

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 21 September 2022

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Julia Mockeridge, Community
3. Kathleen Barajas, Community
4. James Corpuz, TSA
5. Seyed Torabzadeh, Community
6. Suzana Ahmed, (TBITTEC) Airline Rep.

ABSENT

1. Louis Herrera, Vice Chairperson
2. Grant Firestone, LAWA Administration

EXCUSED

1. Brandy Welch, Community
2. William Miranda, LAWA Planning

Meeting Started at 1:12 p.m.

I. Call to Order/Roll Call

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

II. Opening Remarks and Introductions

None

III. Chairperson Report

Ms. Cabanban: We didn't have a meeting last month, but we will report on that event. We did do sort of a walk through, through the airport. We will do a report on that. I believe it's going to be more next month. We had invited the company that was touring with us so that they can give their input and see their point of view as well. The architecture companies name?

Mr. Corpuz: Ginsler

Ms. Cabanban: Thank you, Ginsler. We'll do a side-by-side presentations from our point of view and theirs.

IV. Presentations

- Automated People Mover (APM) Progress Update – Stephanie Sampson (LAWA)

Ms. Sampson: I know I visited with you. It might have been a couple of years ago when we were really just starting construction of our projects. I'm going to show you a lot of changes that has gone on with our project. What you see right here is

a rendering that shows you where you're going. We are getting closer and closer to looking like this image. I'm going to walk you through where we are with the project as we gear up to open hopefully by the end of next year. So, this people mover project is part of our multibillion-dollar modernization program going on at LAX. The entire project runs through 2028. That includes the train system, modernizing terminals, improving the guest experience, using state of the art technology, and really making sure you can get into and out of the airport in a much easier experience.

So, what you see right now is our view from the old control tower. You can see in the foreground, the East station. That's the first station when you enter into our terminal area. You can see the train tracks that leads into there. Then you can also see pedestrian bridge structures right here. Off in the distance, those are what connects the actual terminals to the people mover stations.

Just a reminder about everything that's a part of this people mover project, it's a two and a quarter mile elevated train system, so you can see the red line that runs East to West or West to East. We have three stations inside the central terminal area and then it crosses over Sepulveda, crosses over Century, and then connects to a new economy parking facility. Then it will actually connect to Metro and regional transportation and then our consolidated rent a car facility.

That entire system is comprised of our landside access, modernization program project and we'll walk you through again where we are. Here is an aerial view of the central terminal area. I mentioned the three stations inside the terminal area so you can see here the West station that connects to terminal three, Tom Bradley and terminals four and five. Then we have our center station which connects to terminal two, terminal one, and terminals five and six, then our East station here that connects to terminals seven and eight. Right now, we are completely done with construction for the train guideway. In just the coming months we will be completing all of the steel work for the project. Coming up next week, we will be building the last pedestrian bridge over the roadway to connect to Tom Bradley International terminal. That is one of the final major pieces of steel and really exciting to have that final piece complete. I mentioned just now that pedestrian bridge structure. Here is a view on the left of one under construction and then you can see what it will look like when complete. You can see on the right there is a moving sidewalk. 60% of the pedestrian bridges have these moving sidewalks. The only areas that don't you can see here in the distance is where you're crossing over the roadway. That is because there's not enough space for that infrastructure, but the pedestrians' bridges and the walkways that connect to the terminal, and the stations that are 60% have moving sidewalks.

I talked about the station, so again, three stations inside the central terminal area and three outside. On the left you can see one of the stations under construction and on the right. You can see a rendering of what it will look like once completed. These are open air stations. You can see this portion here is open to the lovely weather, so when it's nice and warm, you can enjoy that. If it's raining, we do have the overhead canopy to protect you and some great sky lights to add some visual elements. You can see it's very open, allowing you to board the train on either side of the station and really get people in and out at a fast rate. The train system can move 10,000 passengers per hour and 85 million passengers per year. Every two minutes between 9:00 A.M. and 11:00 P.M. a train will pull into the station and get you in and out very fast with times in access. You can see here on

the right the boarding area for the doors. We have the yellow, the bunt, so you know where you're going. I don't know what it's called but you can see it's going to be a wide, very wide level boarding to easily get in to and out of the train cars, whether you're in a wheelchair or you're pushing a luggage cart. All of that will be easy to get in and out and you won't have to mind the gap.

