

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 16 March 2022

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Kathleen Barajas, Community
3. Seyed Torabzadeh, Community
4. James Corpuz, TSA
5. Paul Herrera, LAWA Operations
6. Brandy Welch, Community
7. Grant Firestone, LAWA Admin
8. William Miranda, LAWA Engineering

ABSENT

1. Julia Mockridge, Community
2. TBITEC, Airline Representative

EXCUSED

1. Louis Herrera, Community

Meeting Started at 1:03 p.m.

I. Roll Call

Ms. Cabanban requested a call roll from Ms. Bradley.

II. Introductions

William Miranda: I am with LAWA planning unit with the engineering division. Part of what I do is manage the design and construction handbook. We put a lot of the guidelines that we learn from past projects. They are included during the design phases.

III. Chairperson Report

Ms. Cabanban: nothing to report.

IV. Presentations

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

- Wheelchair Provider Service logistics at TBTIT – ATM

Ms. Thomas: I have with me my team, Robert Enrique, our Terminal Manager who oversees our services and Andy Myong, Wheelchair Operations Senior Manager. There are many variables that right now, we are encountering. The service may be perceived as adequate. If you let us explain variables, perhaps we can understand what this new environment has for all our ADA passengers.

Mr. Enrique: I have a presentation I would like to share. I am Robert. The Terminal Manager. I have been with the airport for 20 years. 14 were spent in Wheelchair Operations. What we are experiencing now from a wheelchair service provider standpoint is the unexpected increase of passengers traveling. We noticed passengers with disabilities increase started quicker. That caused some challenges. We have been on the forefront of hiring people and adding equipment to make sure the service being provided, is being provided timely. Pre-pandemic, we operated inside of TBIT West and Terminal 1.5. We were at 1500 passengers a day. Now, in 2022, about 1050 daily. Our busiest month is May. We are now serving terminal 1.5, TBIT, and TBIT West. They are all connected for the international inbounds that creates a bottleneck at checkpoints in the FIS area. Equipment standpoint, in 2019, we had 22 TTV's (Terminal Transport Vehicles). We pre-designed them to let us exit and enter elevators and help us service passengers to and from the various locations. 2022, we have 42 TTV's. We have increased our gate trains from 12 to 16. A lot of environment changes have changed. The run times at TBIT West is extended, because it is now lengthier. We have a dedicated team at TBIT West, and terminal 1.5 to ensure we service all the passengers. We expect increased congestion. The closure of the south side of Tom Bradley departure level and ongoing construction interferes with the way in which we do some things. It is creating a new learning curve for the operation. The uncontrollable we experience are a lot of moving around of different flights. Some days we will get United flights or Delta flights that were not planned, but changed or moved. One of the things we get from time to time is flights to Tom Bradley. A flight will come in and will service passengers. We are having to bring them to our staging area and have our aides assist them to retrieve baggage. That adds to the wait times. TBITEC is no longer only international. It is domestic as well. That creates different variables throughout the operation.

We will look at a quick chart. The last three years, in 2020, the green line is how we were impacted with ADA services. It significantly decreased for the first year. If you look at that second line, around April is when we started to see the spike in services. Prior to this, we started to bring on additional resources. We forecasted this would happen. Going month to month to the orange, it is increasing. Last month we were up 270 percent. We are continuing to have job fairs to bring up additional resources. We have a huge amount between 12 and 2. If you can imagine multiple terminals and flights from different terminals. It is a robust operation. We manage here to make sure the areas are being covered.

Let us talk about the process for international arrivals. We are talking about from Tom Bradley and TBIT West. Some of the flights coming through 1.5 to TBIT West are international. They come through TBIT West to TBIT. We went and pulled some numbers to track those day-to-day to see how long it is taking to clear passengers. We will get requests in advance. We require 24-hour notice, especially for the large requesting air carriers. We try to dispatch agents 5 to 10 minutes before the aircraft's arrival. Our agents are there 20 to 30 minutes ready to go. From the time the plane blocks, there is a 3 to 5-minute window to connect the jet bridge. Passengers off load typically 12 to 14 minutes after. There are a certain number of agents. If eight are requested, we will provide service to the passengers. When there are more, we have to maximize our vehicle usage to ensure we can assist them all down to the FIS area. Once they are off loaded, a

