



**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
15 MARCH 2017**

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

CALL TO ORDER

Chairperson Sam Overton called the meeting to order at 1:07 p.m.

ITEM 1. ROLL CALL

Overton called for the roll:

ADA Committee Members – Community Representatives

- Chairperson Sam Overton: Present
- Myrna Cabanban: Present
- Ruthee Goldkorn: Present
- Louie Herrera: Present (arrived late)
- Jody Schinnerer: Absent

ADA Committee Member – Airline Representative

- Joe McGlynn: Excused

ADA Committee Member – TSA Representative

- Hector Uribe: Present

ADA Committee Members – LAWA Representatives

- Brian Haig: Present
- Heidi Harmon: Present
- Brandy Welch: Present

ADA Committee Liaison

- Kerrin Tso – Present (arrived late)

ADA Committee – Staff

- Larry Rolon, Administrator: Present
- Darcy Driscoll, Secretary: Present

Overton then called for guest introductions whom self-identified as:

- Asgedom Asmelash, ABM Parking Services
- Jonathan Klein, Federal Aviation Administration
- Andy Myong, Aero Port Services
- Mark O'Conner, LAWA IMTG
- Luis Mata, ADA Coordinator for City of Los Angeles, Department on Disability (arrived during Agenda Item 6)

ADA COMMITTEE MEETING MINUTES/15 MARCH 2017

- John Rodriguez, ADA Coordinator for City of Los Angeles, Department on Disability (arrived during Agenda Item 6)
- Richard Ray, Technology Access Coordinator for City of Los Angeles, Department on Disability (arrived during Agenda Item 6)

ITEM 2. WELCOME

Committee Chairperson Overton welcomed everyone to the meeting and explained that he was happy to be back after a long 13-month recovery from a number of things. He also congratulated Myrna Cabanban for being appointed by Mayor Eric Garcetti to the City of Los Angeles' Commission on Disability.

ITEM 3. PUBLIC COMMENTS

No public comments.

ITEM 4. CONSENT CALENDAR

Consent Calendar was approved.

ITEM 5. CHAIRPERSON REPORT

Regarding the ADA Advisory Committee member vacancies, Overton said that he received all the reports from the Committee members who took the time to interview the applicants. He said that he hadn't had a chance to review the reports with Larry Rolon and establish formal recommendations. Overton indicated that his meeting with Rolon would be forthcoming.

In reference to the ADA Advisory Committee bylaws, Overton said that he is still working on the details and plans to have an update at the next ADA Committee meeting, if agenda permits.

ITEM 6: ACCESS SERVICES

Randy Johnson from Access Services introduced himself and announced that on Sunday, March 19, numerous international disability runners will be coming in for the Los Angeles Marathon. He said that Access Services will be providing them with all their transportation needs to and from LAX to their host hotel.

Johnson also announced that on March 24-26, the Abilities Expo will be taking place at the Los Angeles Convention Center. Overton asked Johnson if he had any statistics on Access Services' requests for the Abilities Expo. Johnson replied that he believes the requests are about 400 trips.

Luis Mata, ADA Coordinator for the City of Los Angeles, announced that the Department on Disability is sponsoring a job fair for persons with disabilities at the Abilities Expo. Mata said there will be around 50 companies participating. John Rodriguez, ADA Coordinator for the City of Los Angeles' Department on Disability, added that the City of Los Angeles Personnel Department will also be

at the job fair to solicit hires for the City's targeted local hire program. He said the local hire program is a consortium of different entities – unions, county, and city – that have partnered with work source centers that are affiliated with 50 community-based organizations. He said people can go into one of the community-based organizations and be referred to the work source center. Then, upon referral to the work source center, job applications can be made to the different entities.

ITEM 7: TSA REPORT

Overton introduced the TSA report by indicating that an issue had come to the fore concerning what some are referring to as revised pat-down procedures, which has caused some controversy.

TSA's Hector Uribe reported that nothing has really changed with TSA procedures. Uribe said that the TSA has only streamlined pat-downs policies. He said that there is no longer an option to go to a private screening vs. a public screening. He clarified that all passengers that go through a pat-down will now have to go to a private screening room; there is no option. Uribe said that passengers still get an option of taking someone to accompany them to the actual private screening. He said that was the only policy that TSA changed.

Overton requested clarification by asking, "So everybody has to be screened privately now?" Uribe clarified by saying that its only if someone sets an alarm, then they will need to go to a private screening away from the public. He said the multiple pat-downs that TSA used as part of its insider threat mitigation measure will be consolidated into a universal pat-down. He further explained that the alarm pat-down continues to utilize enhanced TSA security procedures and that all TSA officers have received training on the new pat-down procedures.

