a couple of months ago. I'm not sure whether or not those wait times have been reduced with the increased CBP officers. If you could ask Carlos, either to maybe connect with me or to provide some kind of feedback or data. If he has that for the July meeting, I'd appreciate it.

Ms. Curri: I've made note of that and I will pass that message along to him today.

Mr. Hicks: I have some general information for you on that. In the overall, not limited to any particular population, right?

We are processing 90% of passengers in 60 minutes or less and we're processing 70% of passengers in 30 minutes or less. That's for everybody. We haven't broken it down any further than that, but just that's your background statistical information.

Ms. Heredia: That's actually helpful. What we need to do now is get data from ATM, the wheelchair service provider for TBIT and MSC, compare those average processing times from CBP with what the time stamps are when ATM meets a passenger at the gate from start to finish. We continue to get complaints from passengers saying they're waiting too long in that staging area and I'm not convinced it's a CBP issue. We need to figure out if those metrics are passengers with disabilities or for all intents and purposes, having a similar amount of processing time. If the time stamp says that it's taking them 40 minutes longer from start to finish, then that's how I need to address ATM on where the issue might lie. Thank you for that. That is helpful.

Ms. Sullivan: This is Carrie Sullivan; Doug had reached out to us with regard to the

mornings where ATM has added additional staff. I think there was a little bit of a challenge before because the officer may not start at 6:00 AM. All of the staff would be out and by the time that staff came back, the officer maybe idle. ATM has added additional staff. TIBIT has been monitoring this because that was one of the areas that was a challenge. ATM will be reaching out to CBP also to share with them the impact when they don't have the dedicated officer. They go through the line then that agent is tied up and that creates a wait time for other customers that come. But we've made it clear to ATM that it is their responsibility to have staff regardless and they did add additional staff to remedy that.

Ms. Mockeridge: What does ATM stand for?

Ms. Heredia: Airport Terminal Management

Mr. Enriquez: This is Rober with ATM, Airport Terminal Management. I have been on the call and Andy. We are here to address the first part. As Carrie mentioned, we did add additional resources to the early morning hours to help keep the flow and transitioning passengers in processing moving because that was the main discussion with the meetings for United. We've been in communication with United regarding passengers processing quicker. That is working well. During the afternoon we have a designated process in place and a designated team of people to process passengers so that there isn't an extended wait in that area. We are working towards processing as quickly as possible.

Bill, the times that you're mentioning are the times they reach FIS to when they clear right? The primary, the primary upstairs?

Mr. Hicks: Yes, it's a calculation based on block time. Then we look at the time where they clear primary and then we subtract the walk time or the transportation time it takes to get from the gate to the FIS.

Mr. Enriquez: We have started a scanning process. We have the block time and the transit time. We also monitor the time passengers arrived at that processing area, the time they're processed and are taken down to get their baggage. So, we are measuring and monitoring that within our team and the resources we have dedicated to that area. When things are flowing things seem to be processing pretty quickly. CBP has been gracious to provide officers early on, so that's really been helpful. I'm definitely willing to take it offline and talk and see other recommendations or changes needed. We're averaging about 22,150 passengers services daily, roughly 12 to 1400 are arriving passengers.

Ms. Heredia: The challenge that I am now beginning to face when I get complaints from passengers that are waiting in TBIT or MSC. Before, I was addressing the wait time issues as a customer service issue, but I continue to get complaints. Now they're starting to shift over to the mobility assistance area. The thing is to obviously ensure equal access. Persons with disabilities cannot have to take significantly longer to either get to my flight or get through customs. It has to be similar to what persons without disabilities are experiencing. That's why trying to track the average time is really important, so I'll know whether or not it's a customer service issue, or if we're starting to see some sort of uptick with long wait times either at the FIS or the MSC because that could qualify as denial of access. I just I need to know how to categorize these and without the data I'm just getting angry people emailing me. I

need to know how to address that.

