

LAX's Newest Hangout: The Pet Potties

Posted: Jul 20, 2010 8:49 PM PDT Tuesday, July 20, 2010 11:49 PM EDT



With five gated, grassy "relief stations" featuring water bowls and replica fire hydrants, [Los Angeles](#) International Airport offers havens for the increasing number of people who bring their pets along on their travels.

At the urging of federal airline officials striving to comply with the Americans with Disabilities Act, LAX added three relief stations in December "to better assist travelers with disabilities who are accompanied by [guide](#) dogs or other assistance animals," said Larry Rolon, the airport's coordinator for disabled services.

The fenced enclosures feature a patch of grass, a replica hydrant, bags for disposing of solid waste and a sand trap for soaking up what airport cleaning crews might otherwise have to sop up. They are:

- between Terminals 1 and 2;
- between Terminal 3 and Tom Bradley International Terminal;
- between Tom Bradley International Terminal and Terminal 4;
- between Terminals 5 and 6;
- and at the end of Terminal 8.

Other big-city airports with doggie restrooms include Atlanta International, San Francisco International, Chicago's O'Hare, Phoenix Sky Harbor and Washington Dulles and Washington National airports.

According to the U.S. Department of Transportation, about 2 million pets and other animals fly each year, USA Today reported.



[:: News & Events :: Awards](#)
Spirit of Accessibility Award

Access Services is currently accepting nominations for the 2014 Spirit of Accessibility Award. The Spirit of Accessibility Award was instituted in 2000 to honor persons and organizations that have made significant contributions towards making transit more accessible. If you would like to nominate an individual or organization, please use the form and instructions below. Email, fax or mail your nomination forms to Access by Friday, January 30, 2015. Make your nomination by downloading nomination form [here](#). The 2014 Spirit of Accessibility Award will be presented during the Access Services Annual Membership Meeting. Please contact Matthew Avancena, Manager of Planning and Coordination at (213) 270-6000 or avancena@accessla.org if you have any questions.

Award Year	Nomination Form	Recipient	Company
2014	PDF		
2013		Richard Devylder	Office for Access and Functional Needs at the California Governor's Office of Emergency Services.
2012		Community Connections	Volunteer Driver Program at Community Senior Services in Claremont
2011		Marie Madsen	Adult Transition Teacher, Montebello High School
2010		Bonnie Cherko	Volunteer, Culver City Senior

Award Year	Nomination Form	Recipient	Company
			Center
2009		Larry Rolon	LAX
2008		James Hogan	
2007		Nadia Powers Christina Vahid	Commissioner, Los Angeles County Commission on Aging Transportation Coordinator, North Los Angeles County Regional Center
2006		Cynde Soto	



Promising Directions - Georgia

Dog Parks Are Proliferating at U.S. Airports

Dog parks are proliferating at U.S. airports. Atlanta Hartsfield [airport] installed an off-leash dog park last month, featuring benches and bags for pet waste. The 1,000-square-foot facility is part of the ground transportation center on the western end of the main terminal.

Los Angeles International has added three "animal relief stations" near its terminals, bringing the total to five. The facilities are aimed at assisting travelers with disabilities who are accompanied by guide dogs, says Larry Rolon of Los Angeles World Airports. Rolon says revisions to the Air Carrier Access Act require service animal relief areas to be installed at all U.S. airports.

Note: This information is an excerpt from the article, [Airport Check-in: Fliers May Get Help; Atlanta Lets the Dogs Out](#), which appeared in USA Today (December 14, 2009).



By MARK MEMMOTT, NPR

Somehow, the image of a slow-speed chase comes to mind:

Federal agents have "wrapped up their search of The Scooter Store's offices in New Braunfels," the [San Antonio Express-News](#) reports.

It seems that on Wednesday and Thursday, the *Express-News* says, "about 150 law enforcement offices — including from the FBI, the Office of the Inspector General of the U.S. Department of Health and Human Services and the Texas attorney general's Medicaid Fraud Control — swarmed The Scooter Store's offices."

They wanted to see the company's books and billing records. After all, in January [CBS This Morning](#) had reported that:

Story continues below

"Medicare fraud costs taxpayers an estimated \$60 billion annually. One problem area is power wheelchairs, which cost the program hundreds of millions of dollars a year. ... The Scooter Store is the largest supplier of power wheelchairs in the country — the TV ads are everywhere. ... [Former salesman Brian] Setzer told *CBS This Morning* that the company's strategy was to 'bulldoze' doctors into writing prescriptions, so people would get the chairs, whether they needed them or not. 'They were just pushing harder and harder to get chairs sold,' Setzer said."

