



**LOS ANGELES WORLD AIRPORTS  
ADA ADVISORY COMMITTEE MEETING  
21 DECEMBER 2016**

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

**CALL TO ORDER**

Sam Overton called the meeting to order at 1:02 p.m.

**ITEM 1. ROLL CALL**

Sam Overton called for the roll:

**ADA Committee Members – Community Representatives**

- Chair Sam Overton: Present (via phone)
- Myrna Cabanban: Present
- Ruthee Goldkorn: Present
- Louie Herrera: Present
- Jody Schinnerer: Absent

**ADA Committee Member – Airline Representative**

- Joe McGlynn: Absent

**ADA Committee Member – TSA Representative**

- Danielle Bean: Excused

**ADA Committee Members – LAWA Representatives**

- Brian Haig: Absent
- Heidi Harmon: Present
- Brandy Welch: Present (arrived late)

**ADA Committee – Staff**

- Larry Rolon, Administrator: Present
- Kerrin Tso, Deputy City Attorney: Present
- Darcy Driscoll, Secretary: Present

**Guests**

- Richard Ray, Department on Disability
- Geoffrey Straniere, Department on Disability
- June Kailes, Disability Policy Consultant
- Andy Myong, Aeroport Services
- Rudy Torres, Aeroport Services
- Mohammed Djabri, Aeroport Services
- Walter Vergara, Aeroport Services

## **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.

Overton explained that he conferenced into the meeting because he was unable to attend the meeting in person since his van broke down.

## **ITEM 3. CONSENT CALENDAR**

Ruthee Goldkorn made a motion to approve the meeting minutes from July 2016, August 2016, September 2016, and November 2016. Brandy Welch seconded the motion. Motion carried unanimously and all minutes were approved as submitted.

## **ITEM 4. CHAIRMAN'S REPORT**

**4A:** Discussion about recommending technology on new construction and remodeling to assist persons with disabilities did not take place and will be moved to a later date.

**4B:** ADA Committee Bylaws. Overton reminded the Committee members that they previously had all been emailed a copy of the proposed bylaws. He indicated that he worked closely with Goldkorn and Cabanban to edit and redraft them. Overton stated that it has been challenging to create the bylaws because he doesn't have a copy of the original bylaws – he only has fragments that were written when the Committee was first formed.

Rolon advised the Committee members that he received some information on the Neighborhood Council bylaws and thinks that it would be helpful if everyone reviewed some important points. Overton suggested that Rolon email him a copy of the Neighborhood Council's bylaws.

City Attorney Kerrin Tso mentioned that she recalls that the original ADA Advisory Committee bylaws were reviewed by various staff people at LAWA as well as the Department on Disability. Tso suggested that it might be helpful for a future discussion if all the ADA Advisory Committee members understood the background of the previous bylaws and how they came about.

Goldkorn mentioned that she emailed her edits to Overton. Overton acknowledged receipt of her edits. Goldkorn wanted to put on record that she had suggestions regarding usage of the phrases "disabled persons" vs. "persons with disabilities". For purposes of conformity and uniformity, she advised that the Committee should use the first-person phrase "persons with disabilities." Goldkorn also wanted clarification on when the bylaws would become effective. Overton advised that he and Rolon were trying to determine the

original date of the bylaws' approval, but that he would send a draft of the new bylaws to the Department on Disability and ask for their consent.

Tso interjected that she had located an old document from December 8, 2006 from LAWA's then Executive Director, Lydia Kennard, which discussed the Department on Disability's involvement in the previous bylaws. Tso read excerpts from the document which appointed Rolon to represent LAWA in the development and structure of the ADA Advisory Committee, and highlighted that the formation of the Committee should include key LAWA personnel, Department on Disability personnel, and airline representatives. The document also mentioned Luis Mata, then-president of the Department on Disability, as being a key player.

Tso then requested clarification on whether or not the original bylaws were ever approved. Overton clarified that he was not part of the original negotiations. Rolon added to the conversation by saying that the original group responsible for developing the bylaws consisted of Luis Mata, on behalf of the Commission on Disabilities; Mitch Pomerantz, on behalf of the Department on Disability; LAWA's then-Airport Manager, Jens Riviera; and himself. Rolon said he did not recall if the bylaws were ever specifically approved at a meeting. Overton confirmed that the Commission on Disability never had an item on an agenda or voted to approve the bylaws. He said that he recalls that the approval of the bylaws was more departmental.

Overton pointed out that the Department on Disability is a separate independent entity from the Commission on Disability. He said there are certain responsibilities delegated to the Department and there's fewer specific duties delegated to the Commission on Disabilities. Overton said that the Commission on Disabilities is essentially a forum for reviewing disability issues for the City and has no budget under the City.

Tso suggested that the ADA Advisory Committee request Luis Mata's presence at its next meeting in January 2017 so that he could help fill in the blanks regarding the process of developing the previous bylaws. Overton agreed and requested that Rolon invite Mata to the January 2017 ADA Advisory Committee meeting. Tso further added that the Committee should be prepared to discuss the issues of quorum; ie: what constitutes a quorum, how does losing a member affect the quorum, etc. Overall, Tso expressed the importance of having a strong governing document that will guide the ADA Advisory Committee as an advisory council.