percentage are seated onto our transport vehicles to be taken down to the FIS area. That takes 10 to 15 minutes at TBIT and 15 to 20 from west. It is a further distance. There are more elevators to get back to the FIS. We have an area that helps. It takes between 15 to 20 minutes to check all their passes to make sure they are good to go. They are able to head down to the baggage claim area. At the gate for arrival, we have coordinators to ensure passengers are being assisted. Once they drop off people, they head back to the gate to clear any remaining passengers. It can take 10 to 15 minutes to take them to baggage. It depends on the flight. Business and first class will usually come out faster. It usually comes from over size bags. It usually takes longer to assist. We have a coordinator to help them and to ensure their bags are located. Finally, passengers exit to meet their family. From the time we leave, to meet and greet, it takes 3 to 5 minutes. Our low for TBIT is 73 minutes to clear a passenger. High is 104 minutes. There are situations where it takes longer. From TBIT West, 78 minutes to about 109 for the high. This can vary depending upon the variables. Once they come down, it depends on how busy the FIS is. Most of our passengers come in between 12 to 4 and 6 to 9. If it's a peak time, we can add 15 to 20 minutes. We have 50 to 60 wheelchairs a flight in some cases. That is where the delay comes in. There is additional processing for FIS. If a passenger comes through, it could take 15 to 45 minutes to clear them.

We have seen upwards of an hour. It depends on what they have going on. Once we get to the baggage carousel, that delays our agents from exiting faster. We do have our coordinator to help to make sure they have someone available. It could be upwards of 100 passengers within one hour. We may not have them regularly available. The connection flights are another variable that plays into it. If the shuttle isn't ready to go, it is because they are servicing others. It could take 20 to 30 minutes. That is one of those variables that is uncontrollable. We try to manage it as best we can. We have to take passengers to the connecting terminal. If they are connected directly adjacent, we take them. We did a time study from March 1 -14. It is getting a lot busier. It is taking 1 ½ hour to clear passengers. Departures is taking an hour and eight minutes to clear them through. TBIT West is about 15 minutes longer because of the transit time.

Mr. Corpuz: I am familiar with the wheelchair services. I used to manage groups at the terminal. Is there anything we can do from TSA to assist with the wheelchair process? I know it is challenging and large for TBIT. Is there anything we do to help you out?

Mr. Enrique: TSA has been very open to assist. I think the challenge we have is when we are busy, we are busy. What we find is having a dedicated lane helps. We can have it focus on passengers who need special assistance. As we get busier, we have 70 within an hour, getting upstairs and get to the line. A lot of times we have regular passengers in a line. We will send more agents. We back it up further. If we can have a dedicated lane, that helps. We do our best to rotate. We staff 25 to 35 agents. A dedicated lane helps.

Ms. Thomas: When we are busy, you are busy too. It goes hand in hand, but if you go in that separate queue where we have different agents, we have bodies

staying in the lane and not going back for more passengers. During those times we actually have them assigned to the counter. We have coordinators at the front and back of the check areas to make sure passengers are coming through that have ADA service requests are processed and serviced immediately. So having a dedicated lane and trying our best not to mix passengers that do not have the special assistance really helps us out during those critical times. We're really focused on those critical times because it's during those peak times we really need the dedicated lane from TSA.

Mr. Corpuz: We can forward your concerns to Jason Palmer. If you haven't, you should, there's an advantage to that. It's a double-edged sword, every lane is used to process and screen possibly 200 passengers per hour because of the volume is just so immense that we have to have that rate. The problem, the challenge that we have is, if we equipped a dedicated lane, that means that every transaction is going to take at least five to ten minutes. That means the passengers who require additional assistance are waiting longer because now you have a backup. Every passenger is roughly about a minute to two minutes per screen. If we put them in the line where it takes 10 to 15 minutes, now you have a longer wait.

Ms. Thomas: Jason has been working with us. We know him very well and but we wanted to present the different variables if those lanes are taken away or are mixed with regular passengers. How it could impact a wheelchair, but how it can also impact your operation as well where you have a longer wait? Dedicated lane with a longer processing time, two minutes versus ten minutes.

Mr. Corpuz: If you can collaborate with Jason and if I can assist and facilitate, let me know because this is a very important part, obviously. But just to clarify, you do get to go to front of the line, correct?

Mr. Enrique: We get a dedicated area. It's usually lane 14 that we utilize, depending on the time of day and staffing. We usually use the far end, the far north lanes to service passengers. But again, we can go to any lane. It's not really the front of the line because we have family members with strollers that are going through there as well.

Mr. Corpuz: You're not in the back of the queue though, correct?

Mr. Enrique: No, it's separated already.

Mr. Corpuz: I would say to work with Jason Harper. He's a good person and he can facilitate a more efficient transaction with persons with disabilities. It would be great.

Ms. Kathleen (chat): As always, agents should be given some sensitivity training, if not already done. Especially for those with more severe disabilities. In the past I have used this service and I have not always received the respect that I deserve,

due to my level of disability and speech impairment.

Mr. Enrique: We do provide ADA access training. We do stress on disability etiquette and ensuring the passengers are being treated fairly and with respect. It's unfortunate you've had that experience. Please, if it happens at our terminal, we want to know. We want to make sure that the service is being provided. We did start utilizing devices a while back to track passenger and agent movement throughout the terminal. We can track who's assisting which passenger and ideally when passengers are being taken to certain areas. We want to know and we want to make sure the service is being provided. We do provide several trainings to our staff though on an annual basis.

