

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 20 April 2022

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Kathleen Barajas, Community
4. Seyed Torabzadeh, Community
5. James Corpuz, TSA
6. Paul Herrera, LAWA Operations
7. Julia Mockeridge, Community
8. Daniel Sneed, LAWA Engineering

ABSENT

1. Brandy Welch, Community
2. TBITEC, Airline Representative
3. Grant Firestone, LAWA Admin

EXCUSED

- 1.

Meeting Started at 1:06 p.m.

I. Roll Call

Ms. Cabanban requested a call roll from Ms. Bradley. A quorum was present.

II. Opening Remarks and Introductions

No introductions

III. Chairperson Report

Ms. Cabanban: I'll just be commenting under the little updates that we do later on, with the stuff that's been going on. Probably chiming in with Tim as well.

IV. Presentations

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

- Access Paratransit Services Overview (Randy Johnson, Stephen Wrenn, Daniel Ponce)

Ms. Cabanban: This came about much more of a request from my side. I realize that we have a lot of new members in our committee, not committee members but as far as, you know, partners. I just wanted to kind of compliment a little walk-through that we did with Tim and another of the partners.

Mr. Ihle: The landside access modernization program, the L.A.M.P., we just walked

the land side portion of the airport.

Ms. Cabanban: We did this with myself, Kathleen, and Amir, basically on the front side where people are getting dropped off in the airport, because we talked a lot with what happens in operations. It was a great idea that Tim had put together. It gave us a little bit more of an idea of what passengers go through. We met a lot of the people that actually represent those departments which was extremely helpful. As a person who gets dropped off there, it gave me quite a bit of an insight. So, for this presentation, I wanted them, the committee and the new members to get sort of an idea of what we go through when we are getting dropped off, and why sometimes we complain about not being brought to the curb quite soon because we might miss our transportations. A lot of the passengers who are in the disabled community actually go through this stress when we don't get dropped off on the site to meet our transportations. I want you guys to understand what it is we are running into as well. I have asked Access services ,who provides a lot of the paratransit services to a lot of our passengers, to speak and see how that connection, if doesn't get met, can create a lot of stress on our side as well. So, with having said that, I want to introduce Access Services. They have been attending our meetings. If you're getting dropped off at terminals you'll see the signs that says Access Paratransit and this is where this entity of the commute comes in to play. So, I believe we have Randy Johnson representing Access Services and I think they're going to do a presentation.

Mr. Johnson: Hello Myrna, and hello, everyone. Yeah, Steve is going to provide what is the Access portion and Michael the provider general manager, I believe he must be one of the call-ins. I don't see the picture there in case, unless I'm not seeing all the pictures.

Mr. Ponce: Hey, Randy, it's me, Daniel. Mike is actually busy so I'm actually in for him.

Mr. Johnson: Daniel's going to provide the provider side of it. Thank you.

Mr. Wrenn: I have a PowerPoint. I can share my screen.

Ms. Cabanban: So, you have access? Okay. Then Daniel, since you're on the phone, is it all in one slide presentation or are you doing your own bit?

Mr. Ponce: I don't have a presentation. I'm just here if there's any questions to or concerns you guys have regarding operation. I'll be able to help you guys with those.

Mr. Wrenn: For Daniel's clarification, we had some pictures for Michael to speak from. So, are you able to see the screen, Daniel?

Mr. Ponce: Yeah, I'm in the meeting, I'll be able to see them.

Ms. Cabanban: We are going to hold all questions until the end.

Mr. Wrenn: Good afternoon, Madam Chair and committee. My name's Stephen Wrenn, the mobility advisement manager for Access paratransit service and I'll be providing an overview of Access today for you. We are public transportation. We have our website which is AccessLA.org. Access offer share rides service for persons with disabilities whom because of their disabilities are unable to use the regular bus and rail service. Riders may not go directly to their destinations because other riders need to be picked up or dropped off first. I'll explain about the share ride service in a little more detail near the end of the presentation. The riders' travel time is always similar to the travel time they experience on the bus or fixed route service. Access is the service name for ADA complimentary service for functionally disabled service members in L.A. County. Access was established in 1994 and designed as a consolidated transportation service agency. That's the CTSA for Los Angeles County by Metro. CTS' model was to foster coordination among social service transportation riders in order to utilize existing transportation. My role as mobility management counselor, is to refer other transportation as an option or as a choice depending on a person's needs and abilities. We believe that the most effective way to apply the best possible information and technical assistance to Los Angeles County specialized transportation providers is through our learning and developmental programs. Similar activities Access services is involved in as its role as the CTSA, we coordinate with Cal Act and other CSA's. We participate in local transportation planning meetings, we coordinate in technical assistance with grant programs, coordination action plan on behalf of Southern California's association of governments and the Los Angeles County Metropolitan Transportation Authority, which is Metro, who is designated recipient of the funds discussed in the plan and will be responsible for its implements.

Access operates the same general area as Los Angeles County local buses and rail lines. If your pick up or drop off locations 3/4 of a mile or less of these routes, Access can take you where you need to go. Areas that are not near the local Los Angeles County local bus and rail lines probably are outside of the area of Access's service area. Complimentary paratransit services are not required to compliment commuter rail, commuter bus service since ADA does not require that for these services to provide complementary paratransit services.

