

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

MEETING CALLED TO ORDER AT 1:11 P.M.

CHAIRMAN OVERTON CALLED FOR THE ROLL

Item 1. ROLL CALL

BRANDY WELCH 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: Here
LARRY ROLON: Out of town, represented by [BRANDY WELCH](#)
KERRIN TSO: Here

Guests: John Rodriguez, Department on Disability
Luis Mata, Department on Disability

Item 2. INTRODUCTIONS

Asked if there were special introductions?

Ms. Welch: None today.

Item 3. APPROVAL OF MINUTES

There were no minutes for approval

Item 4. SPECIAL INTRODUCTIONS

None today.

Item 5. FILING VACANT POSITION

Chairman Overton: LARRY WANTED TO DISCUSS THE OPEN POSITION WE HAVE. I'M NOT SURE WHAT HE WANTED TO SAY ABOUT IT. BUT WE DO HAVE AN OPEN POSITION.

We had a resignation some months ago that needs to be filled.

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Ms. Welch: Asked what the qualifications were?

Chairman Overton: Explained the qualifications for serving on the committee. He went on to say membership is open to qualified persons living in Santa Barbara, Ventura, Bakersfield, Orange County, and Inland Empire, in addition to Los Angeles County.

He suggested that members may want to start thinking about names to propose to fill the position.

Ms. Goldkorn: Asked if she would have to go off the committee once LA/Ontario International Airport ownership is transferred from the City of Los Angeles ?

Chairman Overton: Explained the transfer of airport ownership does not impact her serving on the committee, since the Inland Empire is served by Los Angeles International Airport.

Ms. Goldkorn: Stated she met with staff of a county board of supervisors in San Bernardino County. She explained she shared information on LAWA's ADA Committee, in the hope of having the airport setup a similar program.

She went on to tell staff that the first thing they need to do is to do a self-evaluation among other suggestions.

Chairman Overton: Said he had not received any applications to fill the vacancy.

Item 6. ADA SURVEY

Ms. Welch: Explained that the survey will be on the web and disabled travelers will be able to tell us of their experience at the airport.

Ms. Goldkorn: Stated the surveys are so helpful, but are a pain to complete.

Ms. Welch: The survey will be online and will be done using Survey Monkey. Passengers will be give 3" x 5" cards printed with the purpose of the survey and how to access it.

The ADA Office hopes to have the survey and 3" x 5" cards printed in English and Spanish. We will be looking at making the survey available in Chinese, Korean and other frequently used languages at LAX.

The ADA Coordinator would like to look at providing an incentive for people who fill out the survey. Ms. Welch stated she was not certain what the prize would entail.

Ms. Goldkorn: Suggested maybe a coupon could be provided for a free cup of coffee at Starbucks or Coffee Bean, or whatever?

Ms. Welch: Liked the idea.

She went on to explain that the ADA Coordinator wants to give the committee, and airport community the ability to have a better understanding of the airport's travelers with disabilities and their particular needs. The survey will serve to provide insight on what the airport is doing right and identify areas where we are lacking in serving the disabled community.

Ms. Goldkorn: Suggested that "electric wheelchair" be changed to "power wheelchair".

Chairman Overton: Stated he likes the suggestion himself.

Went on to say he went through the survey quickly and will mark his suggestions and send them to the ADA Coordinator. He asked committee members to do the same.

Mr. Rodriguez: Suggested that if you have a section with a series of questions, such as several questions on eating in an airport restaurant,

The first question might be: Did you eat in one of the airport's restaurants? If the answer is "no" state skip to question xx. This will make the survey quicker to fill out and save people from reading a series of unrelated questions to their experience.

Ms. Goldkorn: Agreed with Mr. Rodriguez. She noted that each question is NA as an option. However, there are too many NAs.

Chairman Overton: Said he thought the intention was to have the surveys filled out while a person was in the terminal. In such a case the survey is too long.

Ms. Welch: There may be a way for us to create a format that will only display applicable questions.

Chairman Overton: Likes the idea of having only questions that apply to your experience appear in the survey.

