

**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
LOS ANGELES, CA
20 JANUARY 2016**

MEETING CALLED TO ORDER AT 1:07 P.M.

Chairman Overton: Addressed information items while waiting for a quorum.

Mentioned three positions for which Department on Disability is hiring. The Chairman stated that the positions are for two project coordinators. One position is for supervising computer information systems for the department. Another is to manage the compliance unit for 504. It is linked to federal dollars. The third position is to help with ADA compliance in the city.

Mr. Rolon Expressed to the Chairman, that a quorum is now present.

Chairman Overton: Called for the roll.

Item 1. ROLL CALL

Mr. Rolon: Called the roll:

SAM OVERTON: Here

DANIELLE BEAN: Absent – NO TSA representative.

MYRNA CABANBAN: Here

RUTHEE GOLDKORN: Here

BRIAN HAIG: Here

LOUISE HERRERA: Absent

JOE GLYNN: Absent

JODY SCHINNERER: Absent

HEIDI HARMON: Present

CASSANDERA HEREDIA: Represented by Brandy Welch

LARRY ROLON: Here

KERRIN TSO: Abent

Guests: John Rodriguez, Department on Disability
Luis Mata, Department on Disability
Eve Andrade – Reliant Medical Clinic

ITEM 2. INTRODUCTIONS

None.

Item 3. APPROVAL OF MINUTES

November 2015 minutes were approved
December 2015 minutes were approved

Item 4. SPECIAL INTRODUCTIONS

Chairman Overton: Asked if there were special introductions?

Mr. Rolon: Yes, He introduced Ms. Eve Andrade with Reliant Medical Clinic.

Officer Luis Alejandro who is going to be the LAXPD liaison to the committee from LAXPD. He was appointed to the position by his commanding officer.

Item 5. Committee Year End Report

Mr. Rolon: The Committee was going to provide information for the year-end report for executive director and board. It was requested that the committee provide information by the end of December or by the end of the first week in January. Nothing was provided.

Chairman Overton: Asked if anyone have items that they would like to show in the year-end report? The Chairman stated it appears no one has anything.

ITEM 6. COMMITTEE BY-LAWS

No report

ITEM 7. COMMITTEE LETTER TO DOT ON NOPRM – SERVICE ANIMALS

Chairman Overton: Mentioned that the ADA Coordinator became aware that the federal Department of Transportation is soliciting comments to address some of its ADA regulations, not being specific as to which ones.

Mr. Rolon Provided the committee with a copy of the letter written to Department of Transportation on behalf of the committee.

ITEM 4. (CONTINUED) Capt. Scott and Officer Alejandre were not present when introductions were made.

With the Chairman's permission, Mr. Rolon introduced Capt. Oscar Scott – LAFD, who had just walked in, and Officer Luis Alejandre, LAXPD who had also just entered.

Mr. Rolon said that "Captain Scott that been making sure our firefighters receive the appropriate ADA sensitivity training. He said "an injury is one issue, but the person may also be disabled, which brings in a separate set of issues." Captain Scott want us to emphasize that difference in our ADA training for fire fighters; in addition to understanding how to address the needs of people with disabilities during triage.

Mr. Rolon further stated that he wished to commend Captain Scott for working closely with LAWA's ADA Office in providing disability training for firefighters working out of LAX.

Chairman Overton: Welcomed Captain Scott, and asked Captain Scott to provide the committee with a brief overview of the scope of training being done and its frequency.

Captain Scott: Currently, a lot of this is all new. In regards to some of the training we have, Larry's been real patient, he actually gave me a lot of credit which I don't deserve. The fire department has an ADA representative.

We're training over 3,000 different firefighters, so in the meantime without delay I've reached out to Larry who was able to assist us with provide some training to the local firefighters, local stations at the airport, station 80, station 5, station 51, station 55.

And they encompass from your emergency medical your paramedics your EMTs, your hazardous material and your rescue firefighting, So from the terminal to the curbside we want to make sure we have firefighters properly trained.

I have to admit, we have about 27 years, a lot of it the rescue part we understand, the triage part we understand, even the treatment; but we can improve to the on the treatment part and that's where your community has been able to give us a lot more insight into the specific needs that the disability community has.

So, right now, within the next couple quarters we're going to address the local firefighters again. We're going to try to hit at least 50 to 100.

We're hoping to invite law enforcement as well at the local station, station 5 we're going to provide training as well, specific to ADA issues and emergency rescue. We're going to invite -- and whoever else we can get in regards to some of the specialized training and present this training to the firefighters as well as the officers.

