

**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
LOS ANGELES, CA
17 February 2016**

MEETING CALLED TO ORDER AT 1:06 P.M.

Acting CHAIRMAN HERRERA Called the meeting to order.

Acting CHAIRMAN HERRERA CALLED FOR THE ROLL

LARRY ROLON CALLED THE ROLL:

SAM OVERTON: Excused
DANIELLE BEAN: Absent
MYRNA CABANBAN: Here *
RUTHEE GOLDKORN: Here *
BRIAN HAIG: Excused
LOUISE HERRERA: Here
JOE McGLYNN: Here
JODY SCHINNERER: Absent
HEIDI HARMON: Here
CASSANDERA HEREDIA: Represented by Ms. Brandy Welch
BRANDY WELCH: Here

*arrived a few minutes after roll call had been taken

LARRY ROLON: **With six members present, there is a quorum.**

Item 1. Chairman's Remarks

There is nothing to announce.

Item 2. Introductions

Acting Chairman Herrera: Asked if there were special introductions?

Mr. Rolon: Introduced Mr. Glen Gregos from Canine Companions for Independence.

Item 3. Minutes

There were no minutes

Item 4

Chairman Overton: TSA has requested to go up front with their comments today because they have another meeting.

Mr. Lett There is nothing to report.

Mr Rolon: Asked Mr. Lett about how many people TSA have over the Thanksgiving Holiday?

Mr. Lett Did not have the exact numbers, but said TSA has been consistently over 100,000 daily since summer. Numbers were up from the daily average but did not have the numbers.

Mr. Lett said he will have numbers for the Thanksgiving Holiday at January's meeting.

Mr. Rolon: Asked Mr. Lott if there were issues encountered with travelers with disabilities that he was aware of?

Mr. Lott He was not aware of any issues during the Thanksgiving Holiday. He said he will check with TSA Customer Service just to see.

Mr. Rolon Explained the reason for asking was to assist TSA by placing announcements on LAWA's ADA website, or getting information out through the airport's media relations office; that focus on the problems that may be causing delays.

Item 5. 2016 Committee Meeting Calendar

Chairman Overton Asked Mr. Rolon if he had sent the calendar for 2016 to committee members?

Mr. Rolon Said he sent the calendars out on Monday.

Mr. Overton

Asked that the calendars be sent out again, asking members to let Mr. Rolon if they have a problem with the schedule?

We're keeping our same meeting day and time. There are no holidays falling on the third Wednesday of the month in 2016.

Item 6. Approval of 2016 Meeting Calendar

Chairman Overton

Until someone objects, the meeting schedule is approved.

[Meetings will remain on the third Wednesday of each month from 1:00 p.m. – 3:00 p.m.]

Item 7. Committee's Year End Report

Was inadvertently missed, and not addressed.

Item 8. 2016 – 30th Anniversary of the Air Carrier Access Act

Mr. Rolon

2016 is the 30th Anniversary of the Air Carrier Access Act (ACAA). Its passage has had a major impact on air travelers with disabilities.

There are a number of activities we are looking at to help celebrate the 30th anniversary of the ACAA.

One activity we are looking at with airport police is having an open house for families with disabilities. Families will have an opportunity to experience what airport police do on a day to day basis, and to see demonstrations of different operational exercises used during special operations. Children will be able to touch equipment and try out gear. Officer Luis Alejandro from LAXPD will be here next month to give you a more detailed update.

Chairman Overton Mentioned a reason Officer Alejandro likely did not attend today's meeting is that he was occupied with a terminal evacuation earlier in the day.

Mr. Rolon Advised it was a bomb threat that had been called in.

Chairman Overton Asked that we invite Officer Alejandro to the January meeting.

Ms. Kailes Asked if she could make a comment about a recent experience at another airport?

She said it is interesting to see what goes on during bomb scares. And it is very interesting to see what goes on in terms of communications.

The communications that went on was very poor. She was stuck in the terminal for over an hour and there was no communication.

Passengers had no idea what was going to happen? The people at the check-in counter didn't know any more than we did.

At one point they said if you're getting on another plane, you could take that bus and go to that gate and take the bus. But it was not clear about where the bus would take you or could you get your baggage or where you were going?

At one point she asked a couple of escort people if she should get on the bus? And they said, no, no, you can't get on the bus.

As a learning points in terms of communication, approach people who are milling around and appear to not know what to do, and explain what is going on and the appropriate action they should take.

Mr. Rolon Expressed his appreciation to Ms. Kailes for sharing her observations.

Ms. Kailes Said there was no way to identify most of the airport personnel to ask questions or receive guidance.

Mr. Overton Said we are going to have another field activity in the next month or two, right?

Mr. Rolon Said yes, we are going to have a live AirEx on 13 April. LAWA will be soliciting for volunteers to participate in the live exercise.

Mr. Overton Asked if these will be disabled volunteers?

Mr. Rolon Said yes, people with disabilities will be solicited to play different roles appropriate to an aircraft accident. Ms. Cabanban volunteered to serve on the planning committee as we prepare for the exercise.