The service area is divided in six regions that extend into portions of the surrounding counties, San Bernardino, Orange, Ventura, and are served by Los Angeles County fixed bus routes. So, in reality when you're travelling, those will give you points that will get you to the other paratransit regions. Our regions are the eastern, West central, southern, northern, Santa Clarita, and the Antelope Valley. If you receive eligibility, you're allowed 21 days in all the paratransit counties. That's the counties here in Los Angeles County, the Los Angeles area or California here in southern Cal. That's also all across the United States that has ADA paratransit. You would just call us and we could send your information over to them and the rider will become a visitor on those other services.

So how to schedule your ride? A person would just call the reservation number the day before and that's a toll-free reservation phone line. They're open from

6:00 A.M. to 10:00 P.M. every day. Santa Clarita and the Antelope Valley have different hours and the reservation number is 800-883-1295 and TDD is 800-826-7280. There's also a number if a person is outside of the local L.A. County that they can call as well. When a person boards the vehicle, a person just shows their I.D., and they pay the fare. The driver will assist you, but he'll assist you if you request or need it. Basically, he's there to escort you up the ramp or help you with the lift, position your belt, your seatbelts and when I say belts, that's the securement belts or straps and then any seatbelts if needed. You're also allowed a personal care attendant. That person will also be able to assist you when you're taking your trip and that person also rides for free. Children under the age of 5 must be accompanied by an adult.

All vehicles are equipped with cameras. Safety is a big concern with Access. The vehicles' occupants are subject to video and audio recording for the safety all the passengers. We did about 3.4 million trips a year, prior to the pandemic. We expect those numbers to increase coming forward. Access is governed by a nine-member board of directors and those are Los Angeles County Board of Supervisors, the city selected committee coordinators, the mayors office, city of Los Angeles, Los Angeles County municipal and fixed ride operators, Los Angeles County local operators, Los Angeles County commission on disability, the coalition of Los Angeles County independent living centers, the Los Angeles County Metropolitan Transportation Authority which is Metro, and the alternating appointments by municipal and local fixed operators. Where, we're led by our director, Andre Colis, who gives our corporate office the general direction we need to follow our ADA guidelines and our strategic plans. Access also has the Community Advisory Committee, the CAC, that meets the second Tuesday of every month, 1:00 P.M. to 3:00 P.M. If anyone wish to apply, they're always accepting applications. We also have public meetings and all the information for the CAC are listed on our website and could monitor the website for any events, any issues, rider alerts, booking online, and things of that nature on the website. You can find dates about all the meetings just by going to the website or by calling the Access information line which is 213-270-6110 and this number's available 24 hours a day, seven days a week. We also have the transportation Professionals Advisory Committee, TPAC that also meets second Thursday of every other month, February, April, June, August, October, December, from 9:30 to 11:30. Access TPAC is drawing its members from across Los Angeles County surrounding areas and seeking professionals with diverse backgrounds in the field of transit, paratransit and social service. TPAC by law presents how members are selected for the committee.

So, eligibility for Access is based on persons with a disability, ability to use accessible bus and trains, not solely based on a disability, age or medical diagnosis. It's determined through an in-person transit evaluation. Right now, since the pandemic there are phone evaluations. Hopefully in the near future we'll be back to in person. The kinds of eligibility are unrestricted, restricted, and temporary. Unrestricted means there's no restrictions, you call and you use the service. If you have a restriction, it can be time and travel, it could be due to a vision, or it could be due to weather. All these restrictions will be listed when you receive your letter of determination. There's also a temporary eligibility. Temporary eligibility in most cases is for somebody that might have an injury and their disability may improve in the future. They will no longer need the service.

They will be able to ride a fixed route bus service. To apply for eligibility, a person would just go to our website, AccessLA.org or contacts 800-827-0829 and that's normally between the hours of 8:00 A.M. and 5:00 P.M. Monday through Friday or via e-mail Cserve@AccessLA.org. There's also a link to on our website to fill out your application online, as well as to have it mailed out and to return to us. The application's available in alternate formats. You just request those and they can accommodate through our customer service. We're a next-day service which means that the rider schedules their trip once again a day in advance on the phone or online. We also have online bookings. We have an app that's "Where's My Ride", where it will let you know when your vehicle's 15 minutes from the location. That helps with people who need things like call-outs so you're not necessarily waiting, like a person to wait five minutes before their trip pick up at the curb. By chance there's other issues, by having the app you can have a little more time sensitive and you won't have to wait out in the weather. There's a new feature coming on the app where you'll be able to communicate with the driver. I believe about five minutes from the location. So, if you're having the issue of not being able to get picked up in the back or the front, can try to navigate to make the connection for your trip. Access being a share-ride service, we pick up other riders in the same vehicle. So that's why we might not be as timely as most would like because occasionally there may be another rider that isn't prepared or has some other issues. So that will change the ETA. Access is a curbed share ride service. You need to be there five minutes before the pickup. There is a reasonable modification request. That is in a form you can submit. We can do something beyond the curb. He can go 60 feet to the threshold. We can't go into a household. We can escort the person to the vehicle. We work the same schedule as most busses. Our hours are 4 to 12 AM, seven days a week. Limited service, 12 to 4:00 a.m. We will always bring you home. We mirror what bus rides are. Our one-way fare is for 19.9 miles is \$2.75. \$3.50 for 20 miles over one way. That is for the rider who pays. A guest would pay the same fee as a rider. There are coupons available for purchase. We are updating them. They will be new soon. We will honor the existing ones that customers have. There is base fare coupons and flex coupons for the antelope area. On your card, once you travel with the PCA, they should have that listed on the card. If not, let us know. We can put it on your card. They can assist you. A guest is allowed to pay the same fee. It is important to know if you are transporting in a wheelchair. We go with ADA requirements of the device being 30 inches wide, 48 inches long, 600 pounds. We try to accommodate if there is a difference. We may refer you to another service that may be able to accommodate that trip. We try to do everything we can to transport you with your device. If you come up with a new device, let us know. If you travel with a service animal, let us know that too. It can be on your record. Animal of comfort needs to be an in carrier. Another good thing I refer to is travel training. If someone gets stranded at a random location, they are able to travel independently using fixed route, you can tap on any bus in the rail. You can ride on the metro link for free in the LA county. The only municipal that isn't accepting is long beach for the PCA. Currently, we are retaining our access mask policy. That will remain to June 30th. That is just for the safety of our passengers and drivers. I attended a few medical off the record events at the start of the pandemic. They recommended that masks would be a deterrent. The six feet

