

**LOS ANGELES WORLD AIRPORTS  
ADA ADVISORY COMMITTEE MEETING  
LOS ANGELES, CA  
16 September 2015**

Meeting started at 1:07 p.m.

Roll Call was called:

Sam Overton	excused
Danielle Bean	(Kevin Lett standing in)
Myrna Cabanban	present (presided over the meeting)
Ruthee Goldkorn	excused
Brian Haig	excused
Louis Herrera	excused
Joe McGlynn	present
Jody Schinnerer	excused
Heidi Harmon	excused
Cassandra Heredia	(Richard Chong standing in)
Larry Rolon	present
Kerrin Tso	present

**The committee did not have a quorum.**

Special Guests

Mr. Brian Albers - CAPITAL MANAGEMENT GROUP

Mr. Randy Johnson – ACCESS SERVICES

Ms. Brandy Welch – LAWA EMERGENCY MANAGEMENT OFFICE

Mr. Richard Ray – DEPARTMENT ON DISABILITY

- Ms. Cabanban Presided over the meeting, called the meeting to order noting that a quorum was not present.
- Skipped Item No. 3 (Approval of the minutes).
- Item No. 4 (solicitation of committee members to participate in the planning of terminal evacuation exercise).
- Mr. Chong Briefed the committee on recruiting a number of ADA Committee members to be part of the emergency exercise that's coming up in early November. He is looking to recruit about ten people from the ADA community to be part of that exercise. The date of the exercise in question is going to be on November 13, 2015. The duration of the exercise is two and a half hours, lunch will be provided.
- Mr. Rolon What Richard is suggesting **is that if any of you know persons with disabilities that would like to participate in the exercise, to let him know.** ~~that you're looking for volunteers that have disabilities so if any of our committee members know of anybody with disabilities that's the kind of people we're looking for.~~ Ideally it would be a variety of individuals with different forms of disabilities. **Will Mr. Rolon said he would** reach out to the Junior Blind for some volunteers. ~~also and in addition to whomever you might have in and provide me with their names and I'll forward them to Mr. Chong.~~
- Mr. Chong Would like to have those individuals names and date of birth within maybe ten days.
- Mr. Chong Individuals need to be 18 years or older and they have to sign a waiver form and there's some other information provided. The date of birth is important because we're going to be taking those individuals to a sterile are of the terminals, they do need to go through the screening process so it is important for us to identify the individual and their date of birth. Introduced new employee who joined Emergency Management, Brandy Welch.
- Ms. Welch Said she worked at the Red Cross, worked closely with Los Angeles and with the County as well in their efforts to do more integral planning for those with disabilities and access and functional needs, very familiar with the work that's been going on all across the county and look forward to working with this group much in the future.
- Ms. Cabanban Next item is Item No. 5 (Animal Relief Area at LAX).

Mr. Rolon Mr. Brian Albers from Capital Management Group ~~who~~ is working on animal relief areas around the airport and he's volunteered to come speak to the committee about what we're doing here at the airport to address those issues.

Mr. Albers Works at Capital Programming Management Group at LAX as a terminal planner. I researched **out to** other airports like San Diego to get some indoor relief stations ideas. Finding space for ADA complaint service area for animal relief was a challenging effort ~~with~~ **while** working with the airlines, the tenants, the lease holds, engineering and custodian and maintenance staff. We have been looking at utility and infrastructure. I'm please to share that we found a location in each terminal. As you can see on the attached map, the blue dots are the existing landside service animal relief areas; we have on yellow dot which is in the brand new ~~valley~~ **Bradley West Terminal** and also sterile area. We have 7 of the red dots that are going to be placed in specific locations in each one of the terminals post security, we're excited to provide this amenity for the passenger experience at LAX and I anticipate these pet areas will be opened to the public sometime next year.

Mr. Ray Was wondering if it's like the same idea as San Diego, is it similar to that for the LAX? Or is it going to be a little bit different than that?