Ms. Myrna: Do you guys do any sort of, what do you call it, survey from passengers that are serviced? To see how their experiences were?

Ms. Thomas: Yes, from time to time we have the surveys. Pre-COVID, as the numbers have increased. We're going to bring that program back. It's also an insensitive program for our employees. We want to know the feedback from our passengers and if they received also complimentary, they do get rewarded. So that is something that we're working on bringing back.

Mr. Ihle: One item that Iliana and Andy briefed me on, though it wasn't in this presentation, is the impact of a delayed flight and how that can impact all across the board inaudible because of the ripple effect. If a flight is supposed to arrive let's say 1:30 in the afternoon, that's what they build their schedule around. Then that flight is 30 minutes late, they've already got their staffed scheduled for a 2:00 arrival. So now they're doing double work at a time that they did not expect it. These flights are coming all over the world. You have to understand that the ripple effect that they can have for their staffing levels. It's not an exact science and that does cause an issue too and can lead to delays when all of a sudden numerous flights start arriving and they were supposed to be spread out over time.

Ms. Thomas: That's correct Tim. Thanks for bringing it up. Those are the uncontrollable. An airline comes in late and you had staff waiting for that aircraft already 20 minutes for its arrival. That group of individuals have to be moved to another flight that is coming in unscheduled. That aircraft comes in, now we have to stretch everyone to make sure that our passengers are getting the service in a timely manner. Thank you, Tim.

Ms. Cabanban: The other thing too that you had mentioned, was the person needing assistance usually off load the flight towards the end, when all the other passengers have already exited the flight. So that adds to the delay as well.

Ms. Thomas: Yeah, it's a combination, it's never really just one. It's a combination of a couple flights delayed and couple flights early. Requests that weren't made that are now needed. It's kind of just builds on itself. We do our best to staff and continue to staff. I believe this year we had three to four job fairs. So, we're

continuing to build up to make sure staffing is available. It's never just one thing. It could be multiple things. Which is then we try to allocate staffing to those bottleneck areas to make sure we can have someone for the passengers to service and assist if need be. We do our best to explain to the passengers and say, "Hey, this is what's going on, we're going to get you assisted. We have agents coming back, please bear with us. We're going to service you please". They're understanding too.

Mr. Ihle: Also, the fact that you're unable to take luggage at the same time. It's two separate services that are provided.

Ms. Thomas: We do have airlines that operate out of Tom Bradley for baggage claims where we clear the passenger through FIS. Then we have a separate terminal to go through as well. There were some airlines that do operate out of Tom Bradley and their baggage claim is in another terminal. That is another variable for the passenger, but we're doing our best to make sure that the passengers' arrival is as seamless as possible. That's why we continue to hire more staff to make sure that once they exit the aircraft, they're in our hands and we try to make it as smooth as we can. We know that the terminal, is a complex terminal, but we try to do it with a smile and as quick as possible, as seamless as possible just to make sure that they're very well taken care of. Thank you.

Ms. Goldkorn: Thank you, Madam Chair, Myrna. This is obviously extremely disconcerting and difficult for people with disabilities, but I know and I guess a lot of people don't care about what's going on, on the service side, but I've always cared. There has to be solutioned here. This is not acceptable. Our people picking us up, whether it is care transit and we have a time when we have to be outside. Our colleagues, bosses, family members, friends or whomever, is meeting us at the airport for whatever reason to transport us someplace else away from the airport. They can't sit there for an hour and a half! They have to circle the airport. There's no parking. This is not acceptable on so many levels. Frankly, it's the 21st century. These issues should not be as critical as they are. I mean, y'all have reached critical mass here and just getting started in the post COVID world and going back to the numbers that we had starting in '18. Go back to '18, look at those numbers. There's a best practice here and it's obviously a coordinated effort. I think that all of the partners who provide the services from start to finish, from curb to gate have to come together and hash this out because it's just not workable. Communication is obviously a big one. How you get from TBIT to the terminal where your bags are is obviously an airline issue. Why when an airplane lands at TBIT, why aren't the bags at TBIT? We don't know these things. These are internal procedures and policies and protocols. Including the disability community especially of this committee in on discussions. If you want to start with the spaghetti process first, just throw everything on the wall, see what sticks. Come up with ideas, work through this. I personally can't come up with anything off the top of my head because I don't know the internal issues and how to solve that, how to have an American Airlines flight that comes in to TBIT, have their bags at TBIT! Why are they at a different terminal? Again, this is all internal stuff these have to be addressed and a collaboration effort but