Scooter Store CEO Martin Landon, according to the *Express-News*, says "we are cooperating fully with the investigation." The company's employees "have been instructed to tell customers that the company is in full compliance with all federal rules and regulations."

Meanwhile, during our search for stories about what was happening in Texas, we came across another story from earlier this week about a different kind of scooting, and we can't resist passing it along. According to [The Wall Street Journal](#):

"It happens regularly, airport officials say. A traveler requests a wheelchair, gets pushed to the front of the security line and screened — and then jumps up out of the chair and rushes off into the terminal.

" 'We call them *miracles*. They just start running with their heavy carry-ons,' said wheelchair attendant Kenny Sanchez, who has been pushing for more than 14 years."

As the *Journal* adds, "airports across the country say more able-bodied travelers have figured out they can use wheelchairs for convenience, making waits a lot longer for travelers with genuine needs. ... **At Los Angeles International Airport, airlines and companies that provide wheelchair service estimate 15% of all requests are phony, said Lawrence Rolon, coordinator for disabled services for Los Angeles World Airports.**"

Sounds like a case for the Transportation Security Administration.

Update at 3 p.m. ET. More On *All Things Considered*:

Reporter Patrick Danner of the *Express-News* spoke with NPR's Melissa Block this afternoon. Details of the search warrant that was served on the company are under seal, he said. But in the past, the issue has been that the company's chairs may have been "prescribed to elderly people who don't have a legitimate need for them" and whether the company, as the former salesman told *CBS This Morning*, plays any part in that process. He noted that the company has never admitted any wrongdoing. Part of their conversation will be on today's *All Things Considered*. We'll add the audio to the top of this post later today.

<http://www.wbur.org/npr/172708345/fbi-raids-the-scooter-store-will-tsa-crack-down-on-wheelchair-miracles>



Belfast City Airport welcomes ten autistic children

- Tuesday, 27 January 2015 12:23

- Written by Roberto Castiglioni

Last Sunday, ten children with autism and their parents were invited to Belfast City Airport for a test-run through security and getting on a plane.



The event was organised by Parents' Education as Autism Therapists (PEAT), a Northern Ireland-based association, the Centre for Behaviour Analysis at Queen's University in Belfast, and George Best City Airport.

"A lot of parents say airport travel is very difficult for them to even think about," PEAT Behaviour Analyst Nichola Booth said.

"Together with the Centre for Behaviour Analysis at Queen's University in Belfast we made videos that show from arriving at an airport to what happens on the plane. We needed a practical aspect as well, and thankfully George Best City Airport gave us permission for the kids to experience it all."

Large, crowded airports can be challenging environments for people with autism, cognitive impairment, disabled children and the elderly.

Nicola said many of the families avoid flying because of fears about their children might react. "We also have parents who take separate holidays, where one parent stays at home with the child and the other parent takes a break and then they swap," she said. "That's not what we want - we want our kids and their families to go and do what other families are able to."

The test-run went well. Jenny, who is planning her family's first holiday this summer, said her five-year-old daughter, Lucy, enjoyed the day. "Recently Lucy's been quite nervous about mechanical noises, like trains and even lawnmowers, so we thought this would be a good opportunity," Jenny said. "We have a trip booked to Disneyland Paris, which isn't a long flight, but if she doesn't want to go we'll have to go home and that's that, but so far, so good."



Belfast City Airport event is the latest of a growing number of initiatives airports across the world are taking to make travelling with autism easier.



Last December, Los Angeles International Airport (LAX) Americans with Disability Act coordinator Lawrence Rolon said families with autism should not give up flying.

Many families with autism have expressed their hesitation at flying because of the public misconception of a sudden outburst by a person with autism.

"If the person with autism becomes unruly while waiting for a flight, ask airline personnel if there is a quiet area where you can go until the family member calms down. They will try to accommodate your request," Lawrence Rolon said.

Dublin Airport set the European benchmark for passengers with Autism Spectrum Disorders (ASD). Working with Irish Autism Action, the Irish airport created a dedicated page on its website to help parents and carers prepare their journey ahead of getting to the airport.

Visual guides of both Terminals are available to download. The guides are useful to support individuals with autism understand situations like check-in gates or security check points and give a short description of the situation and information about what to expect and why.

Do you travel with a family member with Autism? Do you think airports and airlines do enough to make your journey easier? Post your comments on [Reduced Mobility Rights Facebook page](#) or tell us your story using the [contact form](#).