Mr. Enriquez: If we can get specifics in terms of passenger names. We have started a new scanning process. We started scanning passengers in and out of that area. We have specifics in terms of passenger. We could look to see the time of request, passenger checked in time, passenger was serviced and then the time passenger was taken through security to where they are going. We can we definitely look at pulling that data. Also scanning passengers when they arrive at the FIS as well to help us track and measure how long passengers are waiting. We do look at the entire set of the passenger depending on what gate they're coming from because that determines how much longer. Send me over the information and we'll be more than happy to look into it.

Ms. Sullivan: Also, there probably should be communication with the airlines, because if an airline requests 10 wheelchairs and the staff arrives and they need 20, that means there's going to be a wait for those ten because they were not planned. I think it's an all-inclusive conversation. I know that TBIT Tech is working on the baggage area in the CBP arrivals. We have about a dozen airlines that identify the baggage for offload so that we were able to offload those and the ADA customer doesn't have to stand in the mass of waiting for bags with customers around. But they're probably 75% of airlines that don't have that. So, we would not be able to identify. That becomes a slower process of finding where their bags are and identifying their bags, because every black bag looks the same. So, it's an overall process that TIBIT is working with, to see where we can benefit the customer experience.

Ms. Heredia: The MA is a mobility assistance area that is used on the departures level to ensure that persons who have requested wheelchair assistance have an area to go to. They're don't necessarily have to go to the ticket counter, stand in line and wait with everyone else. That something that was instituted. That's an area where people wait for assistance. The other part is, after customs when we when we say FIS, that's basically the customs area. So, these are the two areas where so many passengers are going through. The volume is massive for our international terminals. So, ATM, the wheelchair service provider for all of those international air carriers, has a huge lift on this and two things do complicate it. As Carrie mentioned, sometimes people don't reserve wheelchairs in advance, which they're not required to, but it does add to the wait time. When people complain to me about wait times, I would say 9 times out of 10 they are just frustrated. When I look back at the timestamp records the ATM provides, it's not they didn't wait for an hour and a half, they waited for 20 minutes. They're just frustrated because people coming off of an international flight are already tired. I have to, as the ADA coordinator, be able to differentiate between that customer service effort and whether or not there's actually a denial of access issue. So that's it in a nutshell. That's why we're having this conversation. Just want to make sure everybody on the deck.

Mr. Herrera: Who trains the wheelchair attendance to deal with the public and people with disabilities.

Mr. Enriquez: we do have our corporate and division trainers that work hand in hand with our staff to get trained on assisting passengers with disabilities, disability

etiquette on the equipment they utilize. We also have some airlines that require that we send our employees through specialized trainings for their airlines. Our employees undergo those trainings as well. We do have a dedicated team of people focused on training our staff on how to properly interact with the passengers.

Mr. Herrera: Do they have discussions with them about the problems that occur in the terminal with people with disabilities? Example, what you've been talking about, the delays and so forth and how to deal with those?

Mr. Enriquez: Yes, that's part of the training, ensuring that the staff understand some of the challenges they're going to be faced with throughout the terminal. A lot of it is focused on providing the good customer service to passengers.

Mr. Herrera: I'm curious to find out and at one point what's the difference between the complaints that you get for people with disabilities and the general public about delays. Is it appropriate to say that it's the same percentage? I've complained. I mean the same issue having to deal with baggage claims is it almost the same or is it different?

Ms. Heredia: This is the case. That's a good question and I'm not sure. I think we would have to find out from the info line or other skills. Persons general population passengers making complaints would go to a different portal to make those complaints. What I can do is make a request of the unit or the division that collects the complaints. If they get a passenger with disability complaint then they forward it to me, but I don't know overall what the percentage of complaints are from persons without disabilities regarding delays. So, I can pull that data and offer that at the next meeting.

#### **XIV. Executive Level Report**

Mr. Frank: We've kind of put a hold on John Ackerman calendar for the July meeting. We're hoping that he can attend at least on teams and introduce himself and provide some information.

Also, as far as your request goes for procurement training, I'll work with you on kind of coordinating that and kind of better understand whether you're looking for a general procurement overview of how we contract at LAWA or if the committee is more interested in the capital program life cycle of how that goes about. I could either pull somebody from Mike Christensen's group, the development group to come in and explain the capital life cycle or if you want a general. These could be 2 separate trainings, 2 at different meetings as well. If you want a general overview of how to do business with LAWA or how we contract at LAWA. I am the interim director of procurement and strategic sourcing right now, so I can also provide that at a future date as well. Whatever help you need, we can assist.