all the parties involved and the stakeholders I think is really critical. Everybody knew that 2,000-foot tunnel was coming. They knew it for years; it was under construction. Nobody should've been surprised and the proper amount of people and equipment to get through there from one end to the other or back again should've already been in place. But again, not being on the inside, I can't address why that happened. In my opinion, my bottom line is none of this is acceptable. I know it's not acceptable to the employees because they get screamed at. I know that it's not acceptable to the other agencies that you intersect with and it sure as heck is not acceptable to us. So, something has to change here and there has to be an active and concerted effort to address this problem. As for the dedicated lane, okay! There are airports. Phoenix just put one in. Just put a sign up about that. It's for first-class passengers and they've got a wheelchair symbol which is good. We don't jump the line because it's dangerous to jump the line. We don't wait in line because it's dangerous to wait in line. We wait our turn. That's fine and as a person who travels independently in my own wheelchair. I am sitting there waiting for "female assists" and I have sat there for as long as 45 minutes before somebody shows up to process me. In the meantime, passengers who come through with the services provided by the airport, they're in front of me! They are getting served, they're getting screened, and they're getting out of there. It is not just an issue for the service providers, it's also those of us who travel independently. The disrespect is prolonged and we are almost 32 years after the adoption of our civil rights and it's been way too long to have to worry about this. I've been yelled at. "How dare you travel by yourself", is what one TSA person actually said to me. Because I can. So, we have internal issues, structure issues and training issues at TSA that become exacerbated by the matter at hand. The subject matter that we are discussing. My suggestion, not solution because I don't have any, I'm not that smart and I don't work there and I can't come off the magic idea, everybody's got to come together and come up with a solution, because this is not acceptable, I know you know it's not, but, an absolute, affirmative action has to be taken. Thank you.

Ms. Cabanban: I do like the word "collaboration" there and that is what we are going to attempt. Like Ruthee, I do travel usually independently by myself, in my own chair. Even with that it's a long haul for my finger to push my chair. When your service people are actually pushing the chairs, that's a long haul as well. Is there ever a time that they actually have to use one of the tram systems that you have or the vehicles and transport them even though they're providing them in the wheelchair service?

Ms. Thomas: Absolutely. We use our TTVs to transport all passengers in addition to that. The airport does have in place, a courtesy shuttle for the general public. It's for someone that did not require the wheelchair, but then once they get to the Bradley West, they say you know what, I do need a little bit of help. They are those courtesy shuttles that are available to everyone and takes them from one point to another. Additionally, once they reach the departure level, there are trans for general public as well. For our wheelchair passengers, once the passenger is boarded on to our TTV, our terminal transport vehicle, the passenger

is not off loaded until we reach the gate. So, there's only one transfer for that passenger. Once they're at the gate, we always have coordinators that will assist them for the preboarding. The passenger that checks in at Tom Bradley will be boarded on to one of the TTVs at Tom Bradley and will not be off loaded from that vehicle until they reach the designated gate and then assisted on to the aircraft.

Mr. Enrique: I just wanted to mention that you know, we are working with the airlines for pre-notification of services that are expected. And on a daily basis reaching out to the different partners whether it be customs or TSA or even other service providers and giving them the expected information of the passengers coming through that are going to need that special service. We are doing, all of that to ensure that we can improve on processes. That's why earlier we mentioned that, we are working with Jason Harper and his team from TSA and continuing to work through as things continue to change. We want to definitely see the need to make sure we're providing as best a service as possible to passengers coming through. The partnership has been great at LAX. There is a large concern of the service and any time we reach out, we tell them we have an X number of passengers coming through in the next few hours. They always support the service because they know that that is a big priority, a high priority for the airports. We are working, it's just that the airport's growing and it's a different environment. We just want to assure you that the partnership with different authorities at the airport, it's a very good one and they do understand and they do give that priority.

Ms. Cabanban: One of the unspoken challenges, is that passengers requesting wheelchair service who don't really need it just to get through screening faster. I think we've all had that data. So, we're still working on that one as well for a bit, James. That is quite recognized, even from the past. Thank you

- LAX-it and Economy Parking Shuttles/ADA – Marty Watts

Mr. Ihle: It's my pleasure to introduce Marty Watts from AIRA. This is a company that is hoping to actually provide a solution to a question that Louis raised at the last DAAAC meeting in regards how to navigate through the airport. He was specifically wondering how to identify what shuttle stops or where the shuttle stop was for him to go through and what LAWA could do to help in navigating to the correct shuttle location. Incidentally at the very same time, AIRA came to me. LAWA didn't have a contract in place with them in the past. They provide a very unique service for the visually impaired to help guide an individual through the airport. With that, I will hand this over to Marty to speak about this.

Mr. Watts: I'm AIRA's vice president of sales and I have been with the company since the summer of 2017 and I tell everyone this is probably the coolest sales gig I've ever had. This is the best company I've ever worked for. I think that, you know, really it just comes down to AIRA is a service that connects people who are blind or low-vision to instant access to any visual information. In the context of an airport, access to visual information is very important. I'm going to start off

by just playing a quick video which will immediately immerse you and paint kind of this rich picture of AIRA. Then I'm going to get in to how we partner with airports.