Here is another view as we head outside the central terminal area and you cross over Sepulveda Boulevard which is running here north to south. You have Century Boulevard here running east to west. The final pour for concrete work for this entire guideway took place at Sepulveda earlier in April. That was the last major part to complete the entire super structure. Here's another viewpoint just showing you what it looks like today at Century Boulevard as you head in to LAX. Then on the right of you of what it will look like once the train is operational. Heading further east, you can see our economy parking station right here at the top and our economy parking facility. This is the first stop before you head into the terminal area. If you for example were heading to terminal 7, when you got on here at the economy parking station, you would be there in four minutes. The train car is automated, nobody is physically on the train. Everything is controlled from this facility here. You can see the guideway as it comes down to grade level. You have cars that will go through the train wash and then go through inspections. Then they are either serviced or stored in the maintenance area here or on the track and then we'll continue on LAX economy parking facility.

I mentioned the station just on the previous slide. We actually opened this facility last October. So, we're coming up on a year anniversary of it being in operation. Because we were under heavy construction, we wanted to make sure that travelers had an option to avoid going into the terminal areas. This opened last year, 4,300 parking stalls, smart parking technology, electric vehicle chargers, 500 online by next month and then obviously the train systems not operational. So, we do have the shuttle service that picks up and drops off in the facility and goes to LAX and back. This is the front side of the economy parking station. You can see the train guideway up above and the station here at the top. You would go down and then over pedestrian bridges to get to the economy parking structure. This is also a location where we move Uber or Lyft, different commercial transportation options. Very exciting. We have four of our 44 train cars here onsite so you can see them on the left, in the maintenance area. Then on the right, is an image of the interior of the train car. I mentioned it has very wide doors for level boarding and you also have 12 seats for those in need on each of our train cars. We will have visual and audio paging. So here is an area where there will be digital messaging and then the train car itself will have audio messaging as well. The cars are air conditioned so that will be great on the very hot days. Testing will begin in the first quarter of next year.

Heading to the last two stops on the train system, we have our connection to Metro right here. This is our people mover station, and you can see construction for the airport Metro connector station which is Metro's project that connects to the Crenshaw-LAX line which goes north to south here. So, there will be a connection on this West side of the people mover station which will allow you to utilize public transportation to get to the airport in the future.

I mentioned the connection to Metro. So here is a view of that station that you saw overhead and then Metro's station you can see north to south. So again, there's the connection between a few buildings right here on the west side. This is

another area where we will potentially bring in commercial transportation, it's an area where it can pick up and drop off as well. Here's another view from the street side of what the station will look like. Again, escalators here. We will have elevator banks and stations that will lead up and down the stairs there. Lastly, our consolidated rent a car facility. This is the largest rental car facility in the world when it opens. We're looking at opening it next year. It can hold 18,000 rental cars. It is the second largest concrete structure in the U.S. behind only the pentagon. So very, very large facility. But it's meeting the needs of rental car users in the future. The structure's done. We're essentially done building the entire project and all we're really working on now is the roadways and machine landscaping. Then the building has been handed over to the rental car tenants to build out their experience, basically.

Here's a view from the roof of the rental car facility. You can see on the left the station for the train. Again, you can board on either side of the station. This, on the right you can see a portion of the customer service building area. If you need to rent a car, signage will lead you to say Enterprise and you can go meet with an agent to get a car but if you are a frequent user, say Hertz Gold, there will be express escalators that will help you this facility, also has a quick turnaround building. So, all of the vehicles are maintained and serviced in this building. It has 186 fuel nozzles which you can see here on the left in addition to vacuums. We have maintenance bays and then we have car wash systems as well.