LAX inaugurates world's first Autism self-identification program

- Tuesday, 31 March 2015 09:15
 - Written by George Sensalis



Los Angeles airport introduces the world's first self-identification program to ensure people with Autism may enjoy seamless airport journeys.

Los Angeles World Airports' personnel, along the TSA, participating airlines and airport tenants are inaugurating the world's first autism self-identification program at Los Angeles International Airport (LAX) on April 1st.

“By self-identifying, potential incidents with police, airport, and airline personnel can be defused,” Lawrence Rolon, LAWA's coordinator for disability services, said. “Stickers identify the person with autism, so that if a behavioural incident occurs, the responding personnel will immediately recognize the behaviour is likely a result of autism.”

The self-identification program is the product of a partnership between Los Angeles airport's Office of Disabilities, families with autistic children, and the LeRoy Haynes Center, a non-profit organization dedicated to helping children with special needs.



“Airport employees have received training on how to recognize the stickers and their meaning,” Rolon said. “They also received training on recognizing different types of behaviour they may encounter and working with parents to defuse situations before they become problems.”

In addition to LAX and TSA, other program participants include the Haynes Family of Services; parents of the LeRoy Haynes Center, Aero Port Services, Reliant Immediate Care Medical Center and the Los Angeles Fire Department, American Airlines, United, Copa, Air New Zealand, Southwest and Virgin America.



Participation in the program is voluntary. Families self-identify at the ticketing counter of the participating airlines and receive two non-intrusive stickers per child, one for the front and the other for the back.

“Families with autism are encouraged to provide input to help alleviate their concerns about flying and their previous experiences,” Lawrence Rolon

added. “The knowledge gained will help the airport community make the flight experience for families much less stressful.”

This is not the first time LAX takes the lead on providing the best possible experience to people with Autism. Las Christmas, Lawrence Rolon made headlines worldwide stating that **Autism** should not be a barrier to flying.

TULSA WORLD

Window Seat: Los Angeles airports introduce program to better assist travelers with autism

Window Seat: Los Angeles airports introduce program to better assist travelers with autism BY CASEY SMITH World Business Writer | 0 comments

An autism self-identification program launched at Los Angeles International Airport on Wednesday and is set to begin at LA/Ontario International Airport on April 20.

The voluntary program identifies a person who has autism with a sticker. If a behavioral incident occurs, responding personnel will see the sticker and immediately recognize that the traveler's behavior is likely the result of autism.

"By self-identifying, potential incidents with police, airport, and airline personnel can be defused," said Lawrence Rolon, Los Angeles World Airports' coordinator for disability services.

The program is the result of a partnership between Los Angeles World Airports' Office of Disabilities; families with autistic children; and the LeRoy Haynes Center, a nonprofit organization dedicated to helping children with special needs.

"Airport employees have received training on how to recognize the stickers and their meaning," Rolon said. "They also received training on recognizing different types of behavior they may encounter and working with parents to defuse situations before they become problems."

The airports are also working to identify quiet areas and less-busy parts of terminals for families to use if they need them.

Families self-identify at the ticketing counter of the participating airline. So far air carriers American, United, Copa, Air New Zealand, Southwest and Virgin America are participating.

Los Angeles World Airports says it hopes to someday take the program nationwide.

"Families with autism are encouraged to provide input to help alleviate their concerns about flying and their previous experiences," Rolon said.

The knowledge gained will help the airport community make the flight experience for families much less stressful."

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Self-Identification Program Offered To Help Families With Autism At LAX

April 1, 2015 10:43 AM

LOS ANGELES (CBSLA.com) — A self-identification program was offered at Los Angeles International Airport (LAX) Wednesday to help families with autism.

The program was created to help defuse potential behavioral incidents between travelers, police, airline and airport personnel before they become problems.

Around 10 a.m., Transportation Security Administration (TSA), Los Angeles World Airports (LAWA) personnel, airport tenants and participating airlines held a press conference to announce the addition of the program within the airport.

“Stickers identify the person with autism,” said Lawrence Rolon, LAWA’s coordinator for disability services. “Airport employees have received training on how to recognize the stickers and their meaning.”

“If a behavioral incident occurs, the responding personnel will immediately recognize the behavior is likely a result of autism,” Rolon added.

Participation in the self-identification program is on a voluntary basis for families.

Two stickers will be made available per child — to be worn on the front and back of their clothing — at the ticketing counter of participating airlines, authorities said.

The program will work with participating families to identify quieter areas and less busy parts of the terminals to make flight experiences less stressful.

“Families with autism are encouraged to provide input to help alleviate their concerns about flying and their previous experiences,” explained Rolon.