Consistency is expected in many places and many of the social distancing queues are based on visual indicators. And this presents a potential challenge for millions of individuals who are blind or low vision. [Captioned video playing].

So that showed AIRA in many different contexts. Let's get specifically into how we partner with airports. How we began to work with airports came as direct customer feedback from people who are blind or low vision when they first subscribed to our service. When we made it publicly available in the summer of 2017, within 90 days, the overwhelming customer feedback was, AIRA's great, we love it. Not needing to wait for someone to help them, they were able to arrive curb side and move at their own pace and explore what is a little mini city. We heard that feedback. That is how our product line was born. It wasn't much longer after, we partnered with the Memphis international airport. We had a small slow down due to COVID-19. That has subsided. We have seen new partners join. Our goal is to offer service in every airport. We establish a geographic fence, we make and draw around your facility. We maintain it. There are no technical requirements. Anyone with the application now has the ability to connect to an AIRA agent. My goal is to create many more partnerships with every airport around the world. We are in 60 percent of large hub airports. We have worked with LAX for about three years. I have the application on my phone. The middle is a blue button that has the logo. Within typically ten seconds is what we strive for to answer that call. Thank you for calling. What would you like me to do? The agent sees me as a blue dot. Some cases can be LAX is my home airport. I know it very well. The check in line in troublesome for me. It is moving. I may connect to find the end of that line. LAX may be an airport I have never been to before. I just went through your airport yesterday. There is a lot going on. As an individual with sight, I thought it would be difficult if I was blind or low vision to get through myself. Arriving curbside. familiar with the airport or not, the agent will do their job to complete your task for you. That could be finding a pet relief area. The list goes on and on. Our goal is to make the world more accessible.

Ms. Cabanban: You said you have been with LAX since 2017.

Mr. Watts: I believe the middle half of 2018. We launched our service in the Summer of 2017.

Ms. Cabanban: Do you know how many users have used it. I want to congratulate Tim Ihle for finding the service. All about awareness. I think where we have seen success in the past is kind of like communicating to staff, to tenants, and TSA. Everyone is made aware. This is the first step.

Mr. Watts: There were 102 unique users in 2019, 34 in 2020, 2021, 22.

Mr. Ihle: I think it is important we get this message out. It is a valuable service. I

thought it was a good first step in getting the message out. Whatever we can do to communicate. AIRA is subscription based. They provide abilities for any location. An individual does not have to have a subscription for the service. Just click on the application. It is a free service to help them navigate through the airport. Starbucks is another may also be using their service. They can see its full menu. I am not sure what other companies are. It seems like a neat technology. With just the need of a cell phone.

Mr. Watts: I would encourage all of you to install it. It is free. You can register your phone number in seconds. You get the ability to use it in any of our access locations. You are an access partner. Your airport is part to have the network. We have many other airports. My job as head of sales is to keep growing the partnerships. Please make a call. There is no better way to understand it and to be able to explain it than to use it yourself. It is unlimited. If you do this at home, you will get one free five-minute call daily.

Ms. Cabanban: Is this on the LAX website?

Mr. Ray: It was introduced in 2014. We had glasses with cameras on it. I am happy to see the conversion. We can use smart phones. That is fantastic. That's a huge step forward in my view. From what existed in the past. I am glad to see that. I agree we need to educate the community and make sure there is service at the airport. There may be additional benefit to information that can see. To have that service available if they would like to use it is fantastic. It is important to have that interaction with individuals directly to make sure that is something we would benefit from. I remember back in 2014 there were visual interpreting services. Now we see agents. Thank you so much. I think your presentation is wonderful.

Ms. Goldkorn (chat): How does anyone know this program exists? What is the cost to use? Do you have information to help people with multiple disability have been able to successfully use the service?

Mr. Watts: Right now, AIRA is used by people who are blind or have low vision or deaf or hard of hearing and blind or have low vision. We built the ability to initiate a call to an agent using a messages feature. There is no conversation happening. It can happen completely over messages. We can offer AIRA for people behind blind or low vision who may be in the neurodiversity category. Many people can use that type of information. That is where we see immediate areas to expand. We talk about our access partners without trying to be annoying. We will pick out an access partner and call them out on social. I guess we are using clubhouse now. We are doing as good a job as we can to get the word out. Announcements on premise on digital signage to make family and friends aware. As the world returned back to a normal state, we would frequently have in-person press events at several airports where we launched the service. We would invite a community member who is using the service. We call them an explorer. They will come to the airport. We would work with relations team. We will get some press there. All your relevant stakeholders. We

would film a spot. I think we are open to any ideas that any of you have as well. We can't talk about it enough.