Ms. Goldkorn: Asked if sky cap service is available in the departure level?

She said there are at TBIT, but has not seen them in other terminals. She said she's needed sky cap service when she's come to the airport at certain times.

Chairman Overton: Reminded members to get their comments to the ADA Coordinator by the seventh. Brandy will send out an e-mail reminding the committee two or three days before the due date.

Item 7. WEBSITE UPDATE

Ms. Welch: The ADA website is operational.

The suggestions received from the committee were incorporated into the website. The ADA Coordinator wanted to give special thanks to Louie and his friend at the Braille Institute who provided very useful input to make the site more accessible to persons with vision loss.

There may be some glitches we failed to catch. So please visit the site and let us know if you notice any. Also, please let us know if there is material that is currently not found on the site and should be added.

Chairman Overton: Asked the committee to review the website and be prepared to discuss it or have critical comments on it by next month's meeting.

Item 8. VIDEO REMOTE INTERPRETING (VRI)

Ms. Welch: The VRI application was utilized at the AirEx Exercise. It worked really well from the technology standpoint. The only problem observed had to do with surrounding noise, which made it hard to hear what was being communicated.

Two lessons learned:

We learned that in a field situation, it will be necessary to use headsets for communicating between the VRI interpreter and the none-deaf person who is communicating with the deaf person.

The screen was a little hard to see because of sun glare.

VRI can be downloaded on any smartphone and device. It works on Apple and Android platforms.

Ms. Welch said she sees it being more useful in the passenger gathering area where it would be a very useful tool.

We hope to train airline and airport staff about its value for communicating, and to make them aware of its availability.

Item 9. POST AIREX 2016 REPORT

Chairman Overton: We'll have more when the actual report comes out. In the meantime Brandy is going to give us a little thumbnail. We have some folks here that were participants and we'll ask for their comments as well.

Ms. Welch: Talked about Richard Ray's experience which worked. She then asked Ruthee to comment on her experience.

Ms. Goldkorn: From my experience three years ago, this was a more positive experience.

On the negative side, like three years ago, my wheelchair did not materialize. So I was not provided with a wheelchair in the triage area. I had to stay sitting on the ground.

I wasn't transported because first responders couldn't see their way to what to do with my chair or any chair?

I needed a wheelchair because my wheelchair was in a million pieces along with the 17,000 pieces of luggage.

I was not on a gurney, I was in this chair, and it was one of the few that anybody was able to find that met my need for the ELR's.

They couldn't quite figure out how they were going to transport my chair along with me?

Three years ago, Torrance, Manhattan Beach said no we figured it out. Your chair goes with you, period, end of discussion.

A responder never came to do another level of evaluation to determine what was supposed to happen to me next? And then the first responders again would be there to do another level of evaluation to determine do you need to be transported or can we release you and then figure out how you get wherever it is you're going to go? That did not happen. So I think I missed a step? I'm not sure why?

My injuries were a facial laceration and a possible head injury so, again, you know, they need to follow through, especially as a person with a disability having a potential head injury.

The tags to identify persons as having a disability were not used.

Ms. Goldkorn stated that Mr. Ray and she were the only one with disabilities in the exercise.

Ms. Welch: Said two other individuals who had signed up failed to show. There were two other individuals who had minor mobility issues, but we were not aware of them until after the exercise.

Ms. Goldkorn: As far as the actual exercise and dealing with me as a person with a disability, it was much better than three years ago.

Ms. Goldkorn stated that when first responders came to talk to her, they communicated with her from behind. She pointed out that when speaking to a person with a disability, please stand in front of the person, as you would with any other person.

Since I did not know who those people were, I could not figure out what they wanted. It happened to be it was a firefighter. At the time there were three other firefighters in front of me, When I heard the fourth voice, I did not know if he was talking to me or to the other firefighters?

Again, Disability Etiquette needs to be emphasized.

Chairman Overton: It's just common sense.

That's why we do this exercise.