According to airport officials, LAWA’s Office of Disabilities, families with autistic children and the non-profit organization LeRoy Haynes Center partnered to create this program.

So far, participating airlines include American, United, Copa, Air New Zealand, Southwest and Virgin America.

Additional airlines will be added to [LAWA's Americans with Disabilities Act website](#) as they join the program.

The LA/Ontario International Airport is expected to adopt the program on April 20.

LAWA hopes to expand the program nationwide.



LAX Offers Doggie Restrooms

A dog in need of a fire hydrant is welcomed at LAX.



Wieck

One of three new animal relief stations installed outside the Lower Arrivals Level at Los Angeles International Airport. There are now five stations available.

Updated at 5:31 PM PDT on Tuesday, Jul 20, 2010

With five gated, grassy "relief stations" featuring water bowls and replica fire hydrants, [Los Angeles International Airport](#) offers havens for the increasing number of people who bring their pets along on their travels.

At the urging of federal airline officials striving to comply with the [Americans with Disabilities Act](#), LAX added three relief stations in December "to better assist travelers with disabilities who are accompanied by guide dogs or other assistance animals," said [Larry Rolon](#), the airport's coordinator for disabled services.

The fenced enclosures feature a patch of grass, a replica hydrant, bags for disposing of solid waste and a sand trap for soaking up what airport cleaning crews might otherwise have to sop up. They are:

- between Terminals 1 and 2;
- between Terminal 3 and [Tom Bradley International Terminal](#);
- between Tom Bradley International Terminal and Terminal 4;
- between Terminals 5 and 6;
- and at the end of Terminal 8.

Other big-city airports with doggie restrooms include Atlanta International, [San Francisco International](#), Chicago's O'Hare, Phoenix Sky Harbor and Washington Dulles and Washington National airports.

According to the U.S. Department of Transportation, about 2 million pets and other animals fly each year, USA Today reported.

Published at 5:28 PM PDT on Jul 20, 2010



Ask the Expert: Larry Rolon, Coordinator for Disability Services, Los Angeles World Airports

As the Coordinator for Disability Services for Los Angeles World Airports (LAWA) what are your responsibilities?

I ensure that Los Angeles International Airport (LAX), Ontario International Airport (ONT) and Van Nuys General Aviation



Larry Rolon discussing services available for travelers with disabilities at airports. This picture was taken at the 2013 Abilities Expo at the Los Angeles Convention Center.

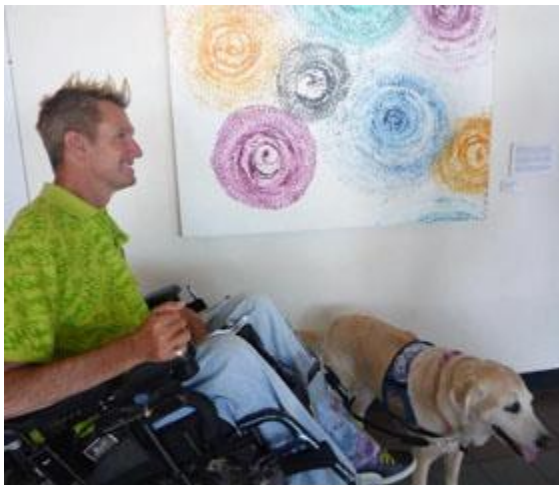
Airport (VNY) are compliant accessible.

ions and that facilities are

I am the advocate for travelers with disabilities when they encounter problems using our airports, have problems with receiving an accommodation from the airlines or feel they did not receive the level of service they are entitled too.

I work closely with the airlines and their wheelchair service providers on issues that come up from time to time. I hold regular meetings with airlines, providers and other airport community members to address disability related issues that come up, foster communication, and share experiences and concerns. We also address ways of making service for travelers with disabilities better.

A close working relationship exists between the ADA Office and the Transportation Security Administration. Whenever we receive a complaint about TSA, we promptly notify TSA so that they may immediately address and resolve the issue.. The same is true about Customs and Border Protection, as well as our other airport partners.



Artist Tommy Hollenstein and one of his paintings, which he does by use of his wheelchair, at the Los Angeles International Airport art show celebrating the 20th anniversary of the ADA.

Training is important to ensuring airport community members have an understanding of the issues faced by travelers with disabilities. It is difficult for someone who has not experienced being blind, loosing use of their limbs, having cognition issues, or being deaf to understand that the airport environment can be quite challenging. For this reason, my office has regular disabilities related training for the airport community. The ESPA publication, [Including People with Disabilities: Communication & Meeting Etiquette](#), is a useful pocket guide that we pass out in our sensitivity training classes for use as a ready reference.