As you know April 13 is the tentative date for the AirEx. One of the biggest critiques we had from the previous exercise was in the area of disabilities, especially concerns about our treatment of disabled casualties.

Like I said, most firefighters take a lot of pride in regards to what we do, but you know, it was a slow process

before we realized that we can do a better job at addressing some of these issues.

So right now Larry and I as well as our other ADA captain are working at a presentation that we'll give to the local firefighters. Like I say we're going to invite law enforcement as well but we'll be addressing that in the month of February as well as April.

There was discussion on the different methods used to train firefighters, frequency of training, and the fire department's focus on disability training. During the discussion Ms. Goldkorn described her experience at the 2013 AirEx.

Capt Scott Said Ms. Goldkorn had provided some good points. Capt. Scott added that the department's challenge is to get better at customer care, which is something it is focusing on.

Ms. Adrade: Mentioned that Reliant Medical Center works very closely with LAFD at LAX. Reliant EMTs also assist the fire department at the airport. She asked "when you do have this exercise training ready, can you invite us so we can have our EMTs be a part of it."

Capt. Scott: Said that between himself and Larry, Reliant would be notified.

Chairman Overton: Welcomed Officer Alejandre and asked him to briefly introduce himself.

ITEM 8. LAXPD PRESENTATION

Officer Alejandre: He mentioned his involvement with LAWA's ADA program has existed for around two years. He spoke of LAXPDs involvement with the Autism Self-identification Program.

He stated he was appointed as LAXPD liaison to the committee. He will be able to pass on the committee's concerns to police management and keep the committee informed of situations that may be impactful regarding passengers with disabilities.

Chairman Overton: Asked if Officer Alejandro could describe the kind of training LAXPD officers are receiving on issues facing people with disabilities?

Officer Alejandro: Key officers made rounds at roll calls to explain the autism stickers and their intended purpose. Basic behaviors to look for in persons who may have autism were also explained to officers.

Working with LAWA's ADA Office, LAXPD is developing a Disabilities Family Day at LAX. The purpose is to acquaint families and officers with one another and for officers to get a better understanding of the many kinds of disabilities as well as the issues associated in meeting the needs of disabled travelers.

Chairman Overton: Hopefully our discussion month to month, when you are here will trigger more training for our force. Mr. Overton said that one place where LAXPD can interact with disabled folks that could be very helpful is in reducing anxiety levels, is the autism program. Rotating offices through the terminals so they can be better educated about what autism is and its different forms, would be beneficial.

The more officers understand autism and high anxiety some travelers experience, the better they can react and they can help reduce anxiety levels of individuals and parents traveling with a family member with autism. Many people with anxiety don't interact with strangers all that well, and officers become a fearful object to them.

Ms. Goldkorn: Stated that quite often people with disabilities have serious issues with TSA. When officers are called they stand there with their hand on their guns.

During screening, TSA personnel often times attempt to take wheelchairs apart, or take walkers away. When they are told you cannot do this, they get upset, and call for police. Officers should look at the person with the disability and say to the TSA officer, no. They're fine.

Officer Alejandro: The issue is that TSA has their own policies and procedures. They are totally different from ours. Our officers try to resolve the situation without disrespecting anyone.

Mr. Lett: Inquired if the situation with TSA officers is situational or if it frequently happens?

Ms. Goldkorn: Stated that it happens a lot.

Mr. Lett: Explained that TSA has policies on what they can and cannot do regarding how different situations are serviced when it comes to pat downs and checking wheelchairs.

TSA also has a passenger support specialist program and those are officers that receive additional training on how to engage with ADA situations.

ITEM 9. AFTER ACTION REPORT - NOVEMBER 2015 TERMINAL EVACUATION DRILL

Postponed since Mr. Chung is not available to address it today.

ITEM 10. ADA STRATEGIC PLAN

Chairman Overton: It covers the proposed strategic plan that Larry wants to implement. It covers LAWA Community ADA Training, LAFD and LAX training, LAFD at LAX, ADA

Training, Development of universal ADA Training Module; CELEBRATION OF THE 30TH ANNIVERSARY OF THE Air carrier Access Act, and public event at LAX for families with disabled folks, implement secret shopper program, develop disability standard and handbook for the entire airport community; and development of a Disability Professional Program.

Chairman Overton asked for explanation of the Disability Professional Program?

Mr. Rolon: Explained that the program will be opened to the entire airport community. Individuals would have to take a given number of ADA courses offered through the airport. They would also have to demonstrate a certain level of knowledge about different key disabilities and ways to address communication and etiquette needs of these populations.