Ms. Heredia: I know that in the welcomed introduction letter to Mr. Ackerman that we specifically noted that the BOAC liaison position, which is another non-voting position, but it has been vacant even though it's in our bylaws and we I don't want to catch him off guard, but I do believe we'll have to ask the question whether not he has any candidates combined support us with that position.

Mr. Frank: I went ahead and already reached out to Becca Doten the chief of staff on that issue. If you could do me a favor, if you could help me find the specific

section which speaks to that requirement. I saw where bylaws required to provide like it's voting representative, but I did not see one from specifically as a BOAC liaison. I'll pass that along to Becca and we'll try to get that clarified

Ms. Heredia: Absolutely

#### **XV. Los Angeles Fire Department Report**

Mr. Girvan: I don't have anything to report on my side, but I'll be happy to take questions if anyone has any.

Ms. Heredia: Can you just give everybody like a very brief overview of the what the trunk top training was like yesterday.

Mr. Girvan: A trunk top training entails usually somewhere between 30 and 50 of our partners, mostly law enforcement, but it's the emergency response folks. Predominantly we get to see Cass ADA perspective. Airport Operations is there. These are basically simulations of major emergencies that may happen at the airport. Last month it was an unplanned protest and all of the challenges that those sorts of things bring when they occur at the airport. Yesterday it was a suspicious package. We go through these suspicious package trainings quite often. We often pretend that the device actually a malicious device that explodes. Yesterday the unintended bag became a suspicious package because the bomb dog identified it as such. Then it exploded, causing a theoretical 200 person MCI, with 40 casualties. A very horrible, terrible thing which we all hope never happens. We went through that training and through the unified command process, which is the incident command post where most of the operational decisions are made. We went through assessing the scene, making it safe, addressing life safety hazards all the way through. We don't often get into the tall weeds of recovery. That's more on the operation side or the airline partner side. That's the exercise. They are one hour ish in duration. We run them for the day shift and the night shift. We'll do another one on the 30<sup>th</sup>. It was a very good discussion on how we're going to best aid the injured and all passengers in that scenario.

Ms. Heredia: I feel very fortunate that because my working relationship with Airport Police that they invite me to these trainings so that I can bring up questions or recommendations to the responders that maybe aren't typically considered regarding persons with disabilities. I'm kind of a whisper going into these circumstances but gives us a lot of opportunity to kind of keep people thinking about those populations that need additional assistance for evacuation, etcetera. Luckily in the standing organizational chart that gets formed for an incident command, I'm not put into something like a branch. I report directly to the incident commander, it positions me better to kind of champion those.

Mr. Corpuz: I can attest that these truck top exercises. I've been involved with several of them throughout my career. I've also been involved in real live and sync command since situations by either the November 1 shooting, the Zorro event and even the last one, the power shutdown or power interruption. So, these are the practice makes it a lot easier when we actually have the live event because the last thing you want to do practice during the live event. What you're saying Cass is there's injects where you can say we're evacuating this terminal 1.5 the elevators, aren't working, we have somebody in a wheelchair who can't get down to the



curbside. These injects are addressed as well so that we're better prepared for unusual events that happen during these exercises and live scenario. They're very beneficial. I'm glad Cass that you're able to represent DAAAC and you'll be seeing me as well. We are committed to expanding our participation not just from screening side but from other departments. Thank you for the trunk topic exercise.

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

Ms. Saldivar-Chavez: I see that I am to report on the ADA office of the customer service at TBIT. I just became aware of this today. I don't have anything to report. I will look into it and get more information from Cass and I can report back at the next meeting.

#### **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:

- Update Current Corrective Actions Request
  - ADA loading zones - Daniel shared with me a really important piece of information regarding our ADA loading zones. Daniel can you share what you determined regarding our existing ADA loading zones?