Ms. Cabanban: Could you put in how and where we would with able to download the application and maybe your website.

Ms. Barajas: Confirm, it can be used with messaging for those that have difficulty speaking.

Mr. Watts: Correct, that was the message's piece. If I am in a meeting and I don't want to be speaking to an agent, I can have that communication over text within the application. There would be a braille device connected. It would be plugging that to my braille display or I would have an ear bud in. I could do my voice over turned on reading me what the message says. The whole exchange can be silent.

Mr. Corpuz (chat): AIRA is on the LAX site under "Wayfinding in the terminals for persons with vision loss". Search for "wayfinding"

Mr. Watts: www.aira.io/ap (app), www.aira.io (website)

V. Public Comments (Non-Agenda Items)

No public comments.

VI. Approval of Minutes

Meeting minutes for February 16, 2022, approved.

VII. Consent items for DAAAC Action

Ms. Cabanban: Determine in accordance with Section 3E3. This body has reconsidered the circumstances of the state of emergency. It directly impacts the ability of the members to meet in person. This is an action item.

Mr. Ihle: It is a new state law that requires the board has to determine whether or not to remain video conference or to return to on site. We are still considering a state of emergency. We will have these web meetings until we are no longer in a state of emergency. I know the cases have been declining. That is great news. We need to do this monthly.

Motion passed to have web meetings next month.

Mr. Ihle: Note, LAWA employees will be returning to the office April 4th.

VIII. Regular Items for DAAAC Action

None

IX. Landside Access Modernization Program (LAMP)

Mr. Ellars: I am here, reporting for the automated people mover project. You probably noticed that the elevated guide way is close to being completed.

They are still trying to cross Sepulveda. There is one final segment near the west end, near garages 2B and five. They are still under construction. Soon it will be one structure. There have been a few disruptions of traffic inside the central terminal area. They were taking down some of the new bridges. I have been monitoring the routes.

X. Operations Report

Mr. Herrera: We have French Bee airline startups in Los Angeles, starting on April 30th. They will probably operate out of Tom Bradley and MSC gates. Air Transat is a Canadian airline that will be starting service here in May, check in at T1.5. We are excited to see some of these carriers that will try to make LA a destination. Aer Lingus is Ireland and Condor a German airline at T1.5 that will also start in May. We are working out the details. We have Air Premia. It's a budget hybrid based in Seoul, South Korea. They should be starting service May 16th. The later part of May we have Breeze Air Ways based out of Utah. They have different locations. They will use an interesting application. They will be scanning using their phone and processing through the checkpoint. They have new tech, do it yourself boarding process. They are excited to launch in Los Angeles. We have Norse Atlantic Airways, based in Norway. A lot of new carriers making their way. Still a 20 to 25 reduction from 2019. We're roughly averaging 60 to 80,000 vehicles a day that enter the central terminal area. That's a lot of vehicles, a lot of traffic and a lot of construction we have there. As it relates to passenger volume, passenger counts are seeing an uptick compared to last year. As much as 100, 105% increase, 35% reduction compared to 2019. All the numbers are starting to show with the mask mandates and other things starting to subside. We see these numbers as encouraging news as spring break is upon us and hopefully a busy summer season coming around the corner. As you all know, we're, many of our city of L.A. employees are back to onsite work starting the 4th. A lot of activity happening here with flights, passengers, and new airlines that are resuming operations and looking to make Los Angeles a hub or a focus city.

Mr. Corpuz (chat): Paul, would you be able to send an e-mail regarding the new additions so that we may prepare our terminal staffing? Additionally, we would like to know more about this self-check-in airline to ensure that our regulatory compliance folks are aware.

Ms. Goldkorn: Are any Russian flight coming to LAX?

Mr. Herrera: They have discontinued, air flight has discontinued, we don't have any direct flights from Moscow.

Mr. Ihle: Paul, can you do a quick brief on terminal 3 status?

Mr. Herrera: Terminal 3 we're going to get temporary certificate of occupancy. There are some activation trials that we have planned for later this month. We plan to have operations there on April 20th. A lot of moving parts as we go into that space. That's going to really relieve a lot of the congestion issues and other concerns we have at terminal 2. The terminal 2 check point will close shortly after that. But April 20th is the date that we're looking at.

Mr. Ihle: I would like to extend an invite then to the DAAAC committee, if would like to do any kind of tour of terminal 3. Just let me know and I can arrange that as well.

Ms. Heredia: We did see your e-mail. I had a separate conversation. As we send reminders, we will ensure a message is included so anyone can give us advanced notice to make sure the resource is available.

Mr. Enrique: I know they sent out the notifications for volunteers. Did everyone get that? I think they are going to have trails going through that terminal. I can send that information.

Mr. Herrera: There is a trial date, if you can send that. Looking for volunteers to participate in some of the activation trials that are needed to finalize the last punch list items that we have from that terminal.

