



**LOS ANGELES WORLD AIRPORTS  
ADA ADVISORY COMMITTEE MEETING  
16 NOVEMBER 2016**

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

**CALL TO ORDER**

Myrna Cabanban (Acting Chair) called the meeting to order at 1:07 p.m.

**ITEM 1. ROLL CALL**

Myrna Cabanban called for the roll:

**ADA Committee Members – Community Representatives**

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

**ADA Committee Member – Airline Representative**

- Joe McGlynn: Excused

**ADA Committee Member – TSA Representative**

- Danielle Bean: (Hector Uribe standing in)

**ADA Committee Members – LAWA Representatives**

- Brian Haig: Excused
- Heidi Harmon: Present
- Cassandra Heredia: (Brandy Welch standing in)

**ADA Committee – Staff**

- Larry Rolon, Administrator: (Darcy Driscoll standing in)
- Kerrin Tso, Deputy City Attorney: Present

**GUESTS**

- June Kailes, Disability Policy Consultant (present via conference phone)
- Geoffrey Straniere, Department on Disability
- John Rodriguez, Department on Disability
- Andy Myong, Aeroport Services
- Mohammed Djabri, Aeroport Services
- Iliana Thomas, Aeroport Services

**ITEM 2. INTRODUCTION**

Acting Committee Chairperson, Myrna Cabanban, 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. SPECIAL RECOGNITIONS**

Darcy Driscoll introduced herself as Larry Rolon's newly hired Senior Administrative Clerk within LAWA's Office of the Coordinator for Disability Services. She indicated that she is looking forward to working with everyone.

John Rodriguez introduced Geoffrey Straniere as the newly hired Program Coordinator for the City's Department on Disability. Rodriguez said Straniere will work closely with all the City Departments for outreach. Straniere added that he is already working on a number of projects including the sidewalk repair program, the blue curb zone, and accessible parking zones.

**ITEM 4. APPROVAL OF THE MINUTES**

Meeting minutes from July, August, and September 2016 were held until December's meeting.

**ITEM 5: VACANT COMMITTEE POSITION**

Cabanban indicated that the Committee was unable to take action on Item 5 due to the lack of a quorum. <sup>1</sup>

**ITEM 6: PRESENTATION OF NEW ADA VAN TRACKING SYSTEM IN CTA**

Ivonne Campos, General Manager for ABM Parking Services, informed the Committee that ABM was recently awarded the contract to provide transportation services to persons with disabilities who need transfer between terminals. She said ABM utilizes a website and associated app, [www.ridelax.com](http://www.ridelax.com), to track each transportation van as it travels throughout the CTA.

Campos displayed the website on the projector screen and demonstrated how each van can be tracked in real-time. She said the benefit is that users can track the status of a van's arrival by downloading and installing the app on their smartphones. In general, Campos said that it takes drivers about 20-25 minutes to get from point A to point B.

Committee member Ruthee Goldkorn asked Campos if ABM's service runs 24/7. Campos replied that the vans only operate from 6 a.m. to Midnight.

June Kailes asked Campos how a non-native Los Angeles person would know about the service, to which Campos responded that the information can be located on the lawa.org web site.

Iliana Thomas from Aeroport Services (APS) interjected that, in the case of APS operating out of TBIT, it is the wheelchair provider that initiates contact with ABM to request transport of passengers. Thomas emphasized that the airline, wheelchair provider, and ABM all work together to help transfer and transport passengers.

Goldkorn inquired how passengers would learn about the availability of wheelchair providers and ABM transport services. She asked more specifically how the airlines promote the services to the appropriate passengers. Campos said it was her understanding that the airline should have passenger's travel information and put everything in place for transportation from point A to point B.

Kailes inquired if it was possible to get the service information integrated into the intranet of customer service reps. Kerrin Tso, City Attorney, advised the Committee that further conversation should really involve the airlines. Tso said the airlines need to be the ones to explain the process they undertake on their end. She said the Committee can't make claims about what it believes the airline should or should not be doing in regards to providing wheelchair service. In response, Goldkorn suggested tabling the item to the next meeting.

**ITEM 7: TECHNOLOGY UPDATE**

Mark O'Connor was not in attendance so no technology update was provided.

**ITEM 8: LAX GUEST EXPERIENCE PROGRAM**

Driscoll spoke on Amy Willard's behalf about the Guest Experience Program. She informed the Committee that the program encourages departmental benchmarks for bringing guest service to the next "LAXceptional" level. Driscoll said that holiday decorations are currently being installed throughout LAX and indicated that each department is making noticeable enhancements to their frontline service offerings - from enhancing restroom drying stations to IT technology. In answer to Ruthee Goldkorn's question about whether Hanukkah was going to be represented in the holiday displays, Driscoll replied that she wasn't certain of the answer but she would contact Barbara Yamamota to inquire.

**ITEM 9: EMERGENCY EVACUATION COMMUNICATION AID**

Brandy Welch, LAWA Emergency Management Coordinator, told the Committee that Larry Rolon implemented a great idea for providing another tool in the toolbox to help communicate with people who are hard-of-hearing

or deaf in an emergency evacuation. Welch distributed an 8.5" x 11" horizontal pictogram which features several images of different emergency scenarios and explained how the pictogram is meant to serve as an evacuation aid. She said that terminal staff – airlines, employees, concessionaires – can use the pictograms to point to the picture that relates to an emergency happening at that particular time. Welch further explained that the back of the pictogram features a big empty box whereby a message could be hand-written for the person to read to help them evacuate safely.