Committee member Louis Herrera recounted an incident whereby he went through TSA screening, the alarm went off, and he was made to raise his arms. Herrera said the TSA agents asked if there was something in his armpit and he advised them that he had nothing to hide. When they were unable to isolate the area on his body that was that was causing the alarm, they asked him if he might consider taking his shirt off. It was then that Herrera said he told the TSA agents that he had recently undergone surgery to put a pin in his shoulder. Herrera said that TSA then understood and let him move on. Uribe replied that communication is very important to the process.

Committee member Goldkorn said we (people in wheelchairs) don't go through metal detectors because they are going to go off. Goldkorn stated that 90 percent of the metal detectors are not even wide enough for a wheelchair so people in wheelchairs already have a secondary pat-down. She further stated

that she refuses to go to a private area to get further screened and that she advises all people in wheelchairs not to take off shoes, jackets, sweaters, or any article of clothing because it's hard enough to get dressed the first time. She said she teaches people that "whatever they approach (TSA screening) with, stays with." Goldkorn also firmly stated that people with disabilities will not tolerate being sequestered. She said people in the disability community call TSA screening the "Grab and Grope" and that a lot of people – especially children – are abused by the TSA.

Goldkorn then asked the TSA to explain what its policy is with people with disabilities. She prefaced the question by saying that people with disabilities are not universal and that there has to be a separate procedure to handle their screening.

Overton advised the TSA representative that he didn't need to respond to Goldkorn's question. He then asked if any other members wanted to make a statement or ask questions. After no responses, Overton asked Uribe if LAX had any incidents involving disabled people since March 2 when the revised pat-down policy went into effect. Uribe replied that he has not been made aware of any incidents. Uribe further clarified that the revised policy only pertains to situations wherein a person "alarms."

Overton asked Uribe "what is an alarm?" Uribe responded that an alarm is when the officer finishes patting someone down, checks his/her gloves, and the gloves "alarm" for explosives residue. Overton replied that the TSA might want to consider a different word than "alarm." He said the term means different things to the average person using the airport.

Goldkorn inquired if the TSA is going to eliminate the white swab wipe-down since most wheelchairs will set-off an alarm afterwards – especially since the wheelchairs are frequently out on the street. Uribe said if the TSA officer's glove alarm, then they can test the wheelchair. If the wheelchair doesn't alarm, then the person is good to go.

At the end of the discussion, Overton asked Uribe if there is a TSA document that specifically addresses the new pat-down procedure in relation to persons with disabilities. Uribe responded that he did not know. Overton requested that Uribe find out and share with the Committee if/when he locates such a document.

ITEM 8. TECHNOLOGY REPORT

Mark O'Connor, LAWA's IT Innovation Director, informed the Committee that he has been discussing several technology issues with Rolon over the past few months. O'Connor stated that LAWA has to update all the construction standards because there are no ADA technology-assist items as a matter of

ADA COMMITTEE MEETING MINUTES/15 MARCH 2017

course in the building and construction that is taking place at LAWA. As examples, he said there is not a well-defined paging system or way-finding solution, which are programs that could really help the guest experience. O'Connor added that the Committee should recommend new technology that can be added in the construction standards handbook. He stated his concern that if it's not in the LAWA construction standards handbook, then it won't get built. In support, Overton suggested that O'Connor look at the US Access Board's website to see if they have any standards that LAX could model.

In reference to compliance, Rodriguez mentioned that the Department on Disability (DOD) hired an ADA compliance manager that was a Certified Access Specialist professional (CASP). He also added that the DOD provided technical assistance to the entire Los Angeles Convention Center – including approach, driving, elevators, etc. Rodriguez said the most important issue is to be able to provide technical assistance before construction – rather than after the fact wherein it becomes corrective action.

O'Connor agreed and said that he was concerned about being brought in too late to projects since most LAWA construction projects are already out for proposals and bids – especially the Landside Access Modernization Program (LAMP), which will involve building major structures. He said the proposed projects such as the people mover stations and the vertical transportation systems have not had a comprehensive review for the ADA community. O'Connor then pointed out that the midfield concourse is already in the final steps of being built.

Rolon interjected that he believes this topic is one of the items that the Committee should be discussing with LAWA's Chief Executive Officer at its April 19 meeting.

Overton asked Rodriguez if the ADA compliance manager that the DOD hired is under contract to the City of Los Angeles. Rodriguez stated that the ADA compliance manager is a City employee and that he can provide consultation to any City entity. O'Connor said he will get in touch with him.

Rodriguez stated that one thing that upset the DOD was that they found out about LAWA's midfield concourse project from reading about it in the newspaper instead of through the ADA Advisory Committee. He added that the DOD has only received anecdotal information preemptively about the project.

Committee member Brian Haig, representing LAWA Administration, asked Rolon if there is LAWA staff that currently reviews projects for ADA compliance. Rolon responded that there is only one staff person in LAWA's ADA office. Haig then

ADA COMMITTEE MEETING MINUTES/15 MARCH 2017

asked Rolon if there was an engineer on staff in the ADA Office – to which Rolon replied no.

