

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 18 January 2023

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.
- 7. Tim Ihle, LAWA Airport Operations
- 8. William Miranda, LAWA Planning

ABSENT

- 1. Louis Herrera, Vice Chairperson
- 2. Mark Frank, LAWA Administration

EXCUSED

- 1. Brandy Welch, Community

Meeting Started at 1:27 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

None

IV. Presentations

None

V. Public Comments on Non-Agenda Items

None

VI. Approval of Minutes

December 21, 2023 meeting minutes approved.

VII. Consent items for DAAAC Action

Item 1-Determine in accordance with AB 361 Section 3(e)(3) 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.

Motioned to continue.

Mr. Torabzadeh: I understand at the end of this month, the state is going to announce the end of the pandemic. Are we going to carry on if that would be the case and people would start going back?

Ms. Heredia: I spoke with the city attorney early December regarding the, I believe the AB 361. Her information based on her research is AB 361 is set to sunset in January of 2024. So, unless we get direction specifically stating a policy where we must meet in person, their recommendation was to continue to meet virtually unless otherwise directed because AB 361 like I said is set to sunset January of 24. Even though the jurisdictions may be looking to end their COVID protocols that doesn't necessarily move the sunset time up.

Ms. Cabanban: I've been talking to a few of you. This does not exclude the possibility of this group also meeting every so often, like once a quarter or something once that lift is imposed I guess. So, we do have that ability to do it as well. So just to let everyone know.

Meeting virtually approved

VIII. Regular Items for DAAAC Action

Ms. Cabanban: All right, guys. This is one of the exciting things for me always to do every year when we actually recognize someone in our sphere of influences to award the Sam Overton award. I think I mentioned last time, Sam Overton actually, his legal name is Gordon Overton, I learned that during his services actually. We created this award to sort of exemplify people within the airport community when it comes to service, exemplary service or knowledge or contributions that they have come, shown or displayed towards the community of the airport travelers. We've been awarding this how many now? 3 or 4 years and we've had really great people that we've been able to award this to.

Our 2022 Sam Overton recipient truly brings to life the spirit of the award under this committee, namely access and accommodation. Not to mention education. Our winner has been a true friend and resource to and for this committee.

So, I am proud to announce our winner. There goes the winner. It's Richard Ray!

Mr. Ray: I'm so honored. Thank you so much. I really appreciate that. Wow. I'm really truly honored and surprised. And I'm in shock.

Ms. Cabanban: Very welcome. We're very appreciative of everything you've done.

Mr. Ray: Thank you, Myrna and advisory committee. Thank you to the entire crew. Wow. I did not expect that.

IX. Landside Access Modernization Program (LAMP) Report

Mr. Ellars: Nothing to report

X. Operations Report

Mr. Ihle: Congratulations Richard. Well deserved. I appreciated your friendship during

my time as part of the DAAAC.

For the operations report for the prior year just to give you information on passenger statistics, we had 60 million passengers in 2022. Compare that to 2019 pre pandemic when we had 88 million annual passengers. So, we're still about 28 million passengers less than we had pre pandemic. But the number is going up. I expect the number to continue as now that you may have heard in the news that China is now resuming flights into the United States. We expect within the next couple of weeks China and some of the China carriers will start flying back into the LAX. Our international numbers will be going up as a result. A final thing I want to mention is a new air carrier coming to the airport, Lynx Air, starting in February. They're a low-cost carrier from Canada.

XI. Planning Report

Mr. Miranda: Congratulations, Richard. Currently in design we have a couple big projects. One would be MSC south, and also, C0 (Concourse Zero) is under preliminary design. C0 would tie into the easterly extension of Delta and Echo, the taxi way extending towards Sepulveda. Going east towards Sepulveda, that project will also be working in conjunction with the ATMP. At which the reason I bring that up, on Thursday we have the first board of airports commissioning meeting for the year. That project will be under review and will be voted on. In addition, now that it's the new year, planning is working on revamping the design and construction handbook. With that we're starting some stakeholder meetings with the design community. I'm bringing it up in this meeting, because, if anyone has ideas or anything they'd like to see added to the design and construction handbook, please send it to me. I'll be able to compile the list of all the stakeholders and we'll review it and see how we can apply different ideas.