Chairman Overton went on to say, people talk past the disabled individual all the time. But the whole point of the exercise is that they got to make some sort of creative contact with every passenger that's out there on the field, regardless of their disability or not.

Ms. Goldkorn: Said she saw Mr. Ray and that firefighters or somebody would be speaking with him, and his interpreter wasn't standing there.

Ms. Welch: We were trying to push the first responder to recognize that there was a communication issue, and to request assistance from the Incident Command Post (ICP).

We are instituting Video Relay Interpreting (VRI), Once VRI is fully implemented, we will provide training on its value in communications, and on how to use it.

She went on to say, there was an attempt to get first responders to report that they were having difficulty communicating with a victim and request VRI, so it could be brought out and tested. Ms. Welch stated, "I had to literally pull the first responder out of the exercise and explain to him, this is what you do. This is what you do during the test."

Chairman Overton: I really want to see all of the 7 reports. Because all the candor in the report made a difference. And what were your observations Myrna?

Ms. Cabanban: Had been wondering why Ruthee was in her wheelchair for such a long time?

If that was me, me and my chair would be separated, and I was trying to see if first responders would recognize if maybe i was somebody unconscious? Because at the end of that exercise, everybody would have some level of disability anyway they have to deal with, i think.

So I know Ruthee was with her chair for a while. And i think, yeah, they did have trouble kind of dealing with her. June and I asked ourselves what's happening to Ruthee out there? How did she get under the airplane's wheels?

Ms. Welch: So the crash happens and, obviously, your chair would not have made it because it's in the cargo bay. But we wanted them to, again, simulate going into the command post and requesting.

Myrna cabanban: Inquired about Mr. Ray, who was a deaf victim.

Ms. Welch: Ideally, we hoped to have a cadre of people at LAX. And the ADA Coordinator can be the subject matter expert for the first responders .

Chairman Overton: Seems to me, with a head injury, Ruthee would have been a person transported under any circumstances quickly.

Ms. Goldkorn: I was in the pile of people for transport. And they just couldn't figure it out. So they're like, never mind. Just get on the bus.

Ms. Cabanban: Because you stayed under that wheel for the longest time. But for me, it was my first one, once we got going, it was like almost an hour late, right?

Ms. Welch: We were waiting for the plane to be tugged in. And the plane landed from Sydney at 6:30. And, so, we had only given them an hour and a half to clean it and get it ready, and as they were towing it, the tug, and the latch broke.

Ms. Cabanban: But once you got going, i thought it was actually quite well done Apparently, obviously, from the responses, there was a lot of still kind of smoothing out. But once they got going and put out the fire, and set up all the triages, I watched the protect lady in front of me and i thought it was real. Was that real?

Ms. Welch: No..

Ms. Cabanban: Said she was watching Mr. Ray and how first responders responded to him. At some point paper was brought to help communicate with him.

Ms. Welch: Said once Mr. Ray was taken to the triage area, one of the fire fighters started signing to him. Ms. Welch said NO to the firefighter, since we wanted to test other methods of communication they may consider using. They did pull out paper and pencil. The communications went on and on. Ms. Welch was hoping they would call the ICP, which would have dispatched the VRI unit.

Ms. Goldkorn: Being that Ms. Cabanban was in the observers area, she asked if mention of first responders being trained to deal with persons with disabilities? It would have been a good piece of information for executives to hear - that we are taking care of that.

Chairman Overton: Asked Ms. Welch if she had an idea how many people with disabilities or play people with disabilities participated?

Ms. Welch: We invited 7? And only 2 showed up. She knew Richard and Ruthee, were coming.

Angela Kaufman let her know there were two or three others. They were students from some of the colleges that participated that had slight mobility issues. Ms. Welch did see one woman using a cane. But she was not known to her or wasn't picked.

Chairman Overton: Stated he was disappointed because he was anticipating more participants.

Ms. Welch: We had someone from w.c.i.l. It was Julie, but she wasn't able to make it to the exercise.