Chairman Overton: Asked if we plan to have the course computer based?

Mr. Rolon Said that eventually yes, but not initially.

Chairman Overton: Among the objectives is having the ADA Website operational by February.

Mr. Rolon: Explained that he has been editing the site and working with IT to make changes. The website should be operational by February.

Chairman Overton: Outreach to disability organizations in LAWA service areas. Creating wayfinding for vision loss.

Mr. Rolon: Stated he intends to reach out to groups in the near future.

Chairman Overton: Work with LMU and Cal State Northridge trying out new accessibility technology at LAX.

Mr. Rolon: Planning on reaching out to see if we can partner with and be used to try out new technology for disability community, that both institutions may be working on.

Chairman Overton: Ensure LAVA accessibility compliance is addressed in general.

Mr. Rolon: We are talking about accessibility to facilities around the airports.

Chairman Overton: Customs and Border Protection (CBP) training modules.

Mr. Rolon: CBP has requested we prepare short five minute modules for them to use in training.

Chairman Overton: Self-evaluation and transition plan. Chairman Overton asked if this pertained to the ADA and was underway?

Mr. Rolon: Explained it pertained to 504 compliance, and was underway.

Chairman Overton: Pointed out we've met with the consultants on that a number of times.

Mr. Rolon: Responded yes, however the department is defining part of the process to more accurately address issues.

Chairman Overton: Asked the committee if they have anything they think is missing in the strategic plan, to please contact Larry and let us know.

Ms. Goldkorn: In reference to the ADA Professional Program. Inquired if there is going to be outreach to specific ADA centers for their training materials and possibly any of their trainers participating to do this, because that's free.

Mr. Rolon: Felt the suggestion was very good and will follow-up as the program is developed.

Ms. Goldkorn: Said the Pacific ADA Center is the regional center and they're federally funded. She said she works with them all the time.

ITEM 11. PRELIMINARY DISABILITY RELATED STATISTICS

Mr. Rolon Stated we are still gathering wheelchair statistics for 2015. Currently we have 893,014 requests but the figure will exceed 900,000. Still waiting for providers to furnish statistics.

There were 67,415 requests for ADA Van service in 2015.

Due to complaints about pets running wild in terminals, we requested data on the number of requests for clean-up after animals in 2015.

We had 223 requests to clean-up after dogs, and nine requests to clean-up after cats.

Chairman Overton: Asked if figures include trained service animals or just brought to the airport for shipment? And who reports these figures?

Mr. Rolon: The figure is for animals in the terminal traveling with a passenger. There is no way of telling if they are or are not service animals.

The figures are maintained in a database that records call for service in terminals.

Chairman Overton: Asked if there is a way to tell if the call is for a pet or service animal?

Mr. Rolon: Said he can try to find out.

ITEM 12: INITIAL ADA PLANNING MEETING FOR AirEx 16

Mr. Rolon AirEx is going to take place on 13 April.

Chairman Overton: What plans have been laid and started in motion to recruit disabled players for the AirEx?

Mr. Rolon Stated that Ms. Goldkorn and Ms. Cabanban will be at the preliminary meeting to help develop the plan next Wednesday. After the meeting we will start reaching out to DOD to get bodies for the exercise.

Chairman Overton: Suggested the earlier you get the requests for bodies to groups, the better the results should be.

NOTE: Discussion was held on a number of sources LAWA might reach out to, to find volunteers for participation.

There was a short discussion of events that transpired during AirEx 2013.

ITEM 13. ACDCSS SERVICES PICKUP LOCATIONS

Mr. Rolon It's the next project on the list of priorities to be done. The signs should be done and in place by next month.

ITEM 14. MYSTERY SHOPPER PROGRAM

Mr. Rolon Indicated he has been doing a lot of reading and research on the topic. He hopes to be ready to present the committee with a start date by March at the earliest.

ITEM 15. ADA COMPLAINTS

NOTE: Was included in Item 16.

ITEM 16. TSA REPORT

Mr. Lett Asked if there was anything specific he may answer?

Chairman Overton: We were going to listen to what problems you're having if any. Do you know whether we've had any particular complaints?

Mr. Rolon We've had one. It was sent to TSA and was handled by them. It involved a gentleman who travels regularly with a dialysis machine. When going through TSA some of the agents do not know what a dialysis machine is don't know what to do? So the agents want to go through everything and start searching through things. They fail to follow the appropriate protocol for transporting dialysis machines through screening.