This is a view showing from, you're looking north at the people mover station up above. This roadway which is concourse way that will be extended from Century Boulevard, you can see side by side what it will look like once it's complete. You can see we're nearly there. The project will primarily be done. This is the first view of the train car as we arrived back in June, it will begin testing first quarter of next year. So, I'm happy to answer any questions you have.

Ms. Mockeridge: Outside of the 9-to-11-time window how often will the trains be arriving at the stations?

Ms. Sampson: It will be about 4 to 4 and a half minutes and we will operate 36 train cars during peak operations. There are four-car train sets and in the off peak 11:00 p.m. to 9:00 a.m. 4 to 4 and a half minutes max.

Ms. Cabanban: This presentation wasn't sent to us. I usually like presentations to be sent because we have a member who is site impaired. I want to make sure he gets this presentation.

Ms. Sampson: I will download the link. I wasn't asked to send it but it's not a problem at all.

Mr. Straniere: I enjoyed the presentation and glad to get the macro view of the project. In my former life as construction management and project manager and program manager, I am pleased with this project and congratulations on the scope and scale of it. I am very interested in the conveyances because we are talking about a lot of real estate. Getting up, down, left, right, where have you. While this is wonderful, I really am overwhelmed by the footprint of the program of this project. I am hoping that again with the conveyances our elevators, some of

the distances with the automated walkways, the actual people moving features, that these are at the 60 percent rate is going to be adequate. But my comment is only restricted to congratulations on a wonderful overall project.

Ms. Barajas: Are we going to test this out at some point?

Ms. Sampson: I am sure there will be trials in the future. During the testing of the train cars, you have to be certified. There is a process to allow people on the vehicles. There will be a testing phase as am sure with any trial. We work with the airport to make sure we have everything in place to make sure it is operational and efficient when it opens. Stay tuned for that and I am sure it will be something wonderful in the future.

Ms. Heredia: Regarding the question on the con rac, the automated people mover and the con rac are part of the teams discussing how to do those drills and test the assets and structures for what we call operational readiness.

Mr. Corpuz: How far is the platform from the terminal area. Is it beyond 300 feet? Only reason I am asking is if we have evacuations the permit is usual 300 feet. I wonder if we have a terminal would the platforms be affected.

Ms. Sampson: I don't have the answer to that question.

Mr. Corpuz: Okay. I am sure it will come up later on. Thank you so much.

Ms. Ray: I want to comment, I agree with Jeffrey's comment earlier. I think he said it exactly perfectly and it is a wonderful presentation. Specifically, I wanted to say thank you for including visual and audio announcements. Especially for people who are hard of hearing and deaf or you could just say deaf. But I do strongly recommend that we add two things. One of them is induction loop, to allow people who rely on hearing aids with T-coils so they can hear directly from the speakers. Well basically by passes the surrounding noise. The background noise which can interfere with a person's hearing announcement. Which is why there is such a thing as an induction loop. Which I recommend. It ensures people will hear that successfully. The other thing I want to mention is I highly suggest we add sign language videos for people who are deaf and rely on visual sign language as opposed to English so they can see announcements. Those are two strong recommendations I am making.

Ms. Goldkorn: Good afternoon, everybody. I have a couple of questions here. You showed a sign indicating what rental car facility or vendor is where. Is that also verbal? If you are blind, you are not going to know where everything is. Any kind of signage has to have an audible or an audio companion to it. I didn't know whether or not the sign with the location of all of the rental car vendors has an audible component to it, you showed a picture. Again, I am going to reiterate what has been said about the quality of your presentation. Thank you very much. When you showed how and where people are getting on the trains is there audible and visual overhead signage that say when the trains are coming? I know they run different schedules depending on peak hours verses non-peak, but when a train is on its way because we need time and we need to get people out

of the way. Are there plans? There wasn't anything for audible and visual indicators of when the train will be arriving.

