

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 20 September 2023

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Julia Mockeridge, Community
4. Kathleen Barajas, Community
5. Seyed Torabzadeh, Community
6. Juan Flores, fill-in (TBITTEC) Airline Rep
7. James Corpuz, TSA
8. Tim Ihle, LAWA Airport Operations

#### ABSENT

1. Mark Frank, LAWA Administration
- 2.

#### EXCUSED

1. Brandy Welch, Community
2. Carlos Alvarado, (TBITTEC) Airline Rep
3. William Miranda, LAWA Planning

**Meeting Started at 1:01 p.m.**

#### **I. Call to Order/Roll Call**

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

#### **II. Opening Remarks and Introductions**

Mr. Wittig: Tom Wittig, FlyAway

Ms. Gram: Elizabeth Graham, FlyAway

Shirlene Sue: LAWA, Landside Mgmt & Airport Permits

#### **III. Chairperson Report**

Ms. Cabanban:

- Sub-Committee for bylaws revision – AB 361 Sunset, January 2024

The committee has been appointed; Louis Herrera, Kathleen Barajas, and Julia Mockeridge. Timeline for the bylaws review has been created. One main focus among will be to consider the possibility of maintaining/continuing/combining virtual and in-person meetings by the AB361 sunsets in Jan 2024.

Initial comments, suggestions or recommendations should be submitted to me by the end of the month.

- Sam Overton nomination

It's open for nominations. Nominations could be of companies or individuals in

associations with LAX. Nominations should be given to Cass or myself.

#### IV. Presentations

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

Ms. Heredia: Introduction of Tom Wittig.

- FlyAway – Tom Wittig

Mr. Wittig: FlyAway wheelchair ramp assistance used between July and August were 11 at Van Nuys and 7 at Union station. FlyAway has destination signs on each bus. The driver announces each stop. The stepwell and doorway must be illuminated and Services Animals are no questions asked.

The drivers are trained on ADA sensitivity, lift ramp procedures, proper lift boarding and un-boarding and adequate boarding times.

FlyAway encourage individuals to inform the driver if additional time is needed to board or assistance needed to board. Individuals can call 866-435-9529. How can we improve going forward?

Ms. Barajas (chat): Hi Tom, I have had the worse experience with the FlyAway bus. I use a power wheelchair for mobility and require the lift. I have been stranded more times than I can count; most drivers seemed to not know how to use the wheelchair, sometimes declaring that the lift was not working. Recently I tried to mail your company a letter regarding a recent experience, however the letter got returned to me. Can I have your email so I can contact you directly? Thank you.

Ms. Sue: The email is [FlyawayComments@lawa.org](mailto:FlyawayComments@lawa.org).

Mr. Heredia: 3 comments; 1) The bus does not have room for dogs, seeing eye/ service, 2) The acoustics on the bus makes it hard to hear the announcements, speakers should be directed downward instated of to the sides 3) Opening door for his friend, the driver refused.

Mr. Wittig: Regarding opening the door, it's laziness. We are aware and monitoring. The wheelchair cycle pre-trip before going out.

Regarding service dogs, I'll address with Shirlene, but let the driver know you want to go first.

The mic, I would take a look at the speaker. I would also like to be present the next time Louis boards the FlyAway bus.

Ms. Sue: We can do that. Thanks for the feedback. FlyAway does 200 trips a day though the flyawaybus.com contract.

Ms. Heredia: Two different complaints came through. I spoke with Shirlene about them and did a spot check. There were two drivers. One seems to be nervous with deploying the lift and the other had no problems. Spot checks will continue. I'm happy to know there is a phone number to request ahead and an email. This information will be uploaded to the ADA website.

Tom are announcements being addressed for individuals who can't hear?

Mr. Wittig: Proper signage on the bus as far as locations. I'm stumped at that question. This is something we need to work on, maybe hand signals.

Ms. Heredia: Handheld signs, dry erase boards. How are we getting visual communications?

Mr. Wittig: Interior digital signage.

Ms. Sue: We are working on that and would appreciate any suggestions.

Ms. Heredia: Easy short-term solution is a handheld sign.

Mr. Herrera: My colleague who has hearing loss uses an iPad for announcements. Using a tablet is an easy solution. The tablet will highlight and announce the terminals.

Mr. Straniere: Think about the requirements. The requirement is the communication piece and it has to be there. The functionality of the bus is just as important as wheels. No ramp, no ride, no wheels, no ride. The mechanical needs to be able to deploy and if the ramp can't deploy, the bus can't operate.

Mr. Wittig: Every vehicle works, the education is there. They're not following the policy. We will also be doing spot checks. I'm also out there.

Ms. Cabanban: Is the customer service contact information in the buses?

Mr. Wittig: No, not yet.

Ms. Sue: We have to double check and make sure it's implemented.

Ms. Cabanban: Does every driver inspect the bus?

Mr. Wittig: One is done before shift and one at the end of shift.

Ms. Cabanban: Also, please don't refer to the community as ADA. ADA is an Act. This can create friction. Work on educating your employees on how to communicate with the community.

Mr. Wittig: Thank you. I see everyone as equal and try to stay away from titles.

## **V. Public Comments on Non-Agenda Items**

NONE

## **VI. Approval of Minute**

- September 20, 2023 DAAAC Meeting Minutes – 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. ("AGENDA - Orange County, California")

Mr. Herrera: Is this for the new meetings or to remain virtual meetings or hybrid? I think in person is more effective.