XII. ADA Coordinator Report

Ms. Heredia: I'm going to jump to my fourth bullet regarding the new meeting invitations in the calendar.

- New meeting invitations and calendar, 2023. (Confirming recipients). After the meeting I'm going to resend the invite again. Now that I've captured additional emails, so that nobody gets left out. But if you all accept that and then during the next meeting click on the link provided in the invite. I'm going to see if that eliminates the issue we had today. Because clearly Myrna and I had exactly the same information regarding the meeting invitations but we weren't dropped in the same room. I'm not sure where the break is in the link.
- Presentation topics for 2023 DAAAC meetings. I just wanted to open that up for discussion or if anybody wants to send me recommendations for presentation topics that they want me to arrange. Last year Tim brought in the FAA, and we've had different reports from different entities. I just want to make sure that I open that up for conversation in case anybody has any topics.
- Update regarding CASp. Tim brought CASp on board and he and I have been meeting with that team. I think I touched on this topic. What you asked those representatives to do is do a preliminary assessment of the terminals with the involved transition plan. And part of that process, we did provide them with reports from the DAAAC members regarding the MSC. So that's part of the sample assessment.

Mr. Ihle: We brought the CASp on but the contract does expire in a few months. So, we have a short amount of time to at least try to get basically a plan together on

how we would do a self-evaluation transition plan. That will take a lot of time to do. So basically, CASp is getting to assist us in letting us know what is needed and kind of what the timeline would be to do one. So, self-evaluation plan itself would take a year plus dedicated time to do. This is just the initial steps. It's also to assist on immediate term. Any kind of ADA questions that we may have, we can go directly to CASp third party. They don't work for LAWA or any other entity, so they'll provide us neutral advice on what we need to do in terms of ADA requirements.

Mr. Straniere: Can we get a brief meeting together? I did not realize you've gotten to this point. I'm thrilled about it. If we can please include myself and yourself, Cass, and your vendor if that's possible, to do as soon as possible? Thank you.

Mr. Ihle: Absolutely, Jeffrey. One thing we want to do is be consistent with the plans. The way the plans look with the department on disability self-evaluation plan for all city departments.

Mr. Ray: I was wondering if we can provide a deaf perspective from the deaf and hard of hearing. In some areas I know there's different approaches that need to be included and correlated with that new plan. I know some of that information should be included and I wanted to warn people about the visual aspect with that, especially regarding emergency. So, I'd like to include that with the transition plan, the deaf and hard of hearing perspective. I think that would help with this system.

Mr. Ihle: I agree as well. That is very important element that needs to be taken into consideration. Actually, the CASp is helping us out initially in some of the ticketing kiosks and making share they're compliant for individuals who are visually and hearing impaired. So that is one of the first assignments we've been given to CASp. Look at our common use ticketing kiosks in the Tom Bradley Terminal and Terminal 1.5.

Ms. Heredia: Jeffrey, I don't know if you saw my e mail, but I asked probably maybe a month and a half ago or something, to see if Department of Disability has a particular template that they want LAWA to use for the self-evaluation. Jeffrey, I didn't see a response. I've had conversations with our CASp. It seems fairly straightforward. I've downloaded some templates to use to start because I want to get as much of the self-evaluation process done while we have the CASp on contract so I'm not in conflict with anything that they're doing regarding the assessments. So, if you have something you want to share, that would be great. If not, I'll go off the templates I have.

Mr. Straniere: Cass, I apologize. I don't recall seeing that. I may have blown right through it. If that's the case I'll go back and check that. But yes. Let's get everybody consistent with the data and what it looks like. Thanks for doing all that. And apologies if I just blew right past that one and thank you.

Ms. Heredia: That's fine. I'll go ahead and resend it. Because I have a number of different compliance related items on my plate. As long as I can get it within the next couple of weeks, then at least I know what kind of monster I'm up against. I have to go through the different decisions obviously. So, the self-evaluation just so everybody is aware, that's done primarily in house. That will be my responsibility. I do anticipate that it will take the majority of this year to get that done just because the dependency to get feedback from other divisions

and to give them an opportunity to review what I've captured. The transition plan, Tim and I asked for additional money for the CASp as part of an on-call contract. We don't know if we received approval for that yet. That funding would not be sufficient. It gives us the chance to sample different areas of terminals as needed to do our due diligence until we can get a contract in place. I want to be upfront. It wouldn't be taken for 18 months. We would have to ask for that money as part of another fiscal year. The one in June, those requests have been submitted. It would probably be 2024. We will keep our eyes on the more urgent items.

