



**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
20 JULY 2016**

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

CALL TO ORDER

Chairperson Sam Overton called the meeting to order at 1:10 p.m.

ITEM 1. ROLL CALL

Chairperson Sam Overton called for the roll:

ADA Committee Members – Community Representatives

- Chair Sam Overton: Here
- Myrna Cabanban: Here
- Ruthee Goldkorn: Here (Arrived late)
- Louie Herrera: Here (Arrived late)
- Jody Schinnerer: Absent

ADA Committee Member – Airline Representative

- Joe McGlynn: Absent

ADA Committee Member – TSA Representative

- Hector Uribe (Standing in for Danielle Bean): Here

ADA Committee Members – LAWA Representatives

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

ADA Committee – Staff

- Larry Rolon, Administrator: Here
- Kerrin Tso, Deputy City Attorney: Here (Arrived after Roll Call)

ITEM 2. INTRODUCTION

Chairperson Sam 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

Overton indicated there was not a quorum. Meeting minutes for January 2016 were not approved.

ITEM 4. SPECIAL INTRODUCTIONS

Larry Rolon introduced Liza Josias, Senior Analyst for the American Institutes for Research (AIR), who specializes in human factor research, and Dahlia Shaewitz, who leads the AIR's disability and rehabilitation program. He also introduced Mark O'Connor, Chief Innovation Officer for LAWA's IT Department, who is directly involved with the technology found inside the terminal areas. Lastly, Rolon introduced Steffi Qian, an intern from LAWA's Emergency Management Division, and a recent graduate from Cal State University, Los Angeles with a degree in Aviation Administration.

ITEM 5. FILLING VACANT POSITION

Overton advised everyone that the ADA Advisory Committee has one position which has been open for some period of time. He also indicated that the Committee may have another vacancy soon; therefore, he requested at least two nominations for consideration of serving on the Committee to represent the disabled community. Overton said he invites applications from people with disabilities who have experience with air travel and/or who represent people with disabilities who cannot represent themselves, such as a teacher or parent/guardian. He told the Committee that the application can be found on the LAWA website under the ADA button.

Overton explained that once the Committee recommends a person for membership, then the Committee brings forth the recommendation to the City's Commission on Disability and asks them to ratify the decision.

ITEM 6. BYLAWS

Overton stated that he is still in the process of drafting the new bylaws for the Committee. He indicated that he just needs a quiet place to fine-tune the draft and plans to distribute the draft to the Committee in advance of the next meeting in August.

ITEM 7. INPUT ON ADA SURVEY

Overton reminded the Committee that an ADA Survey was distributed to members for their input. He indicated that he had received no significant criticisms of the survey and advised Rolon to start circulating the survey. Rolon added to the discussion by advising Overton that he doesn't think the survey is quite ready to go out to everyone yet. Rolon said that he thinks a part of the survey didn't go through to all the members and therefore still needs to be reviewed a bit more. Overton concurred and advised Rolon to resend the survey to Committee members.

ITEM 9. NEW TECHNOLOGIES AND SERVICES FOR THE DISABILITY COMMUNITY

Mark O'Connor informed the Committee that it is his responsibility to reach out to the stakeholders and identify needs and different aspects of technology that will be useful to the Airport. He said that he has been working with Airport Council International (ACI) on beacon and wayfinding technologies, as well as with Apple to provide input on the design of their next generation wayfinding applications. In response to Overton's question about whether he was also working with Microsoft, O'Connor responded that he has worked with Google (for Android systems): He went on to explain that both technology companies are coming up with next generation wayfinding programs that will be additions to their operating systems over the next six to 12 months.

O'Connor stated that designing technology to be ADA compliant is a huge priority for LAWA as well as for the technology industry. As an example, he cited that some Airlines are spending millions of dollars to retrofit kiosks that aren't legally required to be retrofitted.