was recommended. The initial advice from professionals, and these were across the United States and the world, was 12 feet distance suggestion. Six feet ended up being the more practical solution. Once the mask policy is over, it is a passenger's preference if they want to wear a mask. Customer service can handle the questions. 800 827 0289. If you need another presentation, myself and my coworker used to be attending these meetings. We are always happy to assist. That is the end of my presentation. I hope I hit all the key points. Thank you. Daniel will answer questions.

Ms. Barajas (chat): Two issues I have encountered regarding access services. One, not all drivers know that they are allowed to enter and pick up in the inner circle of the airport. One driver I got was waiting at the correct terminal but at the outer circle. I was able to notice the van. When I asked why he didn't come to the inner circle, he said he didn't know he could do so. I was stunned to hear this as any driver from any region who is dropping off or picking up should know access is allowed. Number two, I would imagine that any pickups from the airport would be from the arrival level. Unless requested. I got stranded because of this issue. We called to confirm what level I would be picked up. The departure level was confirmed. No van ever came. All pickups should be done on the arrival level to make it easier for everyone, unless the passenger insists otherwise.

Mr. Ponce: We do let them know they are allowed to go in the inner circle. Yesterday we had a meeting with access. We are having an issue with the security guards not letting our drivers in. They may have a lot of turn over employees. They make our drivers wait outside. We had a view call us. We had to let them know they had access. We had to send them the flyer. Then they allowed them to go in there. It did add a delay. It took them 45 minutes to get back in. We let our drivers know they can go inside the inner circle. The majority are at arrival. We can go up there as well.

Ms. Cabanban: Maybe new drivers may not be aware. In my case, I knew that driver had been there for a long time. Just to make sure you do your part. I saw Tim making notes. This has to go two ways on our side as well.

Mr. Wrenn: I had some slides for the signs as well.

Ms. Cabanban: When we did the walk through, I kept pointing out to them, where is the access sign?

Mr. Ponce: Terminal 1 and 2 the way the signs are on there is because of construction. Some of the signs got taken down. Access said they are partnering with the airport to try to make new signs, something that will be clearer for everyone to see. These are the ones on here. One of the solutions was if you see the access vehicle, you put the sticker on the front. It would make it more visible to see it from a distance and let our drivers in. As well for the taxi drivers, we put the A on the front and back. Some drivers have been having issues. They can't get in there. One got suspended for 60 days. From entering the airport. He was picking up regular passengers, they claimed. We do our part by training our new drivers. We ask if the new staff can be aware of who is allowed to go in the inner

circle.

Ms. Cabanban: I hope when you make the new sign, let us know as well. We can give input. We worked on these signs with the airport and access. I hope we are in the loop on that one.

Mr. Ray: How many TTY calls are received in a month or one year?

Mr. Johnson: That would be information I would have to roadway search to give you good numbers. I don't want to speculate. The call volumes have changed.

Ms. Mockeridge: Is there a possibility to have signs that say access allowed? The security guards are positioned at the entry points, so if anything, a driver could point to it and say, I can go in there. Is that an option to have them closer?

Mr. Ihle: I will follow up with our chief of airport police during roll call that the information is passed along. One to have strong benefits is to hear concerns. I will ask that it is passed along. Signs are located at specific stops. I don't think a sign at the front is the answer. It is the specific locations that the van needs to stop at and informing our traffic officers. There is a turn over. I understand when new people are hired, they may not be informed of that. I will get that message out after this meeting.

Ms. Mockeridge: If there is a vehicle that is attempting to enter the inner circle what is there that says what vehicle can go in the inner circle? There has to be something.

Mr. Ihle: The traffic officers are monitoring at the locations. They are familiar with the LAX shuttle bus, the fly away bus. The access vehicle is allowed. Any of the vehicles that are outlined on the polls. I do see where it can be confusing. Most taxis don't have the decal. I am curious what allows for it to have that symbol on. I can give symbols that they should look for. I assume the taxis have been approved by other municipalities.