Ms. Heredia: This is to continue until the sunset date of 2024. We don't want to confuse virtual and hybrid. Hybrid means virtual and in person at the same time. LAWA has limited locations to support Hybrid meetings. Standard in person is no problem. It can be in person every three months and virtual the remaining months or vice versa. We have to commit to virtual or in person.

Ms. Cabanban: That is what we are trying to agree on before the sunset date.

Virtual meeting approved.

### **VIII. Regular Items for DAAAC**

NONE

### **IX. Landside Access Modernization Program (LAMP) Report**

Mr. Ellars: Construction continues, a lot of projects. We are trying to avoid disruptions during the day and complete work at night. Reach out to me if there are any concerns.

### **X. Operations Report**

Mr. Ihle: The terminal walk through from T1 to T7 is now open. Cass and I did a walkthrough of the MSC North and is working on the furniture for that terminal. I did a follow through on the pet relief area and found no signs or information of whom to contact for cleaning.

Mr. Herrea: Suggest the signs also be in braille and posted right outside of the door entrance (outside of the door).

Mr. Torabzadeh: Requested an update on the list of improvements created from the T3 walk through.

Mr. Ihle: Cass and I have taken the list and used it for suggestion at new developments such as the MSC North. Communication with the planning group is higher than in the past.

Mr. Torabzadeh: This is good to know. However, the restrooms, sinks, soap, paper towels, etc. are serious issues that needs to be improved. Are there any plans?

Mr. Ilhe: There is a difference between improved and compliant. Based on CASp, the existing is compliant.

Mr. Torabzadeh: Tim you were there and witnessed the restrooms were of no use. This is compliant versus functionality.

Mr. Ihle: It may not be accessible to all but it is compliant. We had specialist to come out and take a look at it and found it to be compliant.

Mr. Torabzadeh: So, nothing is going to be done?

Mr. Ihle: Yes, it's too costly.

Mr. Herrea: Not ADA compliant, there are CBC guidelines for bathrooms. A person / employee should use a wheelchair for a day and see how it is.

Mr. Ihle: Educating them on the issues helps out. Meetings have been held with staff. I hear your concerns, they are not going unheard.

Ms. Heredia: Accessible and compliant are two different things.

Mr. Straniere: Safe Harbor and Projects, renovations, capital improvement projects are difficult to budget and make alterations. Alterations need to be built into the scope of work. Planning and budgeting, we look at what can be resolved. Compliance is a base line. Accessibility is first. It's a cultural thing. How do we go back and build into future projects?

Mr. Hererra: LAWA is self-satisfactory. Do it from day one instead of redoing. It seems like a waste.

Ms. Heredia: LAWA is compliant, meeting the bare minimum standard. The airport is a City Department. We have to stop having conversations about the building we have existing and need to look at being built now.

Mr. Ihle: Larry did a great job. A lot of designs happened before we came. We've hired CASp. Our focus is moving the needle going forward.

## **XI. Planning Report**

NONE

## **XII. ADA Coordinator Report**

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

Ms. Heredia:

- Update on UserWay status

LAWA will be moving forward with UserWay

- Update current corrective actions
  - ADA loading zones -TDG CASp usage

More are needed. There is a great impact due to constructions. The loading zones at TBIT are crowded. 'trying to work on a way to mitigate the impact.

- Overview on coordinated evacuations for ADA populations

Writing content to support the Terminal Evacuation plan and writing an SOP.  
Looking at EFPA guidance.

- Status on common use kiosks – CASp assessment

CASp has confirmed the kiosks are not compliant. It's being figured out who will be responsible for the cost of being corrected.

- Website revision and update

Haven't received any feedback on the website. I'm going to focus on the infrastructure and revisit the website in January.

- Reference Materials
  - 2023 National AFN Symposium Post, [post-event resource document](#)
  - [U.S. Access Board Issues Final Rule on Public Right-of-Way Accessibility Guidelines \(access-board.gov\)](#) [U.S. Access Board Issues Final Rule on Public Right-of-Way Accessibility Guidelines \(access-board.gov\)](#)

This has a number of guideline and announcements.

- New Texas law increases fines for fake service animals, <https://www.khou.com/article/life/animals/texas-law-service-animal-emotional-support-dog/285-be7eb241-eb8e-4033-a6e8-197994a14ad3>

Texas has embraced the difference between a service animal and emotional support.

Mr. Herrera: Does LAWA require a letter to show proof of service animal?

Ms. Heredia: No. The City does not distinguish between an emotional support dog, service animal or pet. City of LA will not ask for a letter.

Ms. Mockeridge: Which website do you want feedback on?

Ms. Heredia: flylax.com

### **XIII. Transportation Security Administration (TSA) Report**

Mr. Corpuz: Good afternoon. Three million passengers in August. We had 10 complaints. Two I need to dig deeper into, dealing with excessive wait time and communication. None of the complaints at LAX were with persons with disabilities. LAWA and TSA partnered with creating the QR codes. The feedback has been good. Reach out to me if we can do anything better.

### **XIV. Customs and Border Protection (CBP) Report**

NONE

### **XV. New Business**

NONE

### **XVI. Adjournment**

3: 03 PM

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on October 18, 2023. The minutes of the 20 September 2023 meeting were approved by DAAAC.

*Tracy Bradley*

Secretary

10/18/2023

Date