As ADA coordinator I meet with outside disability groups to learn about how we can better serve the needs of persons with different disabilities. I also speak to groups on traveling with disabilities and ADA rights. There of course is much more I can include, but I think this gives a brief idea of some of what I do.

Are there specific challenges for people with disabilities traveling through your system that you find common or exceptionally difficult to address?

The biggest recurring challenge we have is dealing with wheelchair service abuse by perfectly healthy individuals. This can result in unplanned shifting of personnel and wheelchairs and can cause people who have legitimate needs to wait up to 30 minutes. The average wait is generally less than 15 minutes.

We are collaborating with the media, which recently published several stories on wheelchair service abuse. We are also looking at the possibility of starting a poster campaign to let abusers know their actions affect people who legitimately need the use of a wheelchair.

Tell us how you use the *Including People with Disabilities: Communication & Meeting Etiquette Pocket Guide*?

The Office of the Coordinator for Disability Services (ADA Office) holds regular training sessions on a variety of disability



The ADA Office also evaluates disaster drills to ensure first responders know how to meet the unique needs of people with disabilities.

topics for members of the airport community. Among attendees are: airport employees, police, U. S. Customs and Border Protection, airline employees, service provider employees, concessionaires, and TSA employees.

One of the more recent courses was “ADA Sensitivity Training.” The course goes over regulations and gives a historical overview of disabilities and how things changed over time. Barriers to accessibility are shown to the class, where they are asked to identify the barriers for people with different types of disabilities.

Several guests, representing a variety of disabilities, attend the training. They are asked to discuss how their disability affects their everyday life and the issues they face at the airport or on the aircraft. The input from the guests is often an eye opener for most people because- they have never known anyone with the particular disability or experienced the barriers to getting around.

The pocket guides are great in opening discussions towards the end of the training event. The pocket guides cover communications, avoiding barriers in planning and standard etiquette when assisting persons with disabilities.

What is the reaction from the recipients of the materials?

People like the bullet format of the guide. Several police officers have said they were going to fold the guide and place it inside their notepads.

Do you have evidence that the materials improved communications and disability etiquette in the Los Angeles World Airports?

We periodically hear back from attendees asking for additional copies of the pocket guide for fellow employees who were not able to attend a training session.

The best evidence supporting the guide's value comes from positive feedback by travelers with disabilities. I remember receiving a phone call from a traveler who said she was impressed by how the person assisting her came down to her level to speak to her.

What advice do you have for other airport systems looking to improve their disability services?

Involve community members and organizations representing a variety of disabilities in advising you on accessibility and other disability matters at the airport.

Work with the disability community when developing new programs, construction projects, emergency planning, or events that have an impact on the traveling public.



Members of the airport's Citizens ADA Committee being briefed on new construction at the international terminal.

The committee consists of five community members representing different disabilities. Community members apply to the City of Los Angeles Commission on Disability if they are interested in serving on the airport's citizen ADA committee. The Commission on

Disability then appoints people to the airport committee as openings occur. The committee includes five community members with disabilities, one TSA representative, one airline representative, and two representatives and a member of the Board of Airport Commissioners. An attorney is also assigned to assist the committee. The Coordinator for Disabilities serves as the administrative officer for the committee. The Board member, City Attorney and Coordinator for Disabilities are non-voting members.

To view more examples of how other agencies are using ESPA products visit our [Project ACTION in Action](#) page.

Cloud Surfing Kids

Flight Attendant Mom Gives Tips for Flying With Kids



New Program for Autism Families at LAX

Posted by [Beth Henry](#) on April 19, 2015

I was at LAX airport yesterday and was so excited to discover they are launching a new program for families with autism! On Sunday, April 18, 2015 they launched their **Flight Experience Program**, where families with autism can have a trial-run of travel of the flight experience so they can be better prepared for the real thing! Participating airlines also have a voluntary self-identification program where a person with autism and their families wear a specially-designed sticker to make others aware they have autism or are traveling with someone with autism. The hope is that this will make others more helpful and understanding should a meltdown or outburst occur. I believe this makes the 16th U.S. airport to offer trial flights for those with autism. [Here](#) is a list of other participating airports.



The following is the press release of the new program:

Los Angeles World Airports Launches “Flight Experience Program” For Families with Autism

(Los Angeles, California—April 18, 2015) Los Angeles World Airports (LAWA), participating airlines and partner agencies today launched its Flight Experience Program, offering a practice airport experience at Los Angeles International Airport (LAX) from check-in to boarding for families with autism to help prepare for future travel, and help reduce anxieties and fears associated with flying. American Airlines hosted today’s program.