Mr. Johnson: Any certified vehicles have that black and white symbol A on the decal. They have to certified to receive that. If they lose it, we retrieve that decal from the vehicle. If they, have it, they are good to go. They are in there to pick up access riders. On the taxis, the various colors with that decal on it is positioned in the front and back in two different locations. It could be seen from any angle. It is the turn over that an officers may not have been given that notice or seen the signs posted at their location.

Ms. Mockeridge: You did indicate signage that says busses, shuttles. Why can't that A with the circle that is on all the vehicles also be added to the signage that exists? So, if a security officer sees the symbol, just for regularity to connect that symbol is allowed to be in the inner circle.

Mr. Ihle: I don't think there are signs at the entrance. It may say authorized vehicles only. The sign I am mentioning is on the pickup locations throughout the terminal area. After this meeting I will go out and just see what I could do to get the message out clearer. What information the traffic officers will need to allow this operation into the inner curb front.

Ms. Mockeridge: To not be able to access the inner circle and have to take 45 minutes to drive around the airport is part of the challenge because someone don't know.

Mr. Ihle: I hear that. At least get the communication out. They may need another reminder. I will look into that.

Mr. Torabzadeh: I know to be qualified you have to have a disability. Are there any circumstances where a person with a disability may not be eligible to use access? If they have their own transportation. They need to use access. Can you elaborate on that?

Mr. Wrenn: Once you go through evaluation, eligibility, it will identify if you have any other type of disabilities, restricted disability. We would let you know if you took a trip that was restricted. We would give you an alternative. You can use such a bus route. It is for your disability. It is how you show the inabilities to fixed route transportation that gets you eligibility. It could be your own personal environment. Not just where you live. It could be a day-to-day thing. Something you will go to with an obstacle. I have disabilities. You wouldn't know. I don't tell anyone. I could see that mine I handle certain types. They are such a wide spectrum. We don't try to push people to get on. We try to let them understand that they tell us everything that prevents them from doing what they need to do. We can figure out how to word what their disability is or it is another service they are better fitted for them. We try to refer you to other things that may assist you. Maybe all the trips wouldn't be access trips. Maybe another mode that makes it more comfortable for the rider. Say traveling with oxygen tanks. Maybe you had more than one or two. There are a lot of things that can make it so you are not an access rider. You still may be. It is a case-by-case basis.

Mr. Ihle: I think you mentioned that there is a maximum amount of rides a person can get in a year. Did I hear that correctly?

Mr. Wrenn: No, 21 days is visitor or going to another service area. Say you have LA access. Going to orange county. You are allowed 21 days of visitation trips in the other county. The trips unlimited for as many as you can take for the day safely. No limit for your trips. You can use public transportation as well.

Mr. Ihle: Great. We get passengers from all over California. Let us say they are from orange county. Their service drives to LAX or does access go to there? For a departure flight.

Mr. Wrenn: Say they live in orange county. Access could take you to a point like

Disneyland. Our service would get you from there and take you to LAX. You would see our vehicle. Some people may come from San Diego. They may take services to get to us. This are a lot of options to use. Even the fly away is sometimes an option.

Mr. Ihle: Person being picked up in orange county, they would transfer in Anaheim.

Mr. Wrenn: I tell people with the transfer trip; it can be a bit long. If you have a mobility device and have to transfer your equipment and bags, if you have bags on top of that, you have to think about is there enough space for my bags? That all adds to the time of the passenger. We try to make it simple. Get you to the airport and to your flight. The more issues you have the, the time starts adding on. Don't let there be anything on the freeway.

Mr. Ihle: You mentioned that you have agreements with other agencies. I can understand passengers from New York would be visitors. That has been set up. What about an individual in a small area? Sioux City, an area with a system that is not connected with our metro system. How could someone be able to get it for a one-time trip?

Mr. Wrenn: If they had some dial a rid or disability, we can make an exception. A lot of times it would be a referral to another service. It depends on what their situation is. With my experience in referrals, I could usually refer them to an agency in that state. They could use it as a paratransit eligibility.

Mr. Ihle: They would have to contact LA access.

Mr. Wrenn: We would contact any local agency and see what we could do on that end. Most of the trips out of state or not a member, is a bit of research depending on the person's circumstance. We search availability to assist depending on what it is. Even if you are out of the service area. Antelope valley. We had one customer going to a monastery. We take her there for her trips. She was an access rider. She was so happy. There was no service going out there.

Ms. Goldkorn: Thank you for letting me speak right now, Madam Chair and I say hi to everybody. Is the A in the circle decal, is that new? I've never seen that? Is that decal in any way supposed to be an indication of a vehicle that is transporting a person or persons with disabilities? What is the A in the decal for specifically, because there's no indication? It wouldn't be a legal decal if it didn't have the ISA on it, the international symbol of accessibility. That was one of my questions. Every once in a while, the person with disability can use a ride-share service and they can't be stopped from going into the inner circle. How is that being delineated, indicated and accessible for taxis? They already have the ISA on their vehicles prominently displayed. I'm curious as to whether or not this A decal is anyway confusing? I would like to also say that the problem with the police or security guards is a lack of leadership. Literally. Unless they don't do this, and we learn by watching cop shows, I believe that before every shift there

