



**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
17 AUGUST 2016**

**Flight Path Museum
6661 West Imperial Highway
Los Angeles, CA 90045**

CALL TO ORDER

Sam Overton, Chairperson, called the meeting to order at 1:16 p.m.

ITEM 1. ROLL CALL

Overton called for the roll:

ADA Committee Members – Community Representatives

- Chair Sam Overton: Here
- Myrna Cabanban: Here
- Louie Herrera: Here
- Ruthee Goldkorn: Excused
- Jody Schinnerer: Absent

ADA Committee Member – Airline Representative

- Joe McGlynn: Here

ADA Committee Member – TSA Representative

- Danielle Bean: Absent

ADA Committee Members – LAWA Representatives

- Brian Haig: Here
- Heidi Harmon: Here
- Cassandra Heredia: Absent

ADA Committee – Staff

- Larry Rolon, Administrator: Here
- Kerrin Tso, Deputy City Attorney: Here

ITEM 2. INTRODUCTION

Overton welcomed everyone to the meeting and reminded everyone that this is a regular meeting of the ADA Advisory Committee which is held on the 3rd Wednesday of every month at the Flight Path Museum beginning at 1:00 p.m.

ITEM 3. APPROVAL OF THE MINUTES

Larry Rolon indicated there was a quorum. Overton made a motion to approve the meeting minutes from January 2016. Action Taken: ADA Committee approved the January 2016 meeting minutes.

ITEM 4. SPECIAL INTRODUCTIONS

Overton deferred to Rolon to make any special introductions. Rolon indicated there were none to make.

ITEM 5. FILLING VACANT POSITION

Overton advised the Committee that Rolon had sent him another application from a gentleman. Rolon interjected that there are now a total of four people to consider for the position. Overton said he will try to start reviewing all the applicants since the position has been open for a while.

ITEM 6. BYLAWS

Overton stated that he was able to finish the final draft of the bylaws and welcomes feedback from Committee members. He said that Rolon emailed the draft to all the members in advance of today's meeting. Committee member Louis Herrera said that he thought the bylaws were pretty well written but had a few questions. Overton advised Committee members to submit any comments or questions via email and be prepared to discuss at the next meeting.

Overton expressed the importance of having effective bylaws for the Committee. He said that the Committee only has fragments of the original established bylaws and is unable to locate a full copy anywhere in the old records. Overton explained that the original bylaws were negotiated and that the ratio of voting members from airport management as well as voting members from the disabled community has remained the same as in the original bylaws. He said he drafted the bylaws along the same framework but provided more specific guidelines on the general operation of the Committee, the length of terms of office, and the consent calendar. Overall, Overton expressed that he is trying to create a fair system that will allow the Committee to have some flexibility if there's not a quorum since lack of quorums have kind of paralyzed the Committee in the past.

City Attorney Kerrin Tso, asked Overton to explain the origin of the name "Disability Access and Accommodation Advisory Committee" because Tso thought the Committee had to go with the name the Board of Commissioners approved. Overton replied that the Board of Commissioners never considered the bylaws originally or approved this Committee. Tso asked for clarification on whether or not the Board or Commissioners ever approved the Committee. Overton replied that it's all done by management and that it was the same

process used for the Department on Disability. He stated that the Commission on Disability did not act on naming; it was done at the administrative level.

Overton went on to explain that the name definition of the Committee is a little different now because the role of the Committee has been more strongly developed over the last 10 years. He clarified that the Committee is not only advising on access and terms of architectural barriers, but also advising the Airport and others about procedures, regulations, and educational content. He indicated that he has no problem if anybody wants to change the name to something else; the name was only a recommendation.

In response to Tso's question about whether there was an Executive Order, Rolon responded that he just remembers Lydia Kennard telling them to get it done. He said he wasn't aware of an Executive Order. Rolon also mentioned that he recalls the negotiations went on for about six to nine months between the (then) ADA Coordinator and the (then) Executive Officer for the Department of Disability, Regina Swain.

ITEM 7. INPUT ABOUT ADA SURVEYS

Overton asked the Committee members if they completed the mock ADA survey. Committee member Heidi Harmon replied she did. Committee member Myrna Cabanban replied she sent the original one. When Overton asked if anyone had any problems with the survey, Harmon explained that the survey did not pertain to the mock situation she created. She said the survey refused to let her go further in answering questions because it kept indicating that she was answering the questions wrong. Cabanban agreed with Harmon and said she and a few friends also encountered problems when trying to move forward with answering questions in the survey. Rolon asked if they could identify where in the survey the problem occurred because it might help him identify and fix the problem. Both Cabanban and Harmon said the problems seem to start when answering questions relating to bringing their own wheelchair.

Overton then identified the need to distinguish the difference between wheelchairs in the survey; one is a privately-owned personal wheelchair, two is a mobility device, and three is the wheelchair valet service. He said he wants the survey to reveal results about how the valet behaved when handling a private wheelchair as well as if the valets are the same people that assist people getting on and off the plane with the aisle chair. He said he also wants the survey to assess conduct of the Airport wheelchair providers.

ITEM 8. ADA TECHNOLOGY FORUM

Rolon further discussed the idea brought up at July's Committee meeting about putting together a focus group to provide input about how technology can best assist people with different types of disabilities. He stated that the request for

participants would be sent to independent living centers and area organizations that deal with disabilities.

Overton asked Rolon how many focus group events he planned on holding to which Rolon replied that he was only thinking of having one. Rolon stated that he wants to hold the first focus group after October 20 so that he has time to bring in speakers and other people that might be able to assist in evaluating the findings. John Rodriguez from the Department on Disability suggested that one of the outreach contacts should be with the Department of Aging. He said that there is a Mayoral Committee that recently formed, called Purposeful Aging, which is comprised of different representatives from City departments. Referring to his contact Laura Trejo, he said she could be a great resource for senior citizen centers throughout Los Angeles. Rodriguez also informed the Committee that another outreach opportunity might be a group called "Core." The discussion ended with Rolon stating that he will get the introductory letter into a formal format and then begin the process of soliciting participants.