Ms. Cabanban: Pointed out that she and Ms. Kailes were commenting on the fact there were so few participants with disabilities

Ms Welch: Reminded the committee that there were 10 folks who volunteered for the November exercise, and all 10 were invited to participate. At the last minute all 10 had to cancel. So we need more.

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Chairman Overton: We have to think about how we're going to draft people and get them there.

Anything else on AirEx at this point?

Ms. Welch Had nothing further.

Ms Goldkorn: Said she had to park a distance away, and only found out later she could have parked at the museum.

She went on to say that there were no disabled stalls designated anywhere, where she parked.

Ms. Goldkorn also stated that the instructions said nothing about how or whom to contact to request an accommodation for the parking or accommodations you might need.

Item 10. ACCESS SERVICES PICK-UP LOCATIONS IN THE ARRIVALS LEVEL OF LAX STATUS REPORT

Chairman Overton: Told members that Larry Rolon had sent them a picture of the new pick up locations for Access Services.

Committee comments: Members liked the new signs and their posting. Comments such as "very nice", "I took a picture of that", "I was so excited when I saw that," were made.

Ms. Welch: Said, Larry says we integrated the new Paratransit recommended on the lower level of the CTA. And the accessible locations are also posted on where the signs are posted.

Chairman Overton: Stated he even looked at the signs.

Ms. Cabanban: Said she parked at one of the new disabled pickup locations over the weekend. She observed that sometimes the taxi lines get so long, they actually go into the disabled zone.

Chairman Overton: Suggested Ms. Cabanban raise the issue with Larry. There may be something the traffic officers can do to help alleviate the matter of taxis extending into the disabled drop off zones.

Ms. Harmon: Asked, So the Access drivers can't see you sitting on the curve because there's so many taxis?

Ms. Cabanban: Clarified by saying, it's not the taxis, it's actually the line of people waiting for a taxi.

Ms. Welch: People queuing up for the taxi

Ms. Cabanban: Yes, I was getting pushed.

Mr. Mata (DOD): Asked why is it only pickup?

Ms. Cabanban: Explained that where she waits on arrival.

Item 11. SELF IDENTIFICATION

Ms Tso: Reported on Destination Shuttle and how that relates LAWA's own self-evaluation

(Discussion turned into an inquiry of Mr. Rolon's chain of command, Destination Shuttle, and transportation services at LAX)

Destination Shuttle provides transportation from LAX to the LAX Westin. LAWA just provide them with a permit to pick up persons who are going to be staying at the Westin.

She went on to say, one of the things that has occurred is Larry is now working under the Director of Emergency Management who is Edward Bushman. So that's where the ADA Compliance Officer is. I'm telling you this because this is all in terms of how we evaluate LAWA ADA operations.

Ms. Welch: Stated that Larry reports to Cassandra who reports to Ed.

Ms. Tso: Continued by saying, Cassandra is Chief of Operations, Emergency Management so basically our ADA compliance is now under emergence management.

Recently on April 15th, and this all deals with how we're evaluating the operations of ADA., Ed -- actually Cassandra signed a letter in Ed's name relating to the completion of an investigation as to this Destination Shuttles operations, and the letter went to Michael Freilich the Director of National External Operations

Program, Office of Civil Rights, at the FAA. and for some reason this letter went to Jonathan Klein.

So I with just wanted to -- and I hope this is what Larry wanted me to do but this was the letter that got sent out April 15th regarding LAWA's commitment to making customer service for disabled passengers at the forefront.

I can pass these around, I can pass the letter around but the enclosures are the minimum disability requirements for training all transportation service provider drivers operating at Los Angeles International Airport.

Disabilities training requirements all set for -- and these will all be requirements for our any transportation that would be entities that are operating under a permit to pick up all passengers.

Chairman Overton: So all other private shuttles --

Ms. Tso: I'm sure it is because it's going to be, LAWA that's drafted a revised nonexclusive lease agreement (NELA) for destination shuttle services.

I don't know if it's a lease? I know it's a license agreement that was a misprint on this letter's -- but the NELA address is specific destinations of shuttles not only Destination Shuttles but also all other transportation companies providing shuttle services to be compliant with deficiencies identified by the FAA, and we're going to be approving it and the city attorney's office and that will be done by probably my colleague who does in fact do the in -- and so it just sets forth what are target dates.