is a daily briefing. Every single day, hand them a piece of paper that says, "Let the vehicles in the inner circle" and that solves the problem. If they don't do that every single day because you don't know who's on vacation, who's out on disability, who's substituting for whom, it is a transient situation with employees and that is not an excuse. That is not an explanation and it is not acceptable to say oh well, gee whiz, I'm new, so I really didn't know. Yes, I'm going to take an extra, you know, hour, two hours and you're just going to have to sit and wait for me because I have to circle because the guy, the men in black as they are, didn't let me in. That is totally and completely unacceptable and it has been for years this has not been a new discussion. So again, this goes back to leadership of the enforcing department, not on a daily basis, handing a piece of paper to every officer in that room before the start of shift, let the people in! It's really that simple. I know that the ride-share issue can be a little complicated as can the accessible taxis sometimes but those were my comments and questions. I would also like to say that going back to a comment that Mr. Ihle made about the signage and the stops. There really needs to be a sign to the entrance to the circle at every point with an ISA on it and that is a clear message that any vehicle transporting persons with disabilities can go into the inner circle. The signage that I saw on the stands, I'm not sure they're compliant. I'm not sure how they can comply in that particular format. I'm presuming that all signage is going to be run through an ADA compliance representative who knows the compliance law of signage. Not only the sign itself, but where it goes, how it goes and that it is tactile for the sight impaired and blind. Those are my comments and those are the notes that I made and again, thank you very much, Madam Chair.

Mr. Johnson: The "A" symbol on the decal, perhaps maybe five years ago, we had started getting a lot more complaints about rogue taxi operators that had the traditional taxi symbol that Access had made many, many years ago. It was a blue symbol and it was beginning to be very faded out just because of overtime and washing the vehicle. We, in conjunction with some discussion with the L.A. taxi permitting system, was asked that we get something that was a lot more unique and not easily duplicated. So, we decided to go with the recognizable "A" symbol which yes, is the universal symbol for accessibility, but also it being the first letter in Access. So that was the design and I think we had perhaps presented it to our CAC and other panels. I'm not sure, I believe Madam Chair, we may have presented it to the L.A. City Commission as well, here's what we're going to and to try to minimize the confusion of what vehicles were eligible to pick up Access riders. We thought that symbol was the most prominent and unique and identifiable. So that was the primary reason for us to select that symbol and to go with that image to put on any vehicle that could transport Access riders. So that is the part that I can speak to. I think I hit all the bases of using that emblem. If there was something I missed, I'll certainly follow up on that.

Ms. Cabanban: I just wanted to follow up. I do remember those, I've been with Access for so long that I remember some of these issues. Yeah, about their rogue taxis and as you all know, people who ride Access, you know, for taxi drivers,

those are sure trips. There were a lot of fake emblems that were going on. I do remember those discussions and that's what that is for.

Mr. Ihle: Just make sure our signage is ADA compliant. I mean, this is an airport and safety and security of all the passengers is a primary concern. That's why we have traffic officers looking out for unauthorized access, so they are scrutinized. They would not be doing a good job if they were just allowing everybody access into that inner curb lane. So unfortunately, there are times, but they want to ensure that the vehicles that are going in there have the right to go in there. Yes, we can make it more educational. I will be drafting a memo to highlight some of this information so that they can have as part of their files rather than just an e-mail to our chief. This would be a memo with the images so they are aware. So, we, I assure you, LAWA is doing what we believe is the right thing to do to get the message out.

Mr. Johnson: Tim, certainly reach out to any one of us and we'll certainly send over whatever might be helpful to facilitate that.

Mr. Ihle: I already put my notes down, I will be reaching out to you for that information. I've passed you before to our airport police.

Ms. Cabanban: I know that this work with the airport, I've heard of this before I came to LAWA and just through the Access. So, it is ongoing. We do our best. Let's do that on both ends. Comments or questions, I think just to reiterate again, I note signages, we're working on those, Tim. I think when I get dropped off, I always just have them go to terminal one, right? Is that the only entrance from the inner circle?

Mr. Ihle: I believe so, I think they only entered through the front point at terminal one. I don't know if there might be another entrance. Maybe, at another point, like, by Tom Bradley terminal so that we can get through without having to go all the way around. I'm not sure, I'll have to check with landside ops. I am familiar with the main check point at terminal one.

Ms. Cabanban: That's where I insist to be dropped off a lot. Just go through, because once they're on at terminal one, you can just kind of ride in all the way through. So, we will just work on that, but more importantly, I know we're working on for the pickups, that's where we have to make sure that they're allowed to, because that's the difficult part.

Mr. Ihle: It's, like, you're going to have a LAWA car and I've been questioned about going into the inner lane too. So, you know, they are doing their job to ensure that those inner lane remains free. Even, even with the vehicle that has the logos on it.

V. Public Comments (Non-Agenda Items)

No public comments.

VI. Approval of Minutes

Meeting minutes for March 16, 2022, not approved.

VII. Consent items for DAAAC Action

Mr. Ihle: This is the standard language and vote that's required that the public committees, public meetings have to abide to throughout the pandemic to allow the virtual meetings to continue.

Ms. Cabanban: Determine in accordance with AB361 section 3E3, that this body has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the members to meet safely in person and/or state or local officials continue to impose or recommend measures to promote social distancing. So, if we can get a motion. For this item.