My other comment is going to be about luggage. I am traveling as a family. I use a wheelchair and there is going to be a baby buggy and we are going to have lots of luggage. How does that work? There is no one on the train to act as a facilitator. I will not see a conductor or whatever as a facilitator for getting us on the train and getting us situated along the hands rail that was in the picture you showed. There was only one vertical hand holder. But you have the handrails that are horizontal. How is that, how does that work? Have you done any simulations of how that works for people with disabilities? People with service animal? People with families and baby buggies and we have those too. From the picture I saw it isn't going to work. We all know some people are not nice and they are in a hurry and want to get on first and want to get off first.

Anything with wheels on it like a suitcase could possibly go flying because those people don't wait their turn. So, I was wondering if any simulations about how this works had been done to help identify all of the issues that we are going to be facing. It could get very crowded and potentially really ugly.

I had one other question. The rent a car center, is there going to be charging stations when people are picking up their vehicles and I don't know of yet, if any of vendors have electric cars? Would we then have to go to the charging station to pick up the vehicle? Is that going to be any different? Is that a conversation that you have had? I am done and I thank you very much. I thank everybody for their patience.

Ms. Sampson: What you said for the rental car facility, right now there are no plans to have EV charging for rental charge vehicles; however, it does have EV charging for employee vehicles. In the future to be able to have EV vehicles for rental car we will have to put in another power substation. So that is something that will not happen in the next year it will be something that would happen in the future and it is up to the rental car companies and the airport to figure out how to facilitate charging rental car vehicles. I can't give any information on what is happening now but it will happen in the future.

Regarding the signage, both audio and visual signage and messaging. I can't speak to everything that is being done to the project. I am not heavily involved on that side. They have contact with this group and have people dedicated on the projects to facilitate everything going on to make sure it is accessible for everybody. I unfortunately can't give you specifics on what is being done but I am sure we can get the answers for you.

Regarding try to go get on the trains and having difficulties, again, that is probably where we will deal with it on the trials and these discussions now are what are going to help form what kind of simulations are done during trials to ensure when we do open we are making sure all of the boxes are checked and we look at different scenarios to ensure it is a safe system and it is a good system for everybody whether you are in a wheelchair or you have lots of luggage and kids, you have visual issues audio issues and all of that. I know the airport wants to ensure it is a welcoming system for everybody. I can't speak to the specifics but those conversations are happening.

Mr. Sneed: (Airport planning unit) I want to add to Stephanie's comments in

addition to the requirements that she just mentioned at each station just above the boarding gates at the doorways there is a dynamic digital display which indicates the time for the next train that is coincided with the audio as well. It will give audio and visual announcement of when the next train is arriving and when it is time to board. Here is a quick image if anyone wants to see what that looks like. Above the doors there is a display of trains to all gates and a certain time period. Thank you.

Ms. Cabanban: Thank you Daniel. Okay. Thank you for the presentation, Stephanie. You got glowing endorsements from here. That is great.

Ms. Sampson: Thank you, I sent Tracy the link to download the presentation and hopefully you can get it out to everybody. Apologies for miscommunication and not getting to it sooner and thank you again for having me and we will be seeing you again soon.

Ms. Heredia: I want to add a few comments from questions people have brought up. James from TSA brought up the question about the 300-foot radius. My understanding is it is not necessarily 300 feet from the terminal to the entrance of the train. Since I am on the APN team, I can verify that, but I don't believe it is 300 feet. That is a relative point to bring up about the perimeter. When you have a terminal evacuation controlled terminal evacuation.

Regarding the conversation on the induction loop and I want to make sure everybody is aware that conversation came up I believe three years ago. At the time it was tabled but I don't know if it is gone back into the conversation. I think as Daniel pointed out there is dynamic signage that coincides with audio and visual information. I don't believe the induction loop was incorporated.