Overton asked O'Connor if he has contacted the U.S. Access Board, to which O'Connor said he had not yet done so. Overton explained that the U.S. Access Board conducts pilot projects and usually writes the first draft of ADA regulations (known as guidelines) which eventually go to the Department of Justice. He said the US Access Board is extremely knowledgeable and helpful.

Overton emphasized to O'Connor that the ADA Committee members are more than willing to serve as "guinea pigs" for any system or program that IT wants to start testing in the terminals or elsewhere. Overton said that people who are deaf or blind have to be made a priority. He said that without proper testing, a program often doesn't rollout as planned because it's usually tested in a quiet room and the reality is that most systems are utilized in a terminal with lots of people milling about and changing sightlines.

O'Connor stated he understood Overton's point and then added that he was part of the House Research Institute with the Department of Transportation, which is working on different technology initiatives, one of which is called pre-trip concierge. O'Connor explained that the program is a service whereby a disabled person could contact a service provider in advance of a trip and obtain assistive technology to help make their travels easier to and from airports.

Rolon proposed to the Committee that a focus group comprised of people with different disabilities be put together to identify their specific needs as members of the traveling public. He said that the focus group could help formulate a plan and provide input about topics that need to be addressed at the Airport from a standpoint of better serving people with disabilities.

Dahlia Shaewitz mentioned that AIR led a focus group of individuals with hearing loss. She said the results of the focus group led to the identification of what kinds of hearing assistive technology is needed. She also said a matrix was developed that she can send to the ADA Committee.

Committee member Ruthee Goldkorn agreed with Rolon's idea and suggested that the focus group include families that have a member with a disability – either a parent or a child. She said the perspectives can be entirely different depending on who has the disability and that we need to recognize and acknowledge those differences for families that are traveling. Goldkorn also added that she would like to see the focus group include people with various types of disabilities, including from the autism community.

Rolon said he would put together a list of potential entities to contact for consideration of participating in the focus group.

ITEM 10. TRANSPORTATION SERVICE PROVIDER TRAINING REQUIREMENTS/NELA

Rolon began the discussion by reminding the Committee that City Attorney Kerrin Tso brought up at the last meeting that shuttle service provider Destination Shuttle Service (DSS) received a complaint. Rolon said that as a result of the issues that surfaced from the complaint, LAWA is developing a training protocol for all transportation providers that service the Airport. He said the training is being developed by himself and the Metropolitan Transit Authority (MTA), which will be training on the actual federal/state regulations. Rolon said his portion of the training will pertain to communicating LAWA's expectations.

When Overton and Goldkorn asked for greater clarification about the training program, Tso spoke up and emphasized that everyone needs to be mindful of the fact that all transportation providers have different permits and licenses. He said it's important to remember that Rolon's position with the LAWA disability office is simply to assist compliance.

ITEM 11. ADA COORDINATOR IN AIRPORT ORGANIZATIONAL STRUCTURE

Overton advised the Committee that it had previously questioned the Airport's Organizational Structure and where the ADA Coordinator was placed in that structure. Rolon informed the Committee that the ADA Coordinator position is under the Division of Operations in the Emergency Management section. He further stated that Airport Management is totally committed to meeting the needs of people with disabilities and that he is getting more budget support than ever before. Overton responded that he thought Emergency Management was an appropriate spot for the ADA program, especially considering there needs to be a lot of input on emergency planning at the Airport.

ITEM 12. TSA REPORT

Hector Uribe stated that there was no TSA report. He did, however, mention that there were some recent issues with the T2 Visual Monitor not being in operation. Rolon expanded on the topic by explaining that the T2 Visual Monitor was installed after the shooting in November 2013 and its purpose is to alert passengers with hearing impairments to any emergency events. He said that apparently some TSA agents were turning the monitor off but that the issue has been addressed and is no longer an issue.

Rolon informed the Committee that he had recently received a last minute email from a lady who needed assistance the next day with her five-year old son who has a serious case of autism. Given the last minute nature of the request, Rolon said he contacted Danielle Bean at TSA to inquire if she could provide assistance. Thankfully, Danielle's staff directly contacted the lady and arranged to have TSA officers available to assist the lady and help her son get through screening. Rolon said the lady praised the help of the two officers and was extremely happy for the support she received from everyone on such short notice.