Motion passed to meet virtually next month.

VIII. Regular Items for DAAAC Action

None

IX. Landside Access Modernization Program (LAMP)

Mr. Ellars: I'm happy to note that the guideway super structure, the aerial structure, has completed construction from one end of the line to the other. Now work is proceeding on those elevated positions. Also, several of the stations are starting to take shape within the central terminal area as well as outside of the central terminal area. I don't have any specific items to note this month or any additional schedule updates other than work continues. If you do see anything that is disrupting your ability to it use the airport in an accessible fashion, please don't hesitate to let me know. Thank you.

X. Operations Report

Mr. Herrera: Thank you for the time. Numbers continue to increase. We have some activity here with the mask mandate and some of the airlines electing to discontinue mask-wearing for passengers' onboard aircraft. Its kind of varies by terminal as airlines decide not to enforce the mask mandate. That has been the case as we've been tracking that this week. TSA as well may comment on that. At this time, LAWA's taking a position that the for the city is to wear masks and the LAWA resources indicates that employees are to continue wearing the mask. So more to come as we track this sort of evolution at the tail end of this pandemic hopefully. The numbers continue to rise and there's an increase in passenger activity from 2018 to 2019 averaging about just over 6 million annual passengers per month. We saw the sharp decrease obviously too. In February of 2020 to under 6 million and then 2021, a real significant drop to just over 1.5 million passengers both domestic and international. As we look at the numbers in February of 2022, we see the numbers starting to increase and reporting 4 million passengers both domestic and international. So not quite where we were back in 2019 or 2018 for that matter at 6 million. But with the mask mandate slowly starting to ease and folks saying that they would like to visit the skies once again, we see several airlines wishing to resume operations, with Aer Lingus in May, Air Transat in May, flying to Montreal, Quebec. We have Condor Airlines.

It's a German charter aircraft flight operation, flying to Dresden and Frankfurt and they'll start in May as well. Air Premia is a new carrier flying to Seoul, Korea. We have Breeze Air Ways flying out of Utah that will be flying out of a variety of destinations, like Louisiana, South Carolina, Connecticut, Virginia, and Florida. Two additional carriers as I covered in the past, we continue to work with them onboard and making sure they're familiar with our operation, that's North Atlantic Airways, they fly to Norway and they'll be starting Q3, 3rd quarter this year, and Star Lux will be flying here in Los Angeles come November, flying to Taipei, Taiwan. A lot of carriers flying to Los Angeles international airport and making sure that they're staffed, station managers and airline personnel are familiar with our operation. That's all I have, we continue to prep the facilities for all things ADA, cleanliness, custodial services, wayfinding. Terminal three received activation this morning. There were some wayfinding issues that we were able to correct on the roadway and in the terminals. It was nice to see the activation of that terminal and footprint. Terminal two will have the security checkpoint. It's modernization enhancement at the security screening checkpoint going into later this year. We're in full swing construction for the terminal four and terminal five redevelopment program.

Mr. Ihle: Just so that there's no confusion. You mentioned terminal three. The opening at terminal three was just the TSA screening checkpoint, it was not the opening of the entire terminal and the gates at terminal three.

Mr. Herrera: Right

XI. Planning Report

Mr. Sneed: I'm acting as substitute for William Miranda. I have one planning item to share with the group today. Yesterday, LAWA's planning staff in conjunction with our ADA coordination staff physically examined all 12 of the nursing rooms currently in operation within the terminals of LAX for compliance with ADA standards, as part of LAWA's routine self-evaluation. LAWA's terminal planning staff is currently reviewing information observed from that site visit and preparing the report illustrating our findings that we'll distribute to the ADA coordinator within the next coming weeks. That concludes my report.

Ms. Goldkorn: Can you repeat yourself?

Mr. Sneed repeated.

XII. ADA Coordinator Report

- March 2022 ADA Complaint/Compliment Summary

Mr. Ihle: February was a great month in terms we had no complaints. March made up for it. We had around 10 ADA related complaints. The majority of them were in regards to wheelchair service. Two of the complaints were specifically in regards to the time it took for arriving flight at TBIT to get through customs and to the meet and greet area. We had another complaint from a Delta Passenger about the delay it took upon check in to have a wheelchair service provided. We had two complaints from American, really those complaints are related to the

passenger who believed that they could just use any equipment and push, and have their family members push themselves throughout the terminal. They were asked to get out of the wheelchairs that are a provided service. It is a safety issue with all the airlines here. We cannot allow passengers to just take over and use the wheelchairs that are provided for the customers which have to be pushed by the, their wheelchair service provider company. So, we did get two complaints of individuals upset they could not use the wheelchair themselves. That's our safety policy here. We had a complaint about an individual who had wheelchair service and unfortunately her luggage did not arrive at her final destination. She was a transfer passenger from TBIT to terminal 7. In the investigation, it revealed it was not an ADA issue, more of a communication issue because the individual came from China only spoke a Chinese dialect. While every effort was made to try to understand, the customer unfortunately, her luggage being left behind. What I could tell, there's nothing related from an ADA perspective. For Jet Blue we had a customer, the flight was removed to the MF, midfield satellite concourse. The wheelchair service provider should've remained with the passenger from the bus ride from terminal 5 to the MSC, I think there's a little bit of confusion and the service provider said no, I only can remain in terminal 5 and the passenger had to go by themselves on the bus and arrived at MSC without assistance. We are having discussions with Jet Blue to ensure that this does not happen again. They have to provide me with a response back. So, there was definitely a lapse in service on Jet Blue's part there.