Finally involving Ruthie's questions on the baggage this ties back to a larger question that I have because once the con rack and APM are connected to the airport. My question which I have been posing for some time and I don't think anybody has any answers and maybe this committee can provide some guidance on how to get the answer.

Currently as we know DOT regulations, assistance has to begin as the curb of a terminal. So, you go from terminal to gate. Now that the APM is connected where does that terminal start? That has been my question for two years now. Does the curb start when the train doors open, connecting to a terminal or does it start way back at the station of the con rack or the APM connect? I think these are questions we have to think about regarding process. Yes, if people are boarding the train who have their family or special needs or a disability and are doing so on the APM from a con rack who is responsible for assisting them? Obviously now we do our, regulations have people, you can drop in front of a terminal. Sky caps and assistance. I don't know where the line is going to start when this goes live and I wanted to throw that wrench into the situation.

Ms. Cabanban: Thank you. We are going to move onto a different item that I need actions on before my members drop off for their conflict. We are going to move to item number seven now which is the consent item for DAAAC to have a continued virtual meeting. I will read the item and we will get the motion and the voting process.

VII. Consent items for DAAAC Action

Ms. Cabanban: Determine in accordance with Section 3E3, that this body has reconsidered the circumstances of 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. Approved

Thank you, we will move onto item number six for approval of the minutes.

VI. Approval of Minutes

- July 20, 2022, meeting minutes

Ms. GoldKorn: Section ten the operations report and part, it was in the section regarding an evacuation that took place off a plane and they were, had passengers needing to evacuate. This is not to be contrary or anything., but can we please stop referring to people with disabilities as a civil rights act? The statement some ADA passengers needed to evacuate. We are people with disabilities. The ADA is a civil rights act. Please. Please. Later in the report was in a question that Louis had posed. If it is not a dire situation the airline will fix it and have the airplane toed if there is time, we can get the quote unquote ADA truck deployed. I am not sure what the ADA truck is. I assume it is an accessible vehicle. If people are on the plane how does the vehicle work? Does it raise itself so we can get off of the plane and onto a truck? If we can find out what the ADA truck refers to that would be extremely helpful. Also, under the planning report number 11. Madame chair had said that there would be a review and it would be agenized for the next meeting and it is not. If we can address those, I would appreciate it and thank you for allowing me to speak madame chair.

Ms. Heredia: Answering Ruthie's question. The ADA truck is a lift truck to assist passengers to deplane safely. When a plane is going to be evacuated, it's presumed it is not in a terminal. It is out on the airfield and therefore the only thing that is rolled out in general unless it is a request are the air chairs, we have to make presumptions persons who cannot use the air stairs safely that is when the ADA truck goes out.

Ms. Cabanban: Thank you I believe you had the item to be agenized, just because we didn't have the meeting in August. That could have been pushed back and we will revisit that. Thank you for the comments and on that note if we can poll the members to approve the minutes for July 20th, please.

Approved

- August 22, 2022, special meeting minutes approved

V. Public Comments (Non-Agenda Items)

No public comments.

VIII. Regular items for DAAAC Action

None

IX. Landside Access Modernization Program (LAMP) Report

Mr. Ellars: Good afternoon I am back here. I think Stephanie gave the best overview we have had in a long time. In terms of where we have been construction wise. There is still construction activity going on within both the central terminal area and the areas outside of the terminal. Surrounding streets, neighborhoods, and whatnot. I am continuing to monitor those for compliance. I think you are going to, as Stephanie noted, around con rack where they are currently doing the streets and landscaping you are going to start to see a significant increase in the number of roadways that are being recon figured, refreshed, or created brand new in fact. I am monitoring those for compliance as they come online. So, I don't know if anyone has any questions, they didn't get a chance to ask Stephanie I might be able to answer.