Overton agreed with Tso and pointed out that the issue of quorum is addressed in Section 7.1 to 7.3 of the proposed bylaws that he distributed.

Richard Ray from the Department on Disability suggested that perhaps the ADA Advisory Committee could have a policy of procedures developed that is separate from the bylaws. Goldkorn concurred and said that most other entities in which she belongs have a policy of procedures they follow regarding issues such as a missed meeting by Committee members.

Overton expressed his appreciation for the input and said he would begin redrafting the bylaws to integrate the comments from today's meeting in anticipation of discussion at the next ADA Advisory Committee meeting in January 2017.

**4C:** ADA Advisory Committee Member Vacancies. Overton asked Rolon to confirm the current number of vacancies on the ADA Advisory Committee. Rolon responded that there were two vacancies.

Overton said that he has collected three applications for the vacant positions: Debra Thomas, Ken Cluskey, and Ralph Meyers. He then asked for three voting members to volunteer to interview each respective candidate. Upon selection of the candidates, the recommendations would be sent to the Commission on Disability for ratification.

Goldkorn, Herrera, and Cabanban each volunteered to interview one of the potential candidates. Overton requested that each Committee member report back within 45 days for review and discussion.

**4D:** ADA Advisory Committee's 2017 Meeting Calendar. Rolon advised all the attendees that a 2017 ADA Advisory Committee meeting calendar was distributed within the meeting packet. He asked that everyone make special note of the associated deadlines leading up to each meeting, including the agenda item submission and distribution dates. Goldkorn inquired to whom agenda items should be submitted. Rolon advised that agenda items for consideration should be submitted to Driscoll.

#### **ITEM 5. AIRLINES REPORT**

Rolon requested that discussion about protocols for Wheelchair Service Providers in the CTA be postponed due to Joe McGlynn's absence at the meeting.

#### **ITEM 6. TECHNOLOGY REPORT**

Rolon requested that discussion about the update on LAX technology initiatives be postponed due to Mark O'Connor's absence at the meeting.

Overton then asked Rolon if he read the press release about the new tracking system for wheelchair service in TBIT. Rolon indicated that staff members from Aeroport Services (APS) were in attendance at the meeting and could discuss the program openly.

Walter Vergara stood up to speak and introduced himself as the Chief Marketing Officer for APS. He advised the Committee that APS is in the second phase of beta testing the wheelchair tracking system. Vergara likened the system to an "UBER for wheelchairs," and explained how the tracking system uses GPS to identify the locations of wheelchairs and agents throughout TBIT. The system is connected to each agent's smart phone and enables APS to know the whereabouts of their wheelchairs at all times. He said the system is the first such program in the world, uses a check-in and check-out rotation, and works off of real-time data collected by 85 installations of beacons throughout TBIT.

Vergara also mentioned that APS is looking at expanding the program after this program is fully tested. In response to a question about the costs associated with the program, he said that the system is very expensive active technology that was developed specifically by APS.

Herrera asked Vergara if APS has considered using the system as a way to help people with visual impairments be better aware of the surroundings. Vergara responded that there is an audio function in smart phones that could be used with the same beacon technology. Ray added to the discussion by mentioned that beacon technology is also good for other purposes, such as 911 emergency services, since it can point responders to a specific location. Vergara agreed with Ray and acknowledged that APS employees now have a device that can provide instant communication.

The Committee members praised the new service and expressed appreciation to APS for its commitment to LAWA's disabilities services program.

#### **ITEM 7: LAWA DISABILITY WEBSITE**

Rolon began by thanking everyone for their service to fellow citizens and to the Airport.

**7A:** Rolon mentioned that the Disability Services Survey is complete and accessible via a link on the ADA Website. He said that cards promoting the survey are currently being printed and will be distributed to wheelchair service provider companies and at ticket counters.

**7B:** Rolon then referred to Darcy Driscoll to give a report on the ADA website statistics for 2016. Driscoll began the report by reminding everyone that the ADA website portal is accessible off of the [www.LAWA.org](http://www.LAWA.org) homepage. She advised

the Committee that she was granted access to Google Analytics, which is the program that enabled her to gather data relating to the ADA website.

Driscoll reported that the ADA "Homepage" is the most visited page of the website, followed by the "Wheelchair and Medical Assistance" page, "Disability Services" page, and so forth. She then discussed how the analytics allow for review of what page people are coming from prior to visiting the ADA website. As a result, Driscoll explained that most people are being referred to the ADA website via major search engines such as Google, Yahoo, Bing, etc.

Lastly, Driscoll mentioned that the analytics could identify what country people were in when they visited the ADA website. She pointed to data that countries ranging from Algeria, Pakistan, Russia, Saudi Arabia, United Kingdom, Japan, etc.

#### **ITEM 8: TSA REPORT**

Rolon advised the Committee that the representative from TSA was unable to attend the meeting due to an urgent incident in the terminals that took place earlier in the day.