We also had a complaint regarding the transition of the wheelchair service provider to the shuttle providers and when that transfer of responsibilities should take over. I've been working and holding meetings with the wheelchair service provider at TBIT, ATM and Laz parking which operates the shuttle operations, so we can clearly delineate where each of the responsibilities begin and end and for the shuttle drivers. They should be the ones responsible for loading the luggage onto the shuttle or take the luggage off the shuttle and put it on the coat front. It's the wheelchair provider service to assist with the luggage and the passengers from the curb front to the terminal. So, we are trying to find who's responsible for what, at each of those service points. We had a complaint regarding a passenger who is was a full-time traveler with a colostomy bag. This is more of an awareness issue and base. What we learned is a person can request private screening if they wish. This individual did not make the request, it was not offered. But, for a person travelling with a colostomy bag and James Corpuz could interject if I'm speaking wrong, basically the person themselves can pat themselves down, pat the bag down themselves. I think the passenger was unfamiliar with the process and the American airline's policy. She thought that it would be extra luggage. Any medical equipment and supplies required by the passenger with a disability is transferred free of charge. There should never be a charge assessed to that. A complaint about rude service on the shuttle, LAX academy parking shuttle. We have meetings with the provider to address these issues. A busy month for complaints.

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

Mr. Ihle: The other part of my report was the AirEx exercise we had yesterday. All commercial airports are required to pull on a full-scale emergency exercise every three years. We have to do a tabletop exercise. We do a full one this year. Next two years we do a tabletop exercise. Then in 2025 we would be required to do another full-scale exercise. It is a very detailed exercise with many agencies participating. We had TSA, FAA, coast guard, LA county Fire Department, LAWA, any agency they could think of if a disaster would occur at LAX. We had volunteers. One participant who was hearing impaired. I reached out to him for a full assessment. Pros and cons as he saw it. Someone that had a visual impairment. I will try to find out more about that individual and if they have any comments and what they were. I was glad to see that Myrna Cabanban was there. Brandy Welch was there as well. If you would like to say anything about the exercise. Any questions you have. I would be more than welcome to address.

At the end, we had a debriefing with all the agencies. Some observers provide their impact and observations as well. They thought it was well done. The best they have seen LAWA have. There are things that could be done better. Communication is one of those things. Every exercise will bring up areas where we can improve communications between agencies. It went over very smooth. They wish they could do it annually. Because of how hard it is, it makes it difficult. We do only every three years. It is a good time to get together at get to know the major players and see the interactions.

Ms. Cabanban: I love those exercise. I always expect the first ones I attended was too noisy. The sirens are going on. This time they minimize that. Other than that, the set up was good. I was telling Brandy Welch, they put up the red cones in front of the observers. For me with my height, it was more visible. I don't have those rails that were always getting in the way of my vision. That worked well for me. How come I can hear all the comments? They did have the ambulances and lights but no sound. I am thinking, that is what I am missing. It finished early. What kind of disaster finishes early? Everything went well from everyone. A test to how busy the airport is getting. There were flights every five minutes during the exercise. It made the speakers pause for a little bit. I thought it was very well done. I had raccoon eyes. I thought it was well done. I wish we do have more participation from the community. I know that I had reached out to the department on disability. We sent out the email blasts for the invitations. We didn't get that much response. It was unfortunate you couldn't come, Ruthie. You usually participate. We have that point of view coming from you. Other than that, well done. I will take comments from our people.

Ms. Mockeridge: The recreational department is excited to participate.

Ms. Cabanban: We will keep you in mind. We will take a comment from Richard and then Ruthie.

Mr. Herrera: This month is the worst month for me because of my obligations with the public utility commission. This is something that should be, it can help LAWA and the airlines know how to best serve the disabled. As a professional who is

visually impaired, I have been through many methods. These kinds of events are great. I hope another will be scheduled. I hope not in April. I look forward to getting involved.

Mr. Ray: I was so sorry that I was unable to participate at the Air Ex exercise. I had prior commitments. I was under a time pressure. Sad to miss that. I usually go to those three-year events. I did want to bring up to your attention related to a friend of mine who almost missed his night. He is deaf. He was leaving. After the Oscars, who was departing. They almost missed their flight. I asked my friend to let me know the details of what happened. I am able to share them with you. Just giving you a heads up.

Mr. Ihle: Thank you. Send me an e mail. I will research and get back to you.

Mr. Torabzadeh: I didn't receive a notice of the exercise for yesterday. The notice went to everyone? Was I the only one not receiving it?

Ms. Cabanban: We have been sending out messages and comments through our committee. We will make sure. That would be weird that you didn't.

Mr. Torabzadeh: Did you ask for volunteers to participate yesterday?

Ms. Cabanban: Yes. The emails ask for volunteers. I know that Jill had been filtering all the messages. Members are always included. I usually follow up with members. I didn't do it that time.