Common use kiosks, they are not compliant. The challenge comes into place where the CASp will point out what is wrong. We have to figure out how to fix it. Since LAWA IT is responsible for buying the equipment, we have two partners. They are still coming to the office to say, we don't know what the plates need to say. There are a lot of moving parts I will ask that everyone be patient as we identify these things, and it takes a while to correct them. We are aware of a number of the issues that have come up. I will reiterate. The observations were provided to the CASp for the sample assessments. There's a lot of information on that I wanted to give you. We will give you updates every 60 days. We expect a report after field operations. We will escort them next week to go through parts so they can sample different areas. That will be part of going back to executives and saying we need access to more funding to implement the contract.

- Wheelchair service provider reports- Reports will be provided in February. The first meeting is scheduled for tomorrow. I will work on updating contact information. Things have changed. The same point of contact on there. I will provide them with higher level concerns about types of complaints coming to the ADA office. I will propose one resolution that has been ongoing for some time. Someone with a disability is required to get assistance at the curb if they request it. This gap has existed for quite some time. Wheelchair service providers, there isn't anyone curbside standing by. The ADA office, we have tried to act as liaison. We figure out what service needs to be provided, give them point of contact to connect with the provider. That is less than an ideal situation. Tim had his hands full. Any passenger that requires curbside assistance at the airport. Posting QR codes at curbside. Tim thinks it is a good idea. Once I propose it, I think it is efficient. The QR code, it should connect them directly to the provider dispatch. Someone can get a hold of the agent and say, I need assistance starting here. That gap has been a challenge for quite some time. I saw an uptick about that item over the holiday.

XIII. Transportation Security Administration (TSA) Report

Mr. Corpuz: Regarding what was said with curbside wheelchair service, I was manager for American Airlines. There has been a reduction in sky cap services. The information relay has been broken or reduced for someone asking for wheelchair service. What we can do is partner with you and when you get the QR codes, we have TSA cares. We contact them. We can provide them with those codes. When you get to the curbside, here is a code to facilitate assistance. We can partner this regard and use TSA cares. We will talk more tomorrow. I have some recommendations.

One thing I want to thank you. When I joined this committee, it opened my eyes to different things. The kiosk looks pretty. There isn't enough room for foot plates. These are opening my eyes. We got more complaints about this. Seven complaints out of

2.8 million passengers. Five of those are related to wheelchairs. We have set positions. When they are putting their bags through the checker, they say we have to get someone to screen you, that area is a soft zone.

The area where the passenger is waiting can become ignored. I need to figure out how to bring attention to that. The wheelchair service attendant is an advocate for the passenger in the wheelchair. They can say we have someone waiting. Can you get someone? Until we have a better solution, these things will continue to happen. We need to do this. We can grasp.

We have the 10,000-foot level. This is a systemic issue. You can address it with a process and perhaps technology. That is one of the things I will be working on, seven complaints.

A passenger yelled at us. She was in a wheelchair and asked are you able to stand. She replied, can't you see I am in a wheelchair? 70 percent are using wheelchairs to get expedited through screening. They stand upright away. That is the practice. There are some communication issues. We have done a complaint with another wheelchair waiting for 20 minutes, but actually 6 minutes. Six minutes is a long time too. We need to do a better job.

These are things we will tackle. We are getting back to normalcy. We are getting busier. We have the new lanes that will be better than in the past.

Ms. Heredia: I didn't put it down specifically for the wheelchair service provider meeting for tomorrow. I will identify an agenda item specifically so TSA gets dedicated time during the next meeting. I am glad you will attend. I do think that some of the wheelchair service provider companies need to remind their staff that they are meant to be advocates. Not just pushers.

Mr. Corpuz: I have to go from one meeting to the other. I will try to make it there as quickly as possible.

XIV. Customs and Border Protection (CBP) Report

None

XV. New Business

None

XVI. Adjournment

2:18 P.M

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 15 March 2023. The minutes of the 18 January 2023 meeting were approved by DAAAC.



Secretary

03/15/2023
Date