ITEM 14. CITY ATTORNEY REPORT

City Attorney Kerrin Tso provided an update on the appeal regarding the City's appeal against AECOM services. The lawsuit involved two disabled men who were on the Flyaway bus from Van Nuys to LAX. Tso said the complaint alleged that LAWA's bus provider and contractors did not comply with ADA Laws about being able to board the bus. *Note: Item 14 briefly tabled to allow for Item 13 to be presented.*

When returning to discuss Item 14, Tso notified the Committee that the City of Los Angeles purchased several e-book kiosks. She said the kiosks are approximately seven-feet high, three-feet wide, and five inches deep. The front panel of the kiosks has the look of a very large iPhone and can be used to browse and electronically check-out books. The kiosks also contain approximately 10 outlets on the bottom section which can be used as charging stations. Tso said that San Antonio Airport and Union Station are using similar devices.

Committee member Louis Herrera inquired if persons with visual impairments can get access by way of a headphone jack to listen to prompts and commands. He said it's important to consider the impact that different modes of technology have on people in wheelchairs and people with guide dogs or canes. Tso responded that she was just conveying the use of the kiosk technology in the City Library's to the Committee's attention. Herrera said he will try to frequent the LA Public Library to review the kiosks and take a picture to send to everybody.

O'Connor raised the issue of JC Decaux putting in information kiosks in the terminals. Rolon indicated he was not aware of the kiosks. O'Connor stated that he only knows about the kiosks because he is working with JC Decaux's technology provider, Locust Labs.

Overton said that one of the problems with technology is that it is outstripping the law at the moment. He said it's concerning because while no one can point to a specific regulation that has been violated with the new technology, it often times is not being implemented with the general spirit of the ADA in mind - which is to make all things accessible to people with disabilities.

ITEM 13. LAWA PROJECTS REPORT / AERO PORT SERVICES

Larry Rolon introduced Walter Vergara from Aero Port Services (APS). Walter Vergara advised the Committee that he is the Chief Operating Officer for APS, which provides wheelchair service for Tom Bradley International Terminal (TBIT). Vergara reported that APS is currently in its high season and running 950 wheelchairs a day. He said that APS will be implementing a new wheelchair tracking system with phones for its employees in order to make it easier for them to get wheelchair calls and provide better tracking and timely service. Vergara explained that the program works through beacons to allow for better Wi-Fi accuracy and coverage. He said all the devices are ready to go but that APS is just waiting for the beacons and making small adjustments to the technology.

ITEM 8. STATISTICAL STUDIES TO EVALUATE TECHNOLOGY THAT SERVES TRAVELERS WITH DISABILITIES

Overton introduced representatives from the American Institute for Research (AIR). Dahlia Shaewitz thanked the Committee and advised them about the work conducted at AIR. She said AIR is more than 70 years old and has broadened into the largest behavioral and social science firm in the country, if not the world. She stated AIR does research and analysis for design of jobs, data collection, research, evaluations, training and technical assistance, and human-centered design. Clients include US Federal agencies, education institutes, transportation, labor, and health and human services.

In relation to disabilities Shaewitz said that, according to the American Community Survey, 12.6 percent of the population has a disability, which translates to approximately 10 million air passengers. She said adults with disabilities spend about \$17.3 billion with travel but considering most travel with someone else, that number can be doubled. According to research, 72% of people with disabilities said they encountered major obstacles with airlines, and 63% encountered obstacles with airports. From the 2003 American Customer Service Index's statistical analysis of the complaint center, the top four issues that people complain about are reservations, ticketing, and boarding, and disabilities (meaning civil rights).