Ms. Goldkorn: The tabletops. The committee, in my recollection when I was a member, we have never been invited to the tabletops. Tabletop exercises are critical. I have been involved in tabletop exercises with the governor's office of emergency services. They are very important. They are the between years from the mass casualty exercise. How do first responders do that? This is the air ex for first responders to see how the airport deals with a mass casualty event and avoid things that have happened in the past. Recently was the San Francisco event. We need to be invited to the tabletops. Our input at that point and how the discussions take place are critical. I assume there will be one sometime in 2023. I wasn't there. Having people with disabilities, having wheelchairs, how many people that are wheelchair users participated yesterday? Do you know the breakdown?

Mr. Ihle: In my report, all I was aware of is one individual with a hearing impairment. Someone else mentioned they believe they saw someone that was a visual impairment. I didn't see that individual. I was looking all over for anyone with any disability that I could see. I didn't see anyone with mobility. No individuals with mobility issues that I observed during the exercise.

Ms. Goldkorn: That is not good. There has to be representation. It was brought up last meeting. More work needs to be done communicating. Having no one with

an impairment as this type of exercise doesn't teach anyone anything. We had lots before. The communication needs to be addressed. That is where we will come in handy for your tabletop exercises.

If I could go back for a moment to Tim Ihle comments, I would like to hear from Mr. Wrenn. A comment was made about who is responsible to get the person with the disability to the shuttle and access services. Does the wheelchair person say have a nice day? Is this who gets the luggage on the access services? This is a sore point. Who gets our stuff off the vehicle? It gets handed out to a sky cap. Drivers, what is the delineation. Passing on the luggage to the driver of the shuttle, is that appropriate? I wanted to hear about that issue. It is a big one. That was the end of my comments and questions.

Ms. Cabanban: Steven is from access services. You wanted the shuttle piece.

Mr. Wrenn: Both. Passing off a luggage responsibility to the access services driver isn't always accepted. Drivers don't necessarily have that duty responsibility. They are responsible for the people.

Ms. Cabanban: You referred to Tim Ihle's comment.

Mr. Wrenn: It is an always a difficult thing with the luggage. We don't demand the drivers help. We encourage to take the courtesy to help. Some are over responsive. They will take as many as they can. Some don't want to get out of the car. He should figure out how to get the person safely with the bags to the next person. If he doesn't, I would say if you have a concern, we can do some research. How many bags are you allowed to take? We can't seem to force anyone to take those and make them mandated. In my experience, I have had a few people use a carrier service to take their bags. Sometimes that is not an option. Since there is a such a conflict. You take the bag off. You leave it on the curb. How does the person know where their bag is now? Someone can pick it up. Sometimes people take people's things. That is more of a discussion topic. It will be something I bring up again at the office with executive staff. There is no mandate. We talk about the rider's guide. How many bags? We say we will take it to the airport. There is no strict accommodation to how many bags we take. Usually it is 25 pounds. Some drivers help you.

I don't know who connects the shuttle and who would take that responsibility from us. We should help you get out on the curb and make sure you are safely away from the vehicle and in a safe place for any further transportation or moving around the airport. I will do more research for the next meeting and be able to answer more for you.

Ms. Goldkorn: I appreciate that. Because there is the issue of drivers not leaving the vehicle. Technically they are not allowed to by policy and law enforcement. You don't get out the bus. I would have to say that if the wheelchair servicer is providing the service and the person is being taken to the shuttle, by policy they are not relieved of their duty and obligation to that person until they are safely on the shuttle. That includes luggage. There is a gap from the service side and the

chair providers of what are your responsibilities to that person and their luggage. Wheelchair is a part of who we are. So is our luggage. I see this more as the responsibility on the airport side than on the transportation side at the curb. You have people taking responsibility for individuals. Getting them from one base to another. I would like to put that more on the airport side. If you could let us know what that policy is, I would appreciate it.

Mr. Torabzadeh: I have to attend a meeting. Thank you. Have a nice day.

Mr. Ihle: I want to do a quick follow up on a few quick things. After the AirEx yesterday, there was a person that came up and introduced themselves to me. She mentioned you worked with Jeff. I didn't get her name. If you are interested in other exercises, we are not the only airport in the region. Burbank, Long beach, Orange county. There are opportunities for those airports. Phoenix is scheduled for their AirEx in 2023.

XIII. Transportation Security Administration (TSA) Report)

Mr. Corpuz: To follow up on what Paul Herrera said with the mask policy, it is no longer required when traveling as of now. As far as TSA officers, they will wear a mask if the community levels reach the high level. We are at low. It is not required for the TSA officers. Tim Ihle is correct. If someone has a colostomy bag, they have the option to pat down the bag. We will screen their hands for any trace of detection. I talked about TSA cares. A first-time traveling person with a new colostomy bag. Cares can assist them through and alleviate some of the anxiety. TSA cares did have a record month last month, 141. Almost double the past two months. It is a great way to assist passengers who need additional assistance. We screened 2.4 million passengers last month. Shy of our fiscal year record in December. The loads are going up. We got a higher number of complains. It was within reason and slightly above average. Three were for medical liquids. We will address that through briefings and increase our knowledge. Without going further, that is all I really have.

XIV. Customs and Border Protection (CBP) Report

None

XV. New Business

None

XVI. Adjournment

2:59 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 20 April 2022 meeting were approved by DAAAC.

Tracy Bradley

Secretary

6/15/2022

Date