Welch said that Rolon requested feedback on the pictograms and welcomed discussion about any questions, suggestions, or concerns. Rodriguez inquired how the pictograms were going to be used. Welch said that the pictograms will be placed in Go-Kits, as well as placed in strategic locations in terminals and ticket counters.

Rodriguez further questioned if the images on the pictograms were standardized with other signage throughout the Airport. Welch replied that she is part of an Airport Disaster Group that includes all of the airports on the West Coast and said that she will ask them if they have used anything similar. Welch also indicated that she will inquire whether there are universal emergency visuals used for directional signage. Kailes advised Welch that she might want to contact the Portland, Oregon airport in regards to directional signage for emergencies because their signage was very well done.

Rodriguez suggested that it might be a good opportunity to incorporate, based on emergency exercises, situations that have been problematic. He said he knows that access is important to successful emergency management. Welch agreed and added that in 2017, LAWA plans to put together a small drill that really focuses on access needs relating to movement and mobility.

Cabanban inquired if the pictograms could be designed in braille. Welch said she didn't think it would be a problem.

As an aside, Committee member Louis Herrera mentioned that he still runs into people who have the misconception that blind people can't walk. He said he happened to be at Terminal 1 during a slight emergency and that someone offered him a wheelchair, despite having a guide dog by his side. Goldkorn jokingly suggested that perhaps it is because everyone thinks you are supposed to run during an emergency. She then said in all seriousness that there seems to be a training issue. Goldkorn further stated her confusion about why people are still being told it is the Airport's policy that people with a disability must be placed in a wheelchair; despite not being in a hospital. Welch mentioned that she would follow-up with Rolon to discuss the issue.

**ITEM 10: TSA REPORT**

Hector Uribe, standing in for Danielle Bean, mentioned that TSA might begin using a face-to-face communicator, which is a device that uses a peer-to-peer network and split screen display to facilitate communication between deaf/hard-of-hearing individuals and hearing individuals. He mentioned that the idea is extremely preliminary and that TSA is still in talks with headquarters to discuss deployment. Uribe said the devices will consist of side-by-side tablets that can be detached – one for each person in the conversation – for use for communication in actual time.

**ITEM 11: LAWA PROJECTS REPORT**

Heidi Harmon said construction is continuing in the CTA on the ADA accessibility improvements projects mainly for replacing ramps at crosswalks. She also provided a brief overview of current projects, including:

- The west end of Parking Structure 2B has work taking place on a crosswalk so the railing is still out.
- On the northeast corner of Parking Structure 6, handrails in the stairwells will be installed in the next couple of weeks.
- Construction will continue at the Theme Building and at a crosswalk to the terminal at Parking Structure 7.
- Work is also taking place at Center Way and Roadway West at Parking Structures 3 and 4. On the backside of those parking structures, curb ramps are being installed.
- One little bit of concrete work is taking place at Van Nuys Flyaway to resolve some issues.

**ITEM 12: CITY ATTORNEY REPORT**

Kerrin Tso commended Heidi Harmon and her colleagues with respect to the Malove Settlement regarding Van Nuys Airport's accessible parking spots. Tso said the attorneys were pleased with how effectively and quickly LAWA worked to remediate the problem.

Tso then reported that LAWA received its \$43,000 check for the Coca-Cola settlement. She said all the attorneys involved were very cooperative and the check was wired the day they went into court. Tso said that Van Nuys Flyaway Terminal now has fully compliant vending machines. Additionally, Tso reported that the telephone concessionaire paid LAWA an additional \$5,000.

Tso then reported that she attended the National Association of ADA Coordinators meeting in San Diego. She said the meeting was very informative and she was able to meet with other people from the City of Los Angeles and throughout the County.

Tso informed the Committee that during the meeting she learned more about the specifics of the Department of Justice's (DOJ) final ruling on the amendments made in 2008 to the ADA, Title II and Title III regulations. She read out loud the DOJ summary of the ruling as follows: The Department of Justice is issuing this final rule to amend its American with Disabilities Act regulations in order to incorporate the statutory changes to the ADA set forth in the ADA Amendment Act of 2008, which took effect on January 1, 2009. In response to earlier Supreme Court decisions that significantly narrow the application of the definition of disability under the ADA, Congress enacted the ADA Amendment Act understanding that the definition of disability shall be broadly construed and applied without extensive analysis. In summary, Tso explained that the ruling is basically saying that people can't narrow the application of what constitutes a disability; it is a broad application.

Tso also advised the Committee that Rebecca Bond, Chief of the Disability Right's Division for the U.S. Department of Justice in Washington D.C., is very focused on providing access to technology for disabled persons. To that end, Tso said there are requirements under the recently updated federal guidance for public agency websites that provide technical standards for the accessibility of web site technology. Tso elaborated that Bond spoke at a general session during the meeting and mentioned that in terms of access, it's important that people design online web pages to be accessible for all users in terms of navigation and the ability to gather information, provide responses, ask questions, and offer input. Tso said there are also guidelines relating to video and multimedia accessibility, social media accessibility, and Section 508 document accessibility.

Herrera inquired if the accessibility recommendations are guidelines or mandates. He said that if they are just guidelines then nobody will follow them because it isn't enforced. Herrera emphasized that if it's something people need to comply with; at least it insures that something will be done.

Tso said that Bond made a point of letting people know that she can be contacted. Tso referred Committee members to go to [www.ADA.gov](http://www.ADA.gov) to provide comments.

#### **ITEM 13: LAWA ADA REPORT**

Driscoll spoke on Rolon's behalf and advised the Committee that on November 9, he held a Mental Health Awareness training session in conjunction with the Los Angeles County Department of Mental Health. The training session was very well attended and helped educate people about the different types and symptoms of mental illness that they might encounter in an airport environment.