ITEM 9. ADA COMPLAINTS

Rolon informed the Committee that he is working to address and resolve two complaints dealing with shuttle transportation; one on landside and the other on airside.

ITEM 10. AIREX REPORTS

Brandy Welch, Emergency Management Coordinator for LAWA, provided an after action report about AirEx, a terminal evacuation exercise conducted by Richard Chong from LAWA Airport Operations. She said she provided copies of a report for Rolon to distribute to all Committee members.

ITEM 11. TSA WAIT TIME DURING 4th OF JULY

Over the 4th of July, Rolon advised the Committee that he asked Aero Port Services in TBIT to assess the amount of time it took from when they picked somebody up in a wheelchair to when that person cleared TSA screening. He said the average amount of time came out to be approximately 19 minutes – which was far shorter than the one to two hours that some people were reporting in the media. Rolon said the assessment was only meant for wheelchair customers and that he was pleased to learn that, even during the holiday season, it was a very fast process and the TSA did a great job.

ITEM 12. DEAFFAIRE

Rolon invited Richard Ray from City of Los Angeles' Department on Disability to speak about the annual DEAFaire being held on October 1 on the rotunda area at City Hall. Ray addressed the Committee and advised that the event will feature various booths from different City departments, including LAWA, which will cater to people who are deaf and hard-of-hearing. He also said the event

will have a talent show with deaf actors, a fashion show with deaf models, and several telepathy phones. Ray explained that the event has been around since 1990 and continues to grow.

ITEM 13. LAWA CONTRUCTION REPRESENTATIVE REPORT

Heidi Harmon informed the Committee that ADA accessibility improvement continues all through the southwest corner of Center Way and that sidewalk faces the terminal. She reported that Parking Structure 2B driveway and ramp are being replaced. She also said that the passenger loading zones are all complete including painting. Overton requested that a picture of the final passenger loading zone project be presented to the Committee at its next meeting.

Rolon informed the Committee that he heard there were issues with some of the bus/van companies dropping people with disabilities off at the wrong location for access to Terminal 1. Overton inquired where people were supposed to be dropped off to which Rolon responded that people are supposed to be dropped off in front of P1 if they have a disability or if they are a senior citizen with mobility issues; otherwise they go to Terminal 2 for drop off. Rolon further stated that some van/bus companies aren't following that protocol and are dropping off people with disabilities at Terminal 2. He said the walkway back to Terminal 1 is really difficult if someone is alone and has luggage to carry, especially if that person is using crutches or a wheelchair. Rodriguez concurred and said that the walkway leads a person further to the corner of the TSA location rather than where the ticket counters are located.

ITEM 14. CITY ATTORNEY REPORT

City Attorney Kerrin Tso advised the Committee that the assessment of the Coca-Cola case concerning its vending machines is pending. He said the case is going to closed session with counsel. He said he had nothing further for the Committee.

ITEM 15. LAWA ADA ADMINISTRATOR REPORT

LAWA's ADA Coordinator for Disabilities, Larry Rolon, informed the Committee about an upcoming Autism Flight Experience Day, sponsored by Southwest Airlines, that is scheduled to take place on October 1 in Ontario. He said anyone that would like to participate can sign-up online at lawa.org to attend. He indicated that LAX will probably host the next Autism Flight Experience Day sometime in January 2017.

Rolon also mentioned the Disability Pride Parade and Festival, sponsored by Southern California Resource Services for Independent Living, taking place on Sunday, 9 October from 11:00 a.m. to 3:00 p.m.

Rolon then discussed a new program whereby people can text emergency information to Airport Police. He said Richard Ray from Department on Disability has been working to implement the program for a long time and even provided some articles about litigation that went on in Arizona for failure to provide this type of service. The good news is that LAWA finally got the service which means people can use the text portion of their phones to make emergency calls to the LAX Emergency Dispatch Center. Rolon further explained that people can also send pictures and emphasized that the program is a great addition to providing services to people with hearing impairments.

Ray added to the discussion by mentioned that the LAWA is ahead of the game in terms of implementing the technology and it a great start. He went on to explain that it is very important that the Airport's 911 number (424-646-7911) be advertised throughout the terminals so that people are aware of what number to dial.

ITEM 16. NEW BUSINESS

Rolon brought up to the Committee the idea of e-book kiosks based on information sheets that had been between Committee members. Committee member Louis Herrera said he went to his local City of Los Angeles library to review a kiosk and he doesn't think it will be accessible because persons in wheelchairs have to reach across the counter to touch the screen and the kiosk doesn't announce its actions. He said that the librarian wasn't very helpful while he was visiting and he thinks there might be a "disconnect" about what accessible really means.

Rodriguez brought up that the Department on Disability is in the process of expanding staff. He said the Department is hiring a Senior Program Coordinator to service as an ADA Access Specialist; recruiting two management analysts for 508 redaction; and, hiring another program manager that will be working as the Emergency Management point-person. Lastly, Rodriguez said the Department will be one of the significant participants with the Mayor 69 initiative on emergency homeless shelters for the homeless population.

ADJOURNMENT

Meeting was adjourned at 2:18 p.m.

Minutes were presented to the ADA Committee at its 16 November 2016 meeting for approval. There being a quorum, the Committee voted 6 Aye/ 0 Nay. Minutes for 17 August 2016 were approved/not approved.


Secretary

12-21-2016
Date