X. Operations Report- None**XI. Planning Report – None****XII. ADA Coordinator Report**

Ms. Heredia: : I apologize, I'm not sure what format Tim is typically taking with this, but I can say that there's been a slight uptick in complaints regarding ground transportation at L.A. exit. So, I'm trying to follow up on that. I think there's still some challenges, I'm trying to investigate whether or not it's that the drivers are not educated on if someone needs to wear a mask or whether or not there are exceptions to that. So, that is primarily the type of complaint I have been seeing, related to ground transportation at this point. I don't know if Tim provides additional details or not.

Ms. Cabanban: I think he usually describes what the complaint was. So, if you don't have the details, we could make sure we get those details for next month.

Ms. Heredia: We had two in particular. One is that a passenger was looking to board the shuttle and the driver denied access because the passenger was not wearing a mask. That is something that I believe Tim followed up on with regards to ensuring that the drivers know that there are exceptions. However, I think that's going to continue to be a challenge. Then we had at least two other complaints where the shuttle driver reportedly did not lower the ramp for someone to get on to the shuttle. So, I don't understand what that's about. But those are also under investigation. We've had a couple of complaints in the terminals, but it seemed to primarily be a miscommunication between wheelchair service provider and the passenger. So, when I closed those out, I'll make sure that I provide a more detailed report to the committee next month.

I will be relaunching the quarterly wheelchair provider service meeting that I know Larry used to conduct and has fallen off quite a bit. I know Tim didn't have the resources to do that, but I will. I intend to restart those to start having conversations especially as the APM goes online. So, I will be initiating those quarterly meetings again.

XIII. Transportation Security Administration (TSA) Report

It's been a while since I reported, some time constraints in the previous meetings but year to date we've had about 27 million passengers being screened through

TSA. We did have over 1,600 requests for assistance, that's through TSA cares. It's been very useful for passengers. The number one request is for autism which accounts for roughly 1/4 of our request for assistance. The other two are for mobility requests, mobility challenges and mobility challenges including scooters and wheelchairs. We can promote that and we've been very active in that so that those who require special assistance or additional assistance can benefit from it. So overall it's been a very good year as passengers, passenger load goes up. In fact, we are trending, with number of compliments we've received is going to meet if not surpass our seven-year high in 2018, pre pandemic. So, things are looking good but we're always striving to improve. That's all I have unless anybody has any questions.

Ms. Goldkorn: My question goes back to the ice situation, the gel packs and breast milk? This is such a huge problem and women are being denied and they're being humiliated and when they are being spoken to. Congresswoman Katie Quarter of Orange County has authored a bill to put it into law that gel packs and ice packs for preserving breast milk cannot be denied and it's really sad to me that it's come to this. But I thank Katie very much for coming to the forefront responding to the needs of the constituency where any that doesn't fall in to the medically necessary and the definition. I'm not sure if Katie's law is actually going to include that and call breast milk that has to be preserved medically necessary because if you don't pump, if you don't get the milk that you have pumped preserved, you will get sick, you will get mastitis and your baby will no longer be able to be nursed. So that's obviously medically necessary. I was wondering if any of the complaints that you referenced relative to gel packs and ice and that sort of thing were related to breast milk.

Mr. Corpuz: That's been the number one subject matter complaints, especially with social media being prevalent now. What we hear from the press and so forth is the passengers' account. There is certainly responsibility with the TSA and the reason I say medically necessary is that in the real world -- without, it's actually one of the bills that's being proposed, our officers to understand that if a passenger who's saying, who's indicating that the gel pack is necessary for breast milk, we're going to treat it as medically necessary add item, so we will allow it. It's a terminology that resonates with the officers so there's not much of a conflict regarding allowing to travel.