Committee member Heidi Harmon, representing LAWA's Planning and Development Group, said that they often have the project engineer or architect provide a letter saying that a project complies with the American with Disabilities Act. Rolon pointed out that when they do their spec checks, they are often not compliant. He said projects should have a review by other people – such as somebody in-house. Rolon added that he has been asking for a CASp to be assigned to LAWA's ADA office for a long time.

O'Connor emphasized that most of ADA compliance is regulatory, yet new technology comes out that doesn't fall cleanly into the regulations. He wants to make sure that people stay mindful of new technologies. Rolon agreed and added that ADA is the spirit of the law and not the letter. He said the intent is to do the right thing with the best way of serving people because eventually those best practices will become the regulation.

Rodriguez concurred and added that the biggest problem he has found City-wide is that while contracts get put in place to follow ADA, it is when subcontractors come in that the vigilance over the ADA compliance gets lost. He said some subcontractors just don't think they have to comply.

Overton added that not being compliant initially will ultimately cost a whole lot more money because they will have to come back and fix what they didn't do right the first time. He explained that he was formerly a litigation attorney with a focus on ADA enforcement and that he always had to remind people that both the ADA statute and the regulations are minimum standards – there is no penalty for exceeding.

Lastly, O'Connor stated that he has reached out to the American Association of Airport Executives (AAAE) in efforts to collaborate with the research divisions of the Department of Transportation to implement at airports some of the technology that they have come up within their labs.

Rolon then requested that Andy Myong of Aero Port Services (APS) speak about the beacon technology his company installed at TBIT. Myong addressed the Committee and advised that APS has installed approximately 100 beacons throughout the terminal and that they are in Phase 2. He said that within a month or two, Phase 3 will be complete and the tracking system will be fully implemented. In response to Overton's question about how the beacons transmit a signal, Myong replied that it is Bluetooth.

ITEM . CBP REPORT

William Hicks from Customs and Border Protection (CBP) advised the Committee that he came to speak in general about the CBP and to address the new Executive Order that came from the White House and how it might affect travelers with disabilities.

Hicks first explained that people with disabilities who travel are able to use automated passport control systems that go up and down, and pivot left and right in order to accommodate different heights. He also said that the CBP area has several primary processing booths that are ADA compliant, and feature multiple elevators that go to every floor. He also mentioned that CBP is looking forward to having redesigned facilities in T2 after Delta moves in May 2017.

Hicks then mentioned that CBP's secondary examination areas are in the final construction phase and include a number of accommodations including various types of seating, places to park wheelchairs, and a variety of food choices.

Rolon added that CBP goes out of its way to make sure LAWA's disabled community is accommodated as much as possible. He said that he periodically receives calls from families with special issues that are not routine, and that the CBP always tries to provide the special assistance the family needs. Rolon said he can't say enough about all the positive things that the CBP does for travelers with disabilities.

Hicks appreciated Rolon's comments and said that the CBP tries not to be in a position of being reactive all the time. He said they try to anticipate things and set up families for success – especially if they know of special circumstances in advance.

Rolon and Hicks then jointly discussed the CBP's involvement in the February 25 ANA Autism Flight Experience, which they said was a great experience.

Mata interjected by saying that he wanted the CBP to know that passengers from other countries who are not well-versed in English and have disabilities are often stressed out and anxious about the CBP process. He then asked Hicks how CBP trains its personnel about how to handle different types of disabilities. Hicks responded by saying that disability training is part of the CBP's four month basic training program which includes the handling of passengers with special needs. He said that all CBP personnel are trained to treat everyone with professional sensitivity.

Mata then inquired what the time lapse is between identifying the need for a language interpreter to actually getting a person to help. Hicks said that if

someone needs an interpreter than the CBP will go to an LAX Guest Experience Member to see if they have the needed language skills. If unable to locate the needed interpreter, then the CBP will find someone telephonically.

Lastly, Mata asked how people who are traveling get the message about any changes that might occur to CBP policies. Hicks said it is CBP's and the US Government's priority to get any urgent message out via the airlines. In addition, any communication about travel restrictions is posted online. However, Hicks said the CBP does not have the ability to reach out to other countries and have direct contact with passengers.

Richard Ray, Technology Access Coordinator for City of Los Angeles, Department on Disability, asked Hicks if the CBP has a visual paging system or a Video Remote Interpreting (VRI) service. Hicks replied that CBP does not have those systems and that Rolon might be the best person to respond to any questions about adding those services. Hicks said that CBP will often communicate with an individual who is deaf and hard-of-hearing by writing things out.