If anybody would like this we can pass this around.

Chairman Overton: I think the committee would probably be interested in seeing the documentation and getting a better --

Ms. Welch: I can e-mail the pda packet.

Chairman Overton: We can put it on the agenda just for discussion. I just think we need to know the rules that we're operating

under.

Ms. Tso: Since it's still being edited you just want to focus on anything on the NELA doesn't have that the city attorney's office and -- needs to add so we can get feedback.

Chairman Overton: You're expecting some feedback from the FAA?

Ms. Tso: I don't know, actually I'm just reporting this for Larry.

Ms. Welch: In response there was a complaint made, someone was not picked up at the Westin which we really don't have any control over what the Westin does any training they implement or anything like that we can really only address the shuttle company.

Ms. Goldkorn: Asked if this is about investigations that are taking place right now --

Ms. Tso: Explained it was an investigation regarding that shuttle service.

Ms. Goldkorn: Not yours but there are investigations by private law firms about hotels and their airport shuttle services not being accessible and them not providing an accommodation in lieu of an accessible shuttle. So under the NELA that you're discussing, they have to have either an accommodation providing alternate transportation to the airport or they have to have accessible shuttles in order to have their licensing agreement to service LAX is that what I'm hearing?

Ms. Tso: That's our goal.

Ms. Goldkorn: If they don't have -- okay.

Ms. Tso: Basically they need to be compliant with the terms of their NELA or their permit, I don't know whether it's NELA -- I believe it is but before they were just permits to come onto the permit property.

Chairman Overton: One thing you may not know or don't recall is in the past when Larry has done some inquiries with hotels about shuttle service and there are a number of hotels

that don't have them but they still -- well they have them but they don't have accessible shuttles.

What they've told us is they will borrow an accessible shuttle vehicle from a the hotel next door and to transfer their people. We couldn't find anything wrong with that, I mean they're making the accommodation, it shouldn't matter what the name on the side of the thing is as long as the passenger knows he or she is going to be picked up.

Ms. Welch: Does the timeline matter if it takes an exorbitant amount of time --

Chairman Overton: I think it does if there was a demonstrably a significant delay we take the kind of position we've taken with bus services. You know, you can't just delay --

There's some rule of reasonableness that has to be attached to it. So anyway, eventually all the hotels that have shuttles that use the airport will have one of these licenses. So I think that's good.

Mr. Mata: Where i've had problems is the shuttles from the parking lots. And not the equipment but the operators and --

Chairman Overton: In lots C and D --

Mr. Mata: Yes, and what you have there is part of that, the training?

Ms. Welch: Uh-huh there are some specific pieces to that training --

Chairman Overton: Well those are LAX shuttles aren't they?

Ms. Tso: The parking shuttles are owned by us and operated I believe by LAWA.

Mr. Haig: Under contract.

Chairman Overton: Under contract but if there's a complaint about them those should go to Larry, directly.

Mr. Mata: What about the private.

Chairman Overton: Even if the private company's operating the --

Well their contract will define what they have to abide by and they're not hotels, they're not that kind of transportation provider but I would say that regardless the complaint really needs to go to the ADA coordinator first; and he'll contact the company and say what's the story on this?

Mr. Rodriguez (DOD): So it falls under three areas then in terms of the accessible vehicle or access to an accessible vehicle and employee training? And that's a question.

Chairman Overton: Well we've asked in the past that the contract services folks draft standard contracts that have minimum requirements, minimum requirements for training on assisting disabled passengers and make sure the drivers know that they have to take and assist disabled travelers. How detailed it goes, I don't know? So, for those contract services that service the remote lots and the contract services that do the circular shuttle around the u, they should have some standards spelled out in their contract.

Ms. Welch: I believe from what I understand in this letter, at what we told the FAA is that anyone operating at LAX is going to eventually have this language in their contract --

Ms. Tso: Right, actually, do you know that Brandy?