Mr. Albers ~~Stated that~~ **E**ach terminal has a unique configuration so the majority of them are going to reflect the San Diego example. In the one example, actually, in 2 examples we're utilizing the old smoking lounges that are outside and just putting down some turf and a fire hydrant and connecting to a drain. So we're taking back that space ~~that space~~ that is not a smoking lounge anymore and turn it into a pet area.

Ms. Cabanban Item No. 6 (Ontario visit).

Mr. Rolon The committee was supposed to meet at Ontario today and as it turns out its been canceled. ~~and~~ **T**he reason ~~to that is~~ **that** policies changed at the airport where buses are no longer available for use as they once were. Now there is a very restrictive policy and we would have had to be back here **by** 1:00p.m., which was not realistic. ~~. We're looking at maybe~~ **the possibility of** getting a contract where we would be able to use a bus. ~~We would be able to use a bus through a contractor, such as Coach or Webber or whoever is available and use them to transport us through to~~ **provide transportation to Ontario and different ADA** events. ~~because this impacts more than just Ontario. I have received an e-mail from the Department of Disability and they're trying to arrange for transportation to get them over here in which case we would~~

~~able to participate. But at this point it's not happening but we're working on the issue, because everything we're doing everything to resolve it because we have to go to Ontario.~~

Because buses are no longer available, we will not be participating in this year's Mentoring Day, which is coordinated through the City's Department on Disability.

Aero Port Services (APS) had once again offered to sponsor this year's lunch for Mentoring Day, as it has done ever since LAX's first participation.

Ms. Cabanban Item No. 7 (New Regulations).

Mr. Rolon On August 5<sup>th</sup> federal government issued guidelines in the federal register that was basically incorporating **three articles of the Air Carrier Access Act (ACAA)** into **Section 49 CFR 27 (Section 504)**, and what happened was there were some nuances to it. Under the new regulations, the responsibility for ensuring animal relief areas are provided inside each terminal (past security); that airlines, bars, and restaurants have high resolution captioning; and that lift agreements between airlines and airports are in place; now rests with the airport versus the airlines. What has changed is that responsibility that once belonged to airlines now rests with airports. Airports will also have to ensure each terminal has at least one accessible animal relief area past screening, unless it can be shown to DOT's satisfaction, that a relief area cannot be provided inside a terminal past screening. The requirement for bars and restaurants having to have high resolution captioning is new.

It should be noted that airlines should already be in compliance with high resolution captioning and have lift agreements in place.

~~In the past, there responsibility rested on the airlines to provide animal relief areas with cooperation of the airport. It also included captioning that was the responsibility of the airline. Now it's the responsibility of the airport to ensure the airlines is complying with the regulations and finally, the Lyft agreements and that case, almost everybody, but every airline should have an agreement in place through NELA or non-exclusive license agreement. The A.D.A office is going to of course be responsible for ensuring all of this is being done because its also required under ADA and under 504.\*~~

Mr. Ray In regards to the captioning for the airlines, is that for safety or general purposes? Historically, it's been captioning for general

things like movies shown on the airlines as opposed to the individual boxes. The individual boxes are captioned but those are overhead TV that flip down that people can generally watch are not captioned. So that's then issues that has to be addressed or is it specifically for the instructions?

Mr. Rolon

That particularly happens in the aircraft, we have no say on what goes on in there, what we're talking about is inside the terminal. ~~So terminals in the first-class lounge and they have captioning there or a restaurant they have captioning there. The public area that's shared by airports have captioning there, not airports but airlines, that's the area we're talking about.~~ Anything on board **the aircraft is not part of the new regulation.** ~~, we're not involved with.~~

Mr. Ray

That's the other issue I'm looking at, the airlines and the planes because those are not captions. Like movies that are being shown or overhead cameras that flip down. But some airlines do have individual monitors where we could just choose our own movies or whatever. Those are captioned and those are not an issue but anything that has that overhead drop down monitors, those are not captioned except for instructions having to do with security.