Overton said that he believes one of the universal frustrations is that it is very difficult to get accurate and current information about the mix of different travelers with disabilities that are going through LAX. He said that the only source LAX has for statistical analysis of complaints is via Larry in the ADA Coordinator Office. Overton said he thinks it would be worth exploring the set-up of a consortium of air travel interests to fund a fairly comprehensive survey. O'Connor agreed and added that perhaps the Committee could work with AAAE's Innovation Accelerator program to set-up the standardized set of questions that all participating airports could use. Overton said that statistical information would be very helpful to explain to the Airport Commission why LAWA should spend money on disability programming. O'Connor agreed and stated that with a lot of the physical construction going on, people should be looking at the building design guidelines to make sure they are including all the features needed from an ADA technology standpoint.

Rolon concurred with Overton and O'Connor, and mentioned that the cost of making corrections to construction after-the-fact is usually exceedingly high. As an example, he pointed to the height of the check-in counters at TBIT not meeting height requirements but that they could not be changed afterwards due to the high cost.

Shaewitz indicated she was impressed with Rolon's survey results for the training he gave to service providers that assist travelers with autism. She also inquired where he was disseminating the "Pointers for Families with Autism Preparing to Travel by Air" brochure. Overton said the brochure will be downloadable on the LAWA ADA website, delivered to Southern California autism organizations and sent to the LeRoy Haynes School, which has a number of children that fall along the spectrum.

Shaewitz also inquired if the information that the ADA Committee develops is being shared with other airports. Rolon said that he always highlights LAWA's ADA programs and activities at any conferences he attends with other airports. In addition, Rolon said he is trying to start an association of airport ADA Coordinators so that everyone can share different ideas and learn from each other. It is Rolon's hope to find ways to better serve the disability community. Overton agreed and said there is no central ADA association of airports that information can be funneled through.

Liza Josias, Human Factor Specialist from AIR, introduced herself and explained that her field deals with technology and understanding how people interact with technologies. She stated that her role is to serve as a bridge between the software and technology design as it relates to human-computer interaction. She informed the Committee that she does a lot of work with the TSA and FAA – primarily with working with air traffic controllers on their automation and

processes. Josias said that her interest with the ADA Committee is learning about the usability of the new technologies for people with different disabilities.

Josias posed a question to the Committee, "What is your shared vision for serving travelers with disabilities? If you were king or queen for a day and you could achieve your vision – what would your vision be?"

Tso responded that she believes the shared vision is equal access for everyone. Goldkorn responded that her vision is no barriers. Overton said he believes part of the mission is inherently no physical barriers as well as no discriminatory or other kinds of human barriers that are placed unnecessary. O'Connor said he thinks another goal is to provide tailored experiences to the individual's disability so that they felt welcome at the Airport, have ease of use, and can enjoy the same level of entertainment and eating opportunities.

Josias agreed with everyone and said that a very typical verbiage that is used in human systems integration is the phrase "user experience." She said from the passenger's point of view, it a singular experience – from leaving home to arriving at the curb all the way to the gate. Herrera added that he believes, when talking about human factors in general, academia's mindset needs to be changed so that the focus is placed on who the customer is. He said he thinks that up-and-coming engineers need to go to work thinking outside their comfort zones.

Josias introduced the idea of taking a human-centered design approach to technology. She said technology is typically developed by engineers who get user input, but then try to require the user to change the way they operate the technology. Human-centered design requires the technology to be designed to meet what the user needs to do. She explained that in human factors or human systems integration, the start of the design process is to review the different steps that someone has to go through to get the technology to work. Josias said that AIR has done a lot of usability testing to be as scientifically rigorous as possible. O'Connor added that he has seen a lot of "one size fits all" processes and procedures that get used with airlines and travel agents. Josias stated that approach doesn't work.

Josias said that studies have shown that if businesses use a human-centered approach, understand what the usability needs are, and insert them right at the initial design, then implementing the entire process will save time and money. She said addressing usability issues at the front end, rather than trying to create last minute fixes, will ultimately save ten times the money.

Overton mentioned that perhaps LAX and the ADA Committee can serve as a sample case to help develop better human-centered designs. As a side note,