Ms. Welch: That's what I was -- that was my understanding from how Cassandra was explaining it to me, moving forward this was an answer to a specific complaint. But moving forward we want to insure that any new contracts any renewals any new agreements with any transportation providers that they all include this training and all of that.

Ms. Tso: Going back to what Luis was referring to I think he was talking about the complaints regarding customer service, regarding the driver that took you for the airport shuttle. You just went around the airport, is that correct?

Mr. Mata: Yeah because --
I mean I've been stuck at 11:30 at night with a driver that doesn't know how to operate the lift.

Ms Tso: That would be driver training.

Mr. Mata: I'm concerned about the training that they get.

Chairman Overton: We can raise this again next month, we're going to be talking about this a little bit more after the committee gets to see the documentation. That's something you can raise when Larry's here in the room.

I can't believe he won't have an answer for you. we all know that things slip up and some temporary driver may get shoved in the place when somebody's out sick or something and they don't have the training.

It shouldn't be a pandemic problem.

Ms. Goldkorn: If nothing else they know the fair number for their supervisor. Oh / don't know how to do this you need to come out here and do this.

I'm talking about when we're sitting there and the driver doesn't know what they're doing, get on the horn got get your supervisor out there and get out there and do it.

Mr. Mata: I don't know if this is the appropriate time to ask this question --

Chairman Overton: I'll let you know.

Mr. Haig: That was the question.

Mr. Mata: Why put ADA under emergency?

You know my opinion about this is once again, we're being thrown somewhere in an obscure place as opposed to being under the administration where we, ADA and disabilities, is a key issue that has to be dealt with at the airport.

But no you get it and you hide it under some other entity and I go -- it does not feel right somewhere that you put this under emergency -- I just, I don't know Sam.

Ms. Goldkorn: Beats the crap out of HR or risk management.

Chairman Overton: Asked Ms. Welch to put the topic on the agenda for next month.

Chairman Overton: Why the ADA Coordinator's function has been --

Mr. Mata: I mean when we started this committee, when we started this committee a number of years ago, pre-Sam and pre-whatever it was that we wanted to deal with primarily directly with the administration of the airport. And what I hear today just doesn't apply to what, why we established this committee. And, I think it's an important issue to look at. I'll leave it at that.

Ms. Tso: Well I want to point out that what the broad vision is for the ADA is that it would be interconnected with various departments, emergency management, construction. That's why we have other people involved in this because it's not just dealing with the administration.

I understand your point. However, it encompasses our license agreement, our construction projects, it's all encompassing. But that's a good point. so you can discuss that.

Chairman Overton: So you follow what i want on that agenda? The discussion of the organizational structure that puts the ADA Coordinator under emergency services, and then we'll have our debate next month. okay.

12. LAXPD REPORT

No one was present.

15. CITY ATTORNEY REPORT

Kerrin, have you more on your report?

City Attorney Report

Ms. Tso: Reported briefly on the continuing litigation involving Coca-Cola.

it's gotten much more involved. Right now, Coca-Cola has filed a cross action against the city.

Bauer's Intelligent Transportation which was the shuttle service against Tutor Perini and against the architect of Van Nuys parking lot. They have served us with 5 deposition notice and we had to obtain outside counsel for protective order because Coca-Cola's current counsel wants to dispose the person most knowledgeable regarding the negotiation, the settlement negotiations involving the initial disabled person's settlement.

In addition, we have filed a demur against Coca-Cola's cross action against the city based on the fact they failed to file a government claim against us.

And Tutor Perini filed a demur. Our demur is set for July of this year. And Tutor Perini is set for August 23 against Coca-Cola. In addition, there's two other cross defendants depending on what they will do?

So we have 5 – okay, we have the motion for protective order set for May 10. We have a case management that is set for May 2, in Torrance. and we have –

Chairman Overton: And this arises out of the access complaint at the Flyaway and the complaint was the vending machines were inaccessible.

Ms. Tso: They refused to put an ADA compliant machine.