Where there was some conflict is and it was critical thinking piece, if an officer receives, say it's a gel pack is meant to cool breast milk for the flight so that it doesn't spoil like you said, breast milk doesn't spoil. But the gel pack is warm, room temperature, how's it possible to do that? What are clarifications because of the ongoing complaints is regardless of temperature, accept it. Put away the critical thinking, accept it, do the testing that's necessary, and then move on. So that's where we had some challenges because officers were questioning well, if it's warm, how is this going to cool anything? But we clarified that throughout the entire nation and said if it's a gel pack and the passenger said it's going to be used for breast milk, accept it, and move on. So, it has been challenging, Ruthee, we've had training nationwide throughout the summer just to address these issues. I'm glad a bill's being put forth but even before the bill comes to fruition, we've really been taking action on it. It's highlighted, we look at those things. When we get a complaint because I oversee the complaints, TSA, and other folks, if there's any mention of breast milk or anything like that, it's a higher priority for us to

investigate. To see if additional training is needed.

Ms. Goldkorn: That's awesome, James. Thank you so very much and the babies of America thank you and the breast-feeding mommies of America and the world who travel through LAX. Thank you so much for making sure that this gets, it's elevated. Thank you, thank you, thank you.

Mr. Ray: I really want to express my gratitude for the presentations. I do know that there have been some complaints lately, for example, I flew to Atlanta, Georgia from LAX and went through the delta terminal 3. I understand that there are lines. But when I would get closer to TSA agents, they would create a whole new line. So, one line was waiting even longer than the other line. Some people got in quicker whereas the other people still had to wait that much longer. I'm wondering if that's something TSA can revisit if they can modify how if they just create a new line of people, the travelers who have been in a longer line could maybe be prioritized. Now, I can also tell you that at LAX as a TSA, we are far and above what they're doing in Atlanta because Atlanta, Georgia, is just absolutely crazy. They have lines that last for years over there. I nearly missed a flight. I was able to eventually get in early but I just, I arrived very, very early and I still barely made it in. So, I'm happy that LAX is much better than a lot of other places. But it was still an idea I wanted to bring forward.

Mr. Corpuz: I agree, thank you for that, Richard. It's an ongoing struggle to be quite honest. I flew with my family this summer; we were in a TSA pre check line. It was only ten people in front of us, and for whatever reason, one of the TSA officers closed off stanchion. So, for ~~50~~ 15 minutes we stood there not knowing what's going on, waiting patiently and it was somebody who made a mistake. I agree with you. There should be some more conscious level what you're doing out there. I'm glad the TSA LAX is better but if you have comments like that for LAX, we do pass all the comments on to the screening leadership and saying hey, you might want to look at your line management, especially for terminal 3 which is a newer terminal. You need to have your tweaks, take out your queues and look at more efficiently doing things. For terminal 3, just to let you know, it's a different process because they have magnetic stanchions, so we have to find our ways around those challenges. But you're absolutely right. Sometimes you want it, I work for TSA, and I stood there with my family, there's no way for this to open it up, I understand fully. I feel your pain. But I'm glad that LAX is better and we will continue to do better. But we do need the feedback though, so thank you for that.

Feel free, you have my e-mail address, I'll be glad to give out my cell number. If anyone here on a call or family member needs assistance, I don't mind taking a phone call even on weekends. It's 310-482-8007. If I can assist in any way, again, 310-482-8007. If I can assist you and you're at the airport, you're running in to something that shouldn't be happening it's causing you distress, feel free to give me a call. I have no qualms to help you with that, if I can, I will. If I can't, I'll find someone who can help you. If you need the number or e-mail me too, that's fine. No problem with that. Thank you.

XIV. Customs and Border Protection (CBP) Report

None

XV. New Business

None

XVI. Adjournment

Ms. Cabanban: I want to thank everyone for their participation today in attending the meeting. 2:18P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 19 October 2022. The minutes of the 21 September 2022 meeting were approved by DAAAC.

Tracy Bradley

Secretary

10/19/2022

Date