Ms. Cabanban: Can this be on the same day as Air Ex? Oh, challenges.

XI. ADA Coordinator Report

- February 2022 ADA Complaint/Compliment Summary

Mr. Ihle: I want to start off on a good note. In February 2022, we did not have one single complaint, one single ADA complaint. Bad news, we did not have one single compliment either. It's very rare to get a compliment. Unfortunately, March, there have been several complaints coming in. I'll do that summary in the April meeting.

- Site Visit to view and assess FlyAway ADA ramp/lift deployment at LAX held on February 22, 2022.

Mr. Ihle: We had a great site visit with members of the DAAAC committee to take a look at the flyaway issue. This was another issue that has been brought up during the DAAAC meeting. I think it was in the November's meeting. We finally were able to get a group together. We got many of the principal LAWA divisions to look at the issue and look at it from various perspectives. The problem is the flyaway buses deploying the ramps because of the security bollards and the security bollards provide a protective measure along the front, but it also impedes the deployment of the ramp. We come up with a strategy. We identified locations that will be have markings on the ground, so that the driver can identify immediately the distance of the bus, and able to deploy the ramp in a good area. We also realized the location that would not work. So, the flyaway location is being moved from the north end near terminal three to the very front of TBIT. It's no longer at the horseshoe it's right on the flat area or straight area and they can deploy the ramp.

- AirEx 2022 Reminder – Tuesday, April 19 from 7:00 AM to 2:00 PM.

Ms. Heredia: I want to clarify, yes, Air Ex is April 19th. If you just want to be an observer, the timeframe is 9:00 A.M. to 12:00 P.M. for exercise play. We put out an

invitation just this morning for previous observers starting at 8:30 so that people will prepare themselves to be able to park and check in before the exercise begins. If you are a victim volunteer, the start time is 7:00 A.M. but I want to make sure everyone has an overview of the different areas. If you want to be a volunteer victim for the moulage, you will be at proud bird, check in at 7:30, but everybody be there by 7:00 A.M. Then at that time, depending on your level of comfort the makeup artists will make you up. So that you have varying types of injuries depending on again, what you're comfortable with. Some of the movie blood is kind of gross. It washes out fine, but some people are fine with it getting on their clothes and some people are not. Once you get to the Proud Bird, make that determination with the liaisons there. You'll have breakfast as a volunteer. Once you're ready, we will have LAWA buses out front. The LAWA buses are of course, all ADA compliant and we will transport the volunteer victims to the exercise area. Which is as, in previous years, on the air side of Flight Path museum. You'll be escorted in and you'll go and get positioned by people out on the airfield. Some people may be allowed to go on to the aircraft, we're still trying to get the okay from Delta for that. If Delta needs the plane to turn around quickly, it means that they may prefer that we just have all of the quote unquote passengers and victims on the airfield and not have anybody actually get on to their aircraft. If you just want to be an observer, however, you respond back to the outlook invitation that got sent out today with the flier that is different from the Eventbrite, it's two distinct invitations on two platforms. Observer, outlook. We will provide parking onsite this year. Observers want to check in, will be provided with breakfast, there will be a takeaway lunch later and per usual, we will have some thank you for coming type of side or gift. All the exercise participants, the people that will actually be playing in the exercise are being pre-identified by the planning team members. So, the two invitations that we sent out were primarily just making sure that volunteers are getting the information they need through the Eventbrite link and then the observers through the outlook invitation.

Ms. Barajas (chat): I'd like to do another visit once the flyaway stops have been finalized.

Ms. Cabanban: It was actually a very productive day. Amir if you also have just one or two sentences to share with the committee. It was myself, Amir, and Kathleen that made it to the flyaway walk through. I thought for myself who never used the flyaway, clarified a lot, for myself visually as well. To see how it was working and of course, with all the constructions we also saw all the difficulties that was making that issue as well.

Mr. Torabzadeh: I also wanted to say that I am glad that I was part of the team to be there. It was productive and I think it was, hopefully helpful for the airport to decide on the locations. I'm sure at the end it's going to be all good for everyone to use it. That's what we are here for, to help out to decide and to finalize and perfect this kind of issues. I'm glad I was part of the team.

Ms. Goldkorn: . I can't say this without sounding really stupid, but I don't remember there being a question or information about the moulage and getting specific information about that. I just need to verify that yes, I am registered as a volunteer and yes, I will be there for that. We go to the location, the address that we were given for the Air Ex and then we are taken somewhere else or did I not hear any of that correctly?

Ms. Heredia: Yeah, you got it correct, Ruthee. You guys report to the Proud Bird to get breakfast, to be made up, and then we put you in a LAWA bus to transport you to the exercise spot. It should've been on the event invitation. I know that I asked basically the volunteer coordinator at this point to also send out most recently a form. Kind of like a volunteer release form and questionnaire so if you didn't see that, then let me know. I do know that you were registered, but if you're not seeing the confirmation e-mails, then that gives me some pause. Do you recall when the last time is you might have seen something about the event?