Ms. Cabanban

The second Item No. 7 is report on the FAA A.D.A. Conference.

Mr. Rolon

Attended a conference last month at the FAA in Washington. Had an opportunity to be a speaker on the subject of what LAWA is doing to serve the disability community. **Because of the time allotted, I devoted my presentation** to what we've done for Emergency Preparedness from an A.D.A. perspective.

- FAA is trying a voluntary best practice pilot program for airports. ~~You can check how the performance of airlines is going.~~
- ~~LAWA is required to meet the tenant Title II of the A.D.A. and also the 504 requirements because they're serving under our program necessity.~~
- Tenants are required to comply with Title II and Section 504 in addition to Title III, since they are leasing space on municipal property.
- FAA branch hopes to support program, training and conduct more airport inspections.
- ~~FAA is also looking at requiring signage and in braille so all signage will have braille for it.~~
- Access Board spoke about websites **accessibility. It was stated that website compliance software only catches around 70% of inaccessible material. It is important to have people with disabilities also check the website for accessibility.** ~~and Airlines should have their compliant~~ websites up and running by the end of October.

- FAA is looking at making additional requirements to insure deaf individuals receive announcements being made. They're also looking at a wayfinding for people with visual impairments.
- ~~Open Doors made a presentation~~, Open Doors is an organization that deals with disabilities and they're big advocates for disability rights in an airport environment or aviation environment. **A representative from Open Doors made a presentation in which the speaker said persons with visual impairments overwhelmingly use apps versus the web for accessing services.**
- FAA is looking at ~~deals with~~ signage that you find in airports having distance between gates or from point A to point B **provided.**
- FAA also mentioned that ~~vision impaired persons~~ there should be text maps posted so ~~they~~ **persons with vision problems can** could find things easier.

Mr. Ray                      Would like to include people who have hearing loss as well, they're not accessible to them. TTY has become obsolete, outdated at his point and so people are using different technologies such as caption telephones or video technologies or other technologies besides TTY's, but the number of TTY's is dwindling drastically and actually the FCC is trying to faze them out.

Ms. Tso                      Asked if there are any regulations that mandate that TTY have to be implemented at the airport or because we do have operating TTY's so even though its new technology, we still must comply with the current Regs. Are there any regulations that mandate that TTY have to be implemented in the airport or because we do have operating TTY's so even though its new technology, we still must comply with the current Regs.

Mr. Ray                      States that Section 35.161A that talks about technologies equal commination access, so that particular regulation talks about that in addition to TTY's

Mr. Rolon                      ~~Another item that was brought up was seating, it's very important and there's not enough of it for experiences and people with mobility issues in terminals.~~ The fact that there is inadequate seating available for persons with disabilities at airports was also brought up at the conference.

Ms. Cabanban              Item No. 8 (Access Services).

Mr. Johnson Is seeking information on or at least check status of the signs which have been removed for the **ACCESS** stand signs.

Mr. Rolon Was not aware that they'd been removed. Was hoping Heidi Harmon would have been here today because she's ~~helping you~~ **working** on a design for the new access post. They're going to be higher up because we've gotten complaints that they're too low and they cannot be seen.

Mr. Johnson The other complaint that we're often getting from the customers as well as drivers is that ~~as they are coming our~~ police officers like to keep everything moving, but with our passengers they occasionally do need some additional time to get to the vehicle, to load or unload. We're not sure how that can be addressed, in light of the 9-11.

Mr. Rolon Spoke to Traffic Officers and met during their different shifts so that everybody got the same message. Told them when it comes to **ACCESS** Services is like everybody else, **drivers** cannot just sit there and wait for **their passenger to arrive**. But when ~~they're~~ **ACCESS is** picking up a customer and it takes them an hour to load somebody into the car it takes them an hour and they ~~will~~ **are** not to harass them. **The traffic officers indicated that** and they all understood.