ITEM 9: COMMITTEE DISCUSSION

Overton deferred to Rolon to discuss the previous proposals that were made by the ADA Committee to LAWA's Executive Management in favor of various initiatives. Rolon mentioned that the Committee had previously recommended that stepping stools to assist little people get placed in a restroom as a demonstration. He said the stools were very well received and did not garner any complaints. However, Rolon said the stepping stool was removed during the construction at Terminal 1 and never returned. Rolon recommended that the stepping stool be reconsidered for placement in a restroom.

Overton then asked the Committee to review the document that Rolon prepared which provided an overview of other recommended programs that should be considered for adoption airport-wide. Haig suggested that any projects should be adopted sooner than later because he said they are currently working on design standards in the satellite concourse. Rolon said he appreciated that notice.

Overton said that a lot of things that the Committee has recommended have been partially implemented at the Airport already – family restrooms and changing stations, for example.

Rolon then indicated that other issues should be mentioned at the Committee's April 19 meeting with LAWA CEO, Deborah Flint. He said items such as audio announcements at the CTA bus stops and website software are much needed. In response to Overton's question for clarification on what website software

means, Rolon said there is software that can enhance a website to enable a person who is color blind to change the settings so that the difference in contrasting colors is easier to view. Herrera added that the software should also help people with macular degeneration or age-related issues. He said there should be an ability to adjust and modify the colors and font sizes on the website.

Rolon then provided more detail on the need for audio announcements in the CTA. He said there is a requirement that transportation stations have audible announcements that can be heard by people that have difficulty seeing, cognition issues, or other disabilities. Rolon said that bus drivers are getting out of their buses and making announcements, but that is not good enough. Herrera agreed and said that digital boards at the bus stops would make things much easier. He also said that there are some digital boards that allow a person that is blind to tap on the sign and receive an announcement.

ITEM 10: LAWA PROJECTS REPORT

Heidi Harmon reported that the ADA Accessibility Improvements Projects, Phase 2, was completed as of March 3, 2017 - including the punchlist items. She said that Phase 3 is under design and will include paths of travel serving the police station at LAX, Administration West, among others.

Goldkorn inquired how people with disabilities will get to the areas while they are under construction. Harmon replied that they always provide a compliant path of travel during construction projects.

ITEM 11: CITY ATTORNEY REPORT

Kerrin Tso advised that Committee that the City and its contractor, Pacific Tour Sightseeing and Charters, was sued by a Mr. Gary Scherer. She said the action was filed on February 10. As background, Tso said that Mr. Scherer is a disabled person who is alleging that on two dates, January 4, 2016 and October 23, 2016, the driver of the Van Nuys Flyaway failed to secure his wheelchair and he sustained injuries as a result.

ITEM 12: ADA COORDINATOR REPORT

Rolon spoke about the successful ANA Autism Flight Experience event that was held on February 25, and said that Officer Luis Alejandro was in attendance and deserved recognition for all his outstanding work in support of LAWA's ADA programs. He said that the Kiwanis Club also had presented him with recognition for everything he has done to help serve the needs of people with disabilities. Rolon said that Officer Alejandro has been very involved with police officer training relating to LAWA's self-identification program for families with autism, and for suggesting the idea for a Families with Disabilities Day at LAX, which is scheduled to take place in late July 2017.

ADA COMMITTEE MEETING MINUTES/15 MARCH 2017

Rolon also advised the Committee that LAWA will be hosting a booth at the Los Angeles Abilities Expo being held on March 24-26, 2017.

Rolon then mentioned that LAWA's ADA Office received a complaint from an individual who said that he contacted his airline asking for wheelchair assistance between TBIT and Terminal 1. The complainant said that the airline told him that they can get him wheelchair service to the curb, but that they couldn't guarantee service to Terminal 1. Rolon said he contacted APS, the wheelchair service provider in TBIT, which quickly responded and notified the airline of the error. Rolon said there is a persistent problem when people call an airline's 800-number and receive incorrect information. He said he has discussed the issue with airlines but the problem still persists.

Rolon also said that he received another complaint from an individual that needed to get from Terminal 7 to TBIT. He said the individual was told that he couldn't be transported because the driver of the ADA shuttle van was going on break. Rolon said the individual had to use UBER to eventually get to TBIT and he just barely made his flight. Overton asked Rolon to report further on any remedies when they occur.

Lastly, Rolon mentioned that the ADA office is working on a questionnaire to solicit input from people that visit LAWA's booth at the Los Angeles Abilities Expo. Rolon said it is very important to get as much information as possible from the attendees.

ITEM 13. NEW BUSINESS

No new business.

ITEM 14. Adjournment

The meeting was adjourned at 2:52 p.m.

Minutes were presented to the ADA Committee at its April 19, 2017 meeting for approval. Minutes for March 15, 2017 were approved/not approved.

Dany Dull 4/19/2017
Secretary Date