Ms. Goldkorn: Not sure

Ms. Heredia: I'll ask for her to send out reminder e-mails every two weeks just to keep it on everybody's radar. I know that we did send out the updated date from April 12th to April 19th which was about ten days ago. We did get responses from people saying oh, you know, now that you've moved the date, I'm not going to be able to attend. So, I do know that it went out. But if there's some issue in terms of for some reason it's dropping your e-mail or I don't know if it's in the folder, then we need to look in to that.

Mr. Ihle: One item I did not put on the agenda, but it goes back to the appointment of William Miranda to the DAAAC committee. One question was raised and I thought this would be a good opportunity for him to kind of understand the DAAAC committee. The question basically revolved around the ADA's stall doors in the restrooms, the design and construction handbook indicate they have to be 47 inches, the minimum requirement is 32 inches for ADA. We have now found that the vendor that both was going to do the doors at 47 inches, they no longer make doors for 47. So, we wanted to get a sense of information from the DAAAC committee of you know now the largest doors that are produced are 42 inches and any information that the DAAAC can provide will be helpful for William, for the, correct, William? Please join in on this discussion real quicks apart of your introduction to this committee.

Mr. Miranda: Yes, what Tim said was correct.

XII. Transportation Security Administration (TSA) Report)

Mr. Corpuz: For the month of February, TSA screened 1.84 million passengers through LAX and after screening we had four complaints related to disability. Passengers with disabilities or persons with disabilities. It's one of each of the categories. One for cognitive developmental mental disability, one for diabetes, one for general disability and one for medical necessity and medical supplies. Nothing more specific on that. For the month, only four complaints. We've had

eight complaints in October, November but then four December, January, February. I think a lot of the reduction complaints is TSA Cares, I do see that for the requests for assistance we had 78 for the month of February. Even though it's a lower number than usual, we did get an increase for persons with disabilities. Significant increase, actually. So maybe I'll thank the DAAAC for promoting it because we have higher numbers than usual. Which is a good thing, it reduces the complaints and actually exploits the passengers who have special needs. I can't recommend highly to use TSA Cares when you travel. It will alleviate a lot of issues and we're more than willing to offer that free service. And as far as compliments are concerned we didn't have anything recorded like Tim for LAWA. We did have one associated, we didn't get credit for persons with disabilities. It was for a passenger who basically thanked us for assisting her daughter who was having a mental health issue. So not necessarily a person with disability, but she was having a mental health incident and she was very thankful that we were able to safely assist her family during the screening process.

Ms. Goldkorn: I go back just a little bit to the previous conversation about the wheelchair backlog and log jam that happens? In discussing about a dedicated lane, and yes, airports are doing that, they're putting signs up. Of course, you can't restrict it. Are you aware whether or not DOT has or FAA a rule that you all rely on about establishing a dedicated lane or queue for people with disabilities to be able to use or is this just a best practice?

Mr. Corpuz: It's a best practice. We're not aware of any requirements to that type of dedicated lane. But, having terminal teams and having overseeing various check points, there are pros and cons to having the dedicated lanes just as I spoke with Robert when he had his presentation. Some of the good things when we're not busy we have dedicated lanes, it's a good thing because we have a dedicated team that goes rather quickly. We get the one side, two sides, good to go. Tom Bradley during peak time is basically dealing with several thousands of passengers in one hour. That dedicated lane becomes a problem, not a solution. We have 14 lanes, two standard lines and they're all open, let's say. We open all the lanes and dedicate one or two just to clarify for persons with disabilities. Instead of having 200 passengers per hour on every single lane, those two lanes will suffer. They will wait longer because each transaction is no longer one minute at a time, it's two to five, depending on the situation. So, it could be a disservice to people with disabilities. What's great about having no dedicated lines is when you have 14 lanes open and they're all available, you can have 14 people go to different lanes and get processed almost immediately. So that's the pros and cons to having it. We're leaving it up to each leader in each terminal to decide to work with people like Robert and the airlines to say what is best for us. What kind of passengers are we seeing? Can we get K-9 screening systems to expedite the passengers? A lot of valuables out there. Not like terminals two cannot have a dedicated lane. because their capacity constrained. If we have dedicated lane then we will have lines all the way to the last terminal where you used to be. A lot of different challenges but we leave them up to each individual operation to work with the stakeholders to figure out what's best for the passenger flow.

XIII. Customs and Border Protection (CBP) Report

None

XIV. New Business

None

XV. Adjournment

2:51 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 15 June 2022. The minutes of the 16 March 2022 meeting were approved by DAAAC.

Tracy Bradley 6/15/2022
Secretary Date