Ms. Cabanban Item No. 9 (airlines joint self-identification program).

Mr. Rolon Was ~~trying~~ **hoping** to make **an** some announcement to which airlines are joining **the program**. ~~But we believe our interest in participating in the program and, hopefully we'll have some news from them next month.~~

Ms. Cabanban Item No. 10 (Open Communication).

Mr. Rolon Shared a report from Open Doors **Organization** about research among the people with disabilities and traveling in the hospitality industry and transportation **industries**, including **airports, airlines, aircraft** and ~~ships or~~ cruise lines. He focused on information that pertained to the airports.

Ms. Cabanban Item No. 11 (TSA report).

Mr. Lett Brought up the issue from previous meeting regarding Uber and ~~starting service and that has happened.~~ **Mr. Lett asked about the** ← Confused

problem with TSA/government vehicles parking curbside on the upper level at Terminal One. ~~There was a question also about the parking and making sure that there was accessible space for parking because of the TSA or government vehicles being parked along the curbside.~~

Mr Rolon Stated that the issue with TSA and other government vehicles parking curbside on the upper level seems to be under control.

Ms. Cabanban No. 12 (LAWA project report) will be skipped because Heidi Harmon is not present. Item No. 13 is the City Attorney Report.

Ms. Tso Briefed the committee on the Coca-Cola Bottling Company which relates to the Van Nuys FlyAway facility and the out of compliant vending machines. Has a copy of the opposition if committee members would like to view, public document.

Something is missing? What was the briefing about? Sentence structure is off somehow.

Mr. Rolon Reminded everyone that on September 30<sup>th</sup> we will be ~~having~~ holding a class ~~on~~ entitled "Introduction to Disabilities". Briefed the committee on ~~the~~ "Introduction to signing singing" class that was held on August 26<sup>th</sup>.

Mr. Ray Reported on the Annual Deaf Festival that the city council of ~~of~~ chambers and the City's Department of ~~of~~ on Disability will be hosting ~~host~~ on October 3<sup>rd</sup>.

What is of chambers?

Mr. Rolon Brought up two items that were not on the original report.

- One was a letter that we received from a lady that contacted ~~our~~ LAWA's Disability Office who was traveling to Taipei, and the issues she's encountered ~~was~~ while trying to bring a portable defibrillator ~~dialysis machine~~ for people that need dialysis. ~~her father that was traveling with her.~~ The Disability Office will post a copy of the regulation that allows the transportation of portable dialysis machines on its website. ~~document he gave to the women on the LAWA A.D.A. website and send document to the committee members too~~
- Attended the monthly TBITEC meeting and updated ~~them~~ international airline members on a number of items ~~lot of issues coming up.~~ Among the concerns were ~~one of the concerns was~~ wheelchair abuse and service animal abuse.
- Passed out a sheet ~~with several~~ containing pictures with fake service dogs and asked committee to choose one of the pictures, so these would be put on the form of a poster boards inside each terminal for a period of two weeks or so.

We approached the committee in July about supporting the Autism Group in approaching the Department of Transportation about the language specific to Autism and guidelines to be issued. **Something missing. (see me on this one)**

The last ~~thing~~ **item** is Mentoring Day. **As I mentioned earlier, at this point we're not participating but that may change if transportation is found. , will let everyone know if it does change.**

Went over wheelchair statistics.

Mr. Terrell                      Wanted to give some quick data; TBIT has set records just last year we did 16,924 runs and in this year; 21,000 so we're at 44,100 runs, previous year and last year we did just under, this year we're on track to do much more.

Mr. McGlynn                      Airlines added additional services for wheelchairs at great expense, now we have a service called "Yellow Vest" that are hired purely to assist wheelchair passengers who are already being assisted with their luggage.

The committee talked in length about the wheelchair abuse that follows this new service.

Meeting adjourned at 2:57 p.m.