“There are many families that do not fly simply because they fear not knowing how their loved one with autism will act or how others will react to possible behavioral situations that may arise,” said Larry Rolon, LAWA’s Americans with Disabilities Act (ADA) coordinator. The program gives families with autism an opportunity to experience the airport environment, including the inside of an airplane, increase the comfort level, and reduce anxiety through familiarization with the travel process.”

Students from the LeRoy Haynes School, a nonprofit organization dedicated to helping children with special needs, participated in this first run of the program. They started by registering for the flight experience by visiting www.lawa.org and clicking on the ADA symbol. Upon arrival at LAX, the participants checked in as if they were actually taking a

flight, received their boarding passes, and proceeded through Transportation Security Administration (TSA) screening, and on to their gates. When the flight was called, families boarded the aircraft, took their seats, and followed the usual airline procedures, giving participants an educational and realistic travel experience.

LAWA has been working with its partners including airlines, airport tenants, the Transportation Security Administration (TSA), wheelchair service providers, and the LeRoy Haynes School to address the needs of families with autism when traveling by air and to create public awareness about autism and possible behavioral issues that may arise at the airport or in-flight.

Recently, LAWA also initiated an autism self-identification program that allows persons with autism to share that they have an intellectual disability by wearing a specially-designed sticker created by a team of 13 students from LeRoy Haynes School.

It is hoped that the sticker will help minimize misunderstandings. When a police officer or airline employee responds to a situation and sees the autism sticker, it alerts them that the individual has autism. They may, in turn, handle the situation in a different manner by offering assistance in a quiet area or other options.

Rolon added that the self-identification program is the result of input from families with autism who express a fear of flying with family members with autism.

“Family members worry that loved ones with autism may become confused in an airport environment, creating an outburst that could result in a negative response, when actually, the person may only be trying to communicate or is reacting to stress caused by being in an unfamiliar environment,” he said.

Both the “Flight Experience Program” and the self-identification program are free and voluntary. The programs are sponsored by LAWA and its airline partners. Families wishing to self-identify can ask for stickers at the ticket counters of participating airlines.

[About Los Angeles International Airport \(LAX\)](#)

LAX is the fifth busiest airport in the world and second in the United States. LAX served nearly 70.7 million passengers in 2014. LAX offers 692 daily nonstop flights to 100 cities in the U.S. and 928 weekly nonstop flights to 67 cities in 34 countries on 59 commercial air carriers. LAX ranks 14th in the world and fifth in the U.S. in air cargo tonnage processed, with over two million tons of air cargo valued at over \$91.6 billion. An economic study 2011 reported that operations at LAX generated 294,400 jobs in Los Angeles County with labor income of \$13.6 billion economic output of more than \$39.7 billion. This activity added \$2.5 billion to local and state revenues. LAX is part of a system of three Southern California airports—along with LA/Ontario International and Van Nuys general aviation—that are owned and operated by Los Angeles World Airports, a proprietary department of the City of Los Angeles that receives no funding from the City’s general fund.

For more information about LAX, please visit www.lawa.aero/lax or follow on Twitter @flyLAXAirport, on Facebook at www.facebook.com/LAInternationalAirport, and on YouTube at www.YouTube.com/laxairport1. Information about LAX’s ongoing multi-

billion-dollar LAX Modernization Program, as well as tips and shortcuts to help navigate LAX during construction, are available at www.LAXisHappening.com.

As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Alternative formats in large print, braille, audio, and other forms (if possible) will be provided upon request.

DAILY BREEZE

Transportation

LAX officials say planning key to making travel easier for those with disabilities



At

LAX, passengers collect their baggage at the carousels at United Airlines and American Airlines. 2013 file photo. (Brad Graverson / Staff Photographer)

By City News Service

Posted: 12/24/14, 3:10 PM PST|Updated: on 12/24/2014

0 Comments

With the holiday travel season peaking Wednesday, Los Angeles International Airport officials urged families with autistic or disabled members not to shy away from air travel, saying flight attendants and security screeners are trained to be sensitive to their needs.

Lawrence Rolon, the airport's disabilities coordinator, suggested notifying boarding agents and flight attendants about autistic travelers, who can board planes early if the wait becomes exasperating to them.

If outbursts do occur, he said airline personnel should be able to suggest "a quiet area where you can go until the family member calms down."

Advance planning is key to smoothing the way for other disabled travelers, he said. It is best to reserve wheelchairs — which are free at LAX — for the flight time. At peak travel times, they are in high demand and there could be delays, he said. Tipping attendants is not necessary.