Ms. Harmon: Does the technology? Do ADA compliance machine exist?

Ms. Tso: Yes.

Chairman Overton: Sounds like they're trying to set up a collateral attack on your original settlement. And I encourage to go for sanctions big time, but I don't make those decisions. Anything further on your report?

13. TSA REPORT

No one was present.

14. LAWA PROJECTS

Ms. Harmon: Parking structure 2-B, on the Northwest corner, you might notice a wooden rail there. they're temporary. The permanent one should be installed tomorrow. Ongoing construction is taking place at parking structure 7, parking structure 5, and the theme building.

Chairman Overton: What are they doing at 5 and 7? Is it more ramps?

Ms. Harmon: I think more ramps.

At the Van Nuys Flyaway, they're wrapping up some punch list work and they should be done this week. that's all I have.

Item 16. LAWA ADA REPORT

Ms. Welch: We had some training over the past month.

L. A. County Mental Health come in and provide a class that was focused on awareness for people who have mental illness or possibly cognitive disabilities communicating and things like that. it was very well attended. Everyone seemed to enjoy the training and found it useful.

We also had our first Introduction to Signing class for 2016

Chairman Overton: This was Richard Ray's class, "Signing for Dummies."

Ms. Welch: Everybody wanted to know when we're offering it again. so we're going to try to do it twice this year.

Ms. Welch: LAFD. Thank you to Captain Oscar Scott for helping put together the ADA sensitivity training given to fire fighters serving the LAX community.

Larry is reporting that he trained all the fire personnel assigned to LAX on working with people with disabilities, way to address issues, and related topics. Richard Ray assisted with the training; as did the fire department's new ADA Training Coordinator.

Ms. Goldkorn: But they have one? That's awesome.

Ms. Welch: Yes.

Ms. Goldkorn: Progress.

Ms Welch: A series of sessions with transportation service companies is being developed. Larry is going to work to actually incorporate these training requirements to anyone providing transportation services. He is focusing on the vans and buses first, and then will be moving on to limos and others.

Ms. Goldkorn gave an update on some of the issues the committee has been addressing

Ms. Godkorn got positive responses back from four or five actual legitimate service animal training organizations that would like to collaborate together to try and see if there's some kind of a consensus document describing what a service animal's functions should be. How they should behave and how to help within the airport community specific to here, to help law enforcement, the airport and airlines try and address this phony service animal thing; but one thing that the next step is the part that's going to be the legal part.

Once it's been determined that an animal really not a service animal, it attacks someone or attacked another animal, and that determination was made, what is the next step?

Ms. Goldkorn said she sent Larry a document to send to all of you, the bill that Colorado just adopted. Just like when you're in unchartered territory, you go way too far in one direction and you have to find your middle ground. They go way too far, that legislation about the people and certifications for people and certifications for the animal and all that stuff it really didn't make much sense.

It's a way to look at the issue, and Colorado notices this is a big issue as well, not just at the airport. So bringing together these organizations and legitimate trainers, let's see whether or not we can come up with some kind of a document that we can look at and try and figure out a way to address this because it's obviously nationwide and it's a big problem.

So I just want to let you know that I have contacted other organizations and they've all agreed that there's a problem and it needs to be addressed.

Chairman Overton: Okay, do you have any sense as to when the FAA – what's the -- it was the FAA right about the comfort animals that they were thinking about revising their rules? Holding public hearings?

Ms. Goldkorn: Said she has not seen anything at all about that --

Chairman Overton: Said he hadn't either.

Ms. Goldkorn: Janice Hahn has an ACAA Bill which has to do with websites, airlines, and the complaint procedures and process to the FAA. That would of course include everything related to the ADA. Ms. Goldkorn went on to say that she has not actually seen the bill, but has asked for a copy.

THE MEETING ADJOURNED AT 2:48 P.M.

Minutes were presented to the Committee at its 15 June 2016 meeting for approval. There being a quorum, the committee voted ____ Aye/ _____ Nay. Minutes for 20 April 2016 were approved/not approved.

Secretary

Date