When the family has called TSA Cares recently, they are told there will be someone at screening to assist them, but no one shows up who can assist with the process. So we contacted Danielle at LAX TSA to ensure the gentleman had a positive experience through screening.

Chairman Overton: What was the customer getting when calling for TSA assist?

Mr. Rolon: The customer was told assistance would be at the airport to assist, but no one would be available to assist as promised.

Chairman Overton: Said he would like to know from TSA locally, how often this happens where people have requested services and nobody shows up? Have they've gotten a complaint?

Mr. Lett: Said they can look into the matter and see if TSA at LAX has specific complaints that identify that there is an issue. He will report back to the committee.

Chairman Overton: Stated the feedback will give the committee an idea of the scope of the problem and helps TSA focus on the scope of the problem too.

Ms. Goldkorn: Expressed concern about training proficiency due to turn over and reassignments of TSA personnel. She

asked if TSA has a number they can call when they encounter a situation they are not familiar with?

She went on to express the need for training is important.

Mr. Lett:

Said there is recurring training on ADA compliance, for which they are tested yearly. TSA personnel have to demonstrate that they know the procedures and they have to pass. They also have to demonstrate that they know the procedures for handling wheelchairs, how to check wheelchairs, and how to give the proper pat down. He went on to say that more of the new officers need to spend more time focusing on that portion because there's more involved with it.

Some officers elect to take the passenger support specialist training, which is more of an elective. These officers go through training modules to understand how to engage properly. This is an area where we probably need more officers to get involved so as to develop an understanding of customer service, and to avoid escalating potential issues that may occur.

The best thing is to call ahead and request assistance. But if that's not working then of course you have to use the proper channels to try to make sure we have somebody available.

Calling ahead allows you to have the comfort in knowing that there's somebody like a passenger support specialist who has been given additional training that can step you through the process and make sure that it's as comfortable as possible for a person that is needing additional assistance.

If there is an issue during screening, the best thing to do is ask for a supervisor.

I would advise against calling in police officers because that can only escalate the issue more. Because once they come on board it's really more of them being on standby in case something gets out of control. And, we will still have to complete the screening.

Chairman Overton: Asked Mr. Lett to see what he can do on finding numbers for the committee. He asked that Mr. Rolon put the item in the agenda under "Impact on Holiday Travel."

Mr. Lett: Said he can provide some general numbers. He said over year from 2013 we had 20.7 million passengers; 2014, 22.5 million and in 2015, 25 million, which is about an 8% increase from 2014.

Chairman Overton: Asked if the figures were national?

Mr. Lett: The figures were for LAX. The trend is still increasing. He went on to say that TSA's busy season starts around March and continues through the rest of the year. When spring break hits, then we're operating on all cylinders.

ITEM 17. LAWA Projects Report

Chairman Overton: Asked Ms. Harmon for the status of the ramp installation projects?

Ms. Harmon: Stated that construction continues on sidewalks behind the parking structures. Cross slopes are also being check during construction of the sidewalks.

Work is wrapping up at Van Nuys. The punch list is being gone through to ensure nothing is missed.

Chairman Overton: Inquired if there have been any complaints for Terminal One, particularly outside areas for sidewalks?

Mr. Rolon: We have not received complaints about the construction, but rather about our traffic officers. We currently investigating two different incidents.

Ms. Goldkorn: Said she'd been told by a FlyAway bus driver that they are having a problem about trying to figure out where to drop people off with disabilities?

Mr. Rolon: They shouldn't have a problem. Every provider has been given a copy of the directive as to what to do. Providers are supposed to make copies available for all their drivers.

Ms. Goldkorn: There was a real big problem using the FlyAway. The bus had been in an accident and it damaged the lift. The bus was never taken out of service. That's where the conversation came up with the driver.

ITEM 18. ATTORNEY'S REPORT

Ms. Tso: Brought the committee up to date on the status of the Coca-Cola case. She filed a Demur in the case, and suspects the case won't be heard before July.

She also went over the National Federation of the Blind vs. United case regarding kiosks.

ITEM 19: ADA REPORT

NOTE: Mr. Rolon went over ADA training for the fire department, and its objectives.

The need to have stickers identifying people who have disabilities.

ITEM 20: NEW BUSINESS

NOTE: There was a short discussion on animal laws and regulations.

The meeting adjourned at 2:48 p.m.

Minutes were presented to the Committee at its 20 July meeting for approval. There being a quorum, the committee voted ____ Aye/ _____ Nay. Minutes for 20 January 2016 were approved/not approved.

Secretary

Date