#### **ITEM 9. LAWA PROJECTS REPORT**

Harmon reported that phase 2 of the CTA accessibility improvements are almost complete, pending one passenger loading zone and one curb ramp to be completed on January 18, 2017. In response to a question about whether the improvements were taking place at the arrivals or departures level, Harmon responded that they were taking place at departures.

#### **ITEM 10: CITY ATTORNEY REPORT**

Tso reported that she had nothing with respect to litigation to discuss with the Committee. She did, however, express her gratitude to Larry on behalf of all his hard work for LAWA. She also reminded Committee that it is subject to the Brown Act and that email communications should be brought to the attention of the entire Committee.

#### **ITEM 11: LAWA ADA COORDINATOR REPORT**

**11A:** A status report on the Kiosk Software Update CUSS 1.4 was briefly provided to the Committee.

**11B:** DOT's ACAA Service Animal Regulations. Rolon reported that he received a Department of Transportation document pertaining to comments made for the proposed Air Carrier Access Act (ACAA) service animal regulations. He mentioned that the document addresses the question of what constitutes a service animal and the proposed regulations suggest that those animals would be a service dog, miniature pony, and the capuchin monkey. Rolon

emphasized that the document is not a final rule of the Department of Transportation, but rather comments made by a committee that met to discuss the proposed changes.

Rolon also mentioned that the document proposes the designation of only three support animals, inclusive of dogs, cats and rabbits. Lastly, Rolon pointed to a significant proposed recommendation that would require people to complete a form upon check-in stating that they certify that the animal they are traveling with is a legitimate service animal. He said the recommendation suggests that there might be some type of kiosk whereby people would be asked a series of questions to assess the qualifications of the service animal.

**11C:** Updated Ground Transportation Rules & Regulations. Rolon discussed the new rules that were approved by the Architectural and Transportation Barriers Compliance Board. The rules primarily relate to Part 36, dealing with Transportation. He said that a majority of the changes are just a reformatting of the document that already exists, as well as some changes that will impact providers. Rolon explained how many over-the-road transportation vehicles, such as Flyaway, will begin to have the same rules applied to them as applied to fixed-route transportation vehicles (regular buses).

Rolon indicated that another change will now apply the rule for signage indicating that front row seating is reserved for people with disabilities to over-the-road vehicles.

**11D:** Hard-of-hearing Stickers and Cards. Rolon advised the Committee that he made a presentation to an association of hard-of-hearing individuals in Pasadena a few months ago and learned about a program that he thought would also be useful to LAWA's hard-of-hearing travelers. As a result, LAWA's ADA Office developed stickers and cards that say, "Please face me when speaking, I am hard-of-hearing" in efforts to better assist communication between service providers and hearing impaired travelers. The stickers and cards will be distributed through wheelchair providers, airlines, travel agencies, and other disability groups.

Rolon distributed a copy of the publication, Hearing Loss Californian, which refers to programs taking place at LAX.

He also read some complaint letters that he received from family members of persons with a disability who believed they were treated rudely by immigration and customs during their travels. He indicated that he gets a lot of complaints from travelers about their poor experiences with customs representatives. Rolon said he be working to address and resolve the issues and remind them that



Section 504 of the Rehabilitation Act pertains to federal agencies and it doesn't excuse them from their obligations with the ADA.

Rolon promoted the Families with Disabilities Day at LAX event which is tentatively scheduled to take place on Saturday, April 22 at the 96<sup>th</sup> Street Police Station. He said the event's main sponsor is LAXPD and is meant to foster and encourage positive interaction between Airport police and families with disabilities. The event will feature food, music, entertainment, police dog demonstrations, and will also involve Airport tenants, wheelchair service providers, and other important groups that comprise the Airport Community.

**ITEM 12. NEW BUSINESS**

Overton inquired if there was any new business that Committee members wanted to bring to the table. Goldkorn responded that she would like to see a review of the services being offered by UBER and LYFT at LAX. Rolon said he will add that topic to the agenda for February 2017 meeting.

Kailes mentioned that she has concerns about how an older and/or disabled person would evacuate a place if they are limited in mobility. She said she has never been able to get a direct answer from different flight attendants and was curious to know if there was a specific protocol. Goldkorn shared Kailes concerns and asked if the topic might be something that the Committee airline representative could address at the February 2017 Committee meeting. Overton advised everyone that the topic is a bit out of scope for the Committee to address since it is strictly an airline item. He said perhaps an expert can be invited to discuss the topic at a meeting sometime in the future.

Rolon brought to the attention of the Committee that APS is the one company that consistently has shown up to the monthly ADA Committee meetings. He said he always invites other service providers but that APS is typically the only attendee and should be recognized for their commitment because they provide valuable information and input. Overton agreed with Rolon's sentiment and suggested that perhaps the Committee can provide a commendation.

**ITEM 13: ADJOURNMENT**

Meeting was adjourned at 2:57 p.m.

Minutes were presented to the ADA Committee at its 18 January 2017 meeting for approval. There being a quorum, the Committee voted 6 Aye/ 0 Nay. Minutes for 21 December 2016 were approved/not approved.

Dmytr Dull  
Secretary

2/15/2017  
Date