For special accommodations on the plane, airlines should be notified at least three days in advance of the flight for such things as oxygen tanks or portable dialysis equipment. Documentation is required if traveling with a comfort or psychiatric service animal.

Special security screening arrangements can be made by calling TSA Cares at (855) 787-2227.

Rolon also suggested airline passengers with disabilities bring a kit with extra medication, a copy of their doctor's phone number and other necessities. Syringes are allowed on planes if brought along with pharmacy-labeled medication.

Luggage, bags and equipment accompanying the traveler should have identification on the outside and inside, airport officials said.



Autism should not be a barrier to flying LAX official says

- Friday, 26 December 2014 09:21
- Written by George Sensalis



Los Angeles International Airport (LAX) Americans with Disability Act coordinator Lawrence Rolon said families with autism should not give up flying.

To prepare for this Holiday Season, Los Angeles Airport issued a series of tips to make traveling with a disability as seamless as possible.

While the Air Carrier Access Act does not require to book support, LAX suggests disabled passengers should tell the airline at least three days before the date of departure if they will need help once at the airport.

The airline should be told advance about equipment needed for mobility such as a wheelchair or scooter, and about medical oxygen or portable dialysis equipment.

Passengers should remember to ask about documents needed when traveling with a guide dog, comfort animal or psychiatric service animal.

People with mobility restrictions should always book wheelchair service when making flight reservations. Travelers who do not remember to book wheelchair service may have to wait for an available wheelchair due to heavy demand during peak traffic time.

LAX ADA coordinator Lawrence Rolon said many families with autism have expressed their hesitation at flying because of the public misconception of a sudden outburst by a person with autism.

“If the person with autism becomes unruly while waiting for a flight, ask airline personnel if there is a quiet area where you can go until the family member calms down. They will try to accommodate your request,” Lawrence Rolon said.

When possible, people with autism should board the plane

when the pre-boarding announcement is made. “If necessary ask the boarding agent prior to the boarding announcement being made, if you can board first,” the ADA coordinator said. “Once on the plane, let the flight attendant know you are traveling with someone who has autism. Flight attendants are trained in working with families with autism during flights.”

The ADA coordinator also suggests families contact TSA Cares at least three days before your flight to arrange for special screening on arrival at the airport. TSA Cares can be reached at 1-855-787-2227 to arrange for special screening at least three days before your flight. TSA Cares can answer disability related questions on allowed items and restrictions.





Once at the security check-point, families should let the TSA representative know of sensitivities the person with autism has.

In Europe, Dublin Airport set the European benchmark for passengers with Autism Spectrum Disorders (ASD). Working with Irish Autism Action, the Irish airport created a dedicated page on its website to help parents and carers prepare their journey ahead of getting to the airport.

Visual guides of both terminals are available to download. The guides are useful to support individuals with autism understand situations like check-in gates or security check points and give a short description of the situation and information about what to expect and why. Follow this link to visit [Dublin Airport Autism ASD page](#).(link opens a new window)

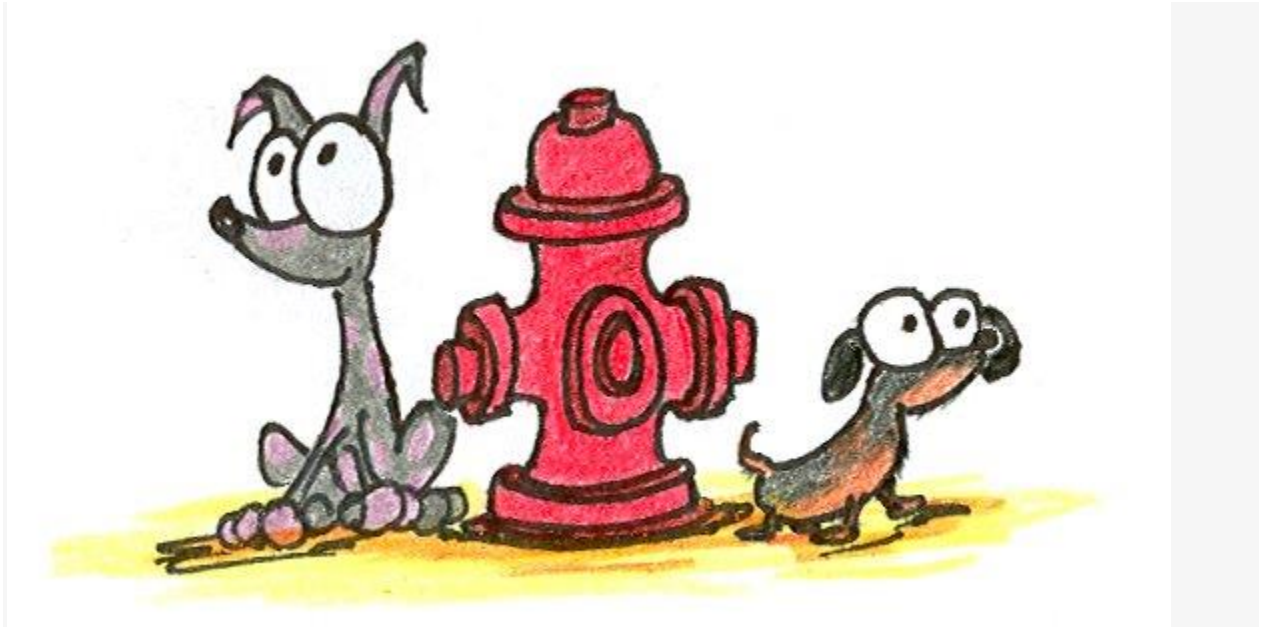
Do you travel with a family member with Autism? Do you think airports and airlines do enough to make your journey easier? Post your comments on [Reduced Mobility Rights Facebook page](#) or tell us your story using the [contact form](#).