Mr. Sneed: What was pointed out in the CASp report that the ADA loading zones, the way they're currently configured differ from the current code requirements. Current code requirements dictate that the passenger waiting space be shielded from the vehicle path of travel. The way it is currently designed and operating is not the case. So, we're trying to take steps to see how we can implement revisions and correction methods to solve that.

Ms. Heredia: Whereas I originally thought that we were short passenger loading zones on the upper level and the lower level, the existing ADA loading zones, don't meet current code. So even though I have put in maintenance requests for restriping to at least make the existing ADA loading zones more visible and to ensure that they have wayfinding signage, somewhere in the future we are going to have to redo all of the existing zones as well as add sounds. So that's where we are with that. I think it'll be important if Mark gives us those two step presentations; the one on procurement and one on what it looks like for a capital improvement project. Maybe this particular item will be something we can track so that we're all familiar with the lifetime that it takes to correctly go through the City processes and the competitive bid process to allocate funding. I know sometimes we get frustrated that a project has been built or was designed or was scoped to a certain way and why weren't certain things included when the likelihood is that the project that we're looking at even prior to construction being completed was probably started 5 to 7 years prior.

- Kiosks – Kiosks are underway. From the last meeting we ask if the spacing was correct.

Mr. Sneed: The spacing is in compliance and we're just waiting for the software

engineers to make revisions to updating all of the kiosk with the correct verbiage. That should have taken place sometime this week. Once that's completed, we will have the CASp come out and do another survey to formally sign off that everything's compliant.

Ms. Heredia:

- Update on assessment of emergency communication platforms – We did find gaps, but we have identified ways to address those gaps regarding the emergency communications, specifically to ensure that persons with either a speech or hearing disability have a way to communicate with airport police dispatch if they need assistance. The pilot project, for all intents and purposes, on how this is getting corrected, is now becoming the CONRAC, not TBIT. So, the Consolidated Rental Car facility, which is not yet open to the public, but it will be partially open in June, they are taking all the appropriate measures to ensure the blue phones being used for emergency communications are fully accessible. So that is turning into our pilot project
- Update on evacuation and muster point update for CONRAC – We did come to consensus that every blue phone, once it is appropriately signed, there will be informational and instructional signage on those phones. Every blue phone will end up becoming a muster point, which I'm trying to train everybody to use the term area of evacuation assistance so that we just use the same term throughout all our facilities, whether it's terminal or CONRAC. All of those blue phones can serve as an area of evacuation assistance. Ideally, what that means is you go there and regardless of how you decide, you're going to communicate with PD dispatch, whether it's audio or via text, once you press the red stress button, Airport Police, it'll populate a map so they know exactly know where you are. They will confirm the location with you based on the unique identifier on the phone. Then they'll provide that information to first responders to come assist you.
- Update on coordinated evacuations to support those with DAFN/AFN – handbook, exercise, adhesive tags, Evac Chairs for seating (includes ADA design signage project)  
We're basically going to take the template of those stickers and we will then next apply them in TBIT at those areas of evacuation assistance that already exist. Then we'll get more extensive and expand out. I initiated meeting with a significant group of people to ensure that everything that's getting designed from signage that's either informational for responders or wayfinding for the public. For the adhesive tags that we're going to use for DME, will have the same aesthetic look and feel that are cohesive with the LAWA branding that is going to get implemented. We don't want to have a mix match of different types of signage for persons with disabilities to understand what kind of resources or support they have. I want it all look the same and it needs to be with within a law. I'm going to have to reschedule a wayfinding signage walk at TBIT

- Review of the proposed assessment process for completed projects – This is something I have to get back to everybody on in July. It does tie back to what Myrna mentioned. We want to understand what a capital improvement process looks like and make sure that dovetails into the milestones where Daniel coordinates times to either meet with me directly or to give presentations to the DAAAC so that the questions that we're asking all align as part of that process, like what's happening from the government side and what's happening from the contractual observation side. The most important thing is to ask the right questions. If we don't know what questions to ask, we may get answers that aren't useful for us.

**XVIII. New Business**

NONE

**XIX. Adjournment**

2:41 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on July 17, 2024. The minutes of the May 15, 2024 meeting were approved by DAAAC.

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Secretary

07/17/2024  
Date