LAWEEKLY

LAX OFFERING RESTROOMS FOR DOGS

BY CLARISSA WEI

WEDNESDAY, JULY 21, 2010 | 5 YEARS AGO



LAX is now offering restrooms for dogs. The international airport recently added five gated relief stations featuring water bowls and fire hydrant replicas.

The doggie restrooms were added in compliance with the Americans with Disabilities Act. Larry Rolon, the airport's coordinator for disabled services, said that the restrooms were implemented in order "to better assist travelers with disabilities who are accompanied by guide dogs or other assistance animals."

The enclosures feature a patch of grass, a replica hydrant, a sand trap, and bags for disposing of solid waste.

Two million pets and others animals fly each year, according to the U.S. Department of Transportation.

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Thread: LAX'S New Special Assistance Vehicle Serves Travelers With Disabilities



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LAX'S New Special Assistance Vehicle Serves Travelers With Disabilities

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Source: Business Wire

LOS ANGELES--(BW HealthWire)--April 9, 2002--Los Angeles International Airport (LAX) has introduced a new special assistance vehicle to transport passengers with disabilities or special needs between passenger terminals and remote gates located on the airport's west end.

Due to the increasing volume of flights and shortage of boarding gates, LAX is accommodating passengers with disabilities on flights assigned to the airport's remote gates, with this \$240,000 Special Assistance Vehicle. Air carriers request the special assistance vehicle several times a month. At the beginning of this year from January 1 through March 31, the vehicle was requested 48 times.

In addition to providing transportation to individuals with disabilities, the special assistance vehicle is used to transport passengers on stretchers, organ transplant patients and seniors with specially equipped wheelchairs. Several air carriers are equipped to accommodate passengers with these types of medical needs.

"As a customer-oriented facility concerned about meeting the special needs of passengers with disabilities, LAX continually strives to provide the latest equipment and the most fitting accommodations for air travelers once they arrive at the airport," said Larry Rolon, coordinator of LAX's Americans with Disabilities Act program. "This service is another tool available to the airlines and their passengers any time of the day, seven days a week."

To ensure safety and easy access, travelers enter the passenger compartment of the vehicle from the front and exit from the rear. The special assistance vehicle is parked directly beside the aircraft and the passenger compartment is raised to the level of the aircraft's door. Its safety features include a front platform that can pivot and self-adjust to eliminate gaps between the aircraft and the vehicle, and it also comes with a camera and microphone set for communications between the driver and the lift operator.

The vehicle can accommodate up to 21 passengers or seven wheelchairs. It is also equipped with electrical outlets to power various types of medical equipment. For light-sensitive passengers, the compartment's indoor lights can easily be dimmed to a comfortable level.

In addition to the special assistance vehicle, LAX offers a free standby van service to individuals with

disabilities for service to and from economy Parking Lot C, or between the terminals. The van is equipped with a hydraulic wheelchair lift and is available upon request seven days a week from 5 a.m. to 3 a.m. by calling (310) 646-6402 or (310) 646-8021. Also, LAX Shuttle buses that transport passengers from economy Parking Lots B and C to the terminals, as well as the Van Nuys FlyAway buses are equipped with wheelchair lifts.

Note to Editors: Photos are available from LAX Public Relations by calling (310) 646-5260.