We are working closely with LAFD management assigned to LAX to provide training for fire fighters assigned to the airport. Training covers disabilities and points to consider when interacting with a person who is disabled and may also be injured. Emphasis in training is "Don't make assumptions."

Mr. Rolon reminded the committee of past AirEx's where people with hearing loss or spoke only a foreign language tended to be left behind or not given the level of treatment needed.

Chairman Overton

We observed, and the Department on Disability will also be observing at the next Airex, was the first responders who got to somebody who they didn't think they could communicate with and just walked away.

We are monitoring this closely and we have a pretty good working relationship with the Emergency Services

people, the head of the department is often here at these meetings and likes to tell us about their practice events, before, trying to get some input from us.

Ms. Kailes In reference to different languages, she inquired if the visual paging system could transmit canned messages in different languages?

Mr. Rolon Said he believes canned messages can be transmitted in foreign languages. He said he will look into the matter.

He added, he is not certain if the existing system would be able to provide Cyrillic or Asian characters? That may require the purchase of special software.

Chairman Overton Asked if there is visual paging other than in Bradley?

Ms. Kailes Yes, she's seen it in Terminal 4, American Airlines.

Mr. Rolon Some of the visual paging units are controlled by the airlines and the airport has no control over their use.

Visual paging is at or will be installed in terminals under airport control.

Ms Goldkorn Said she arrived on the FlyAway bus. She had the same drive as last time. The driver is "awesome", knows exactly what he's doing, perfect.

"The new vendor is AWESOME."

Item 8. Access Services

Mr. Rolon We received the logo we requested from Access Services and forwarded it to our graphics section. He continued by explaining the Access logo is no longer round, but rather the word "ACCESS".

A short discussion about the design of the sign followed.

Mr. Rolon explained that the new signage will be posted overhead and not on the ground as had been before.

Mr. Overton

Will you be able to see the signage from each direction?

Ms. Welch

Yes, you can see the sign from each direction if you are walking.

Mr. Rolon

Agreed with Ms. Welch.

Ms. Kailes

Said she has been taking advantage of the new loading zones, the signs look really good.

Ms. Goldkorn

Had FlyAway drop her off at T-7, because it is the closest cab station. She noticed that an airport vehicle was encroaching on the Disabled loading zone.

Those are Airport trucks and they need a memo telling them not to block the drop off zone.

Mr. Overton

Inquired if the ADA website has been updated to reflect the changes with the signage and drop off zones?

Mr. Rolon

Said the website has been updated showing the current signage and will be updated again once the new signs are installed.

Ms Goldkorn

Said there is no signage showing where the cab stand is. She said she had no idea where the cab stand was. (Terminal 7)

Mr. Rolon

It is possible that the signage is down because the taxi stand may have been temporarily moved due to construction.

Chairman Overton

We'll get a status report on Access signage next month.

Item 9. Taxi service refusal to transport service animal (update)

Mr. Rolon Sent a letter to the taxi company soliciting answers to a series of questions and soliciting training documents.

Chairman Overton Asked if this is a vendor that's licensed to pick up at the airport?

Mr. Rolon Yes. The ADA Office sent the letter to the wrong taxi cab company and only realized its error a few weeks later.

The correct address and company name were identified and a new letter was sent certified, return receipt requested.

Chairman Overton What is it that the passenger wants?

Mr. Rolon He wants to see that similar problems don't happen to others traveling with service animals in the future. He's lives in the local area.

Chairman Overton We should keep him advised. He has some remedies he can pursue with the courts, but even before that, he could file a complaint with the taxi administrator downtown and with LAX, and see if they're willing to push them if they're not cooperative.

Mr. Rolon We sent a copy of the letter to the Taxi Administrator.

11. Service Animal Campaign – Status Report

Mr. Rolon The campaign is intended to educate people that falsely claiming a pet as a service animal is a violation of state law and is punishable by a fine of \$1,000 and or imprisonment for six months. The campaign likely won't start until February or March.

We are also working with airport police on the wording to include on 3"x5" sheets that will be handed to people with dogs that appear to not be service animals, inside the terminals.

Chairman Overton

Remarked that he's noticed newspaper articles on fake service animals has exploded over the past month to six weeks.

It's a big issue everywhere. And of course the Air Carrier Access Act is largely responsible for it, because of liberal language it has compared to the ADA language.

California has adopted some legislation that does make it at least a misdemeanor and a viable court action if somebody wants to take it that far. But of course education is our first goal.

10. Fake Service Animals

Betsy Duffes

Ms Duffes identified herself as a consultant with a number of the airlines, international carriers on passengers with disabilities and how they can meet the requirements that DOT places on them which in many cases are quite different than their home countries.

The question of service dogs is a major issue for many of these carriers, especially those that until they started flying to the United States, they would not allow pets in the cabin at all.

Ms. Duffes said she does not disagree that the definition by DOT is ambiguous and very widely "misinterpreted." But the airlines have failed to implement the regulations that allow them to prevent abuse from happening.

DOT in 382.71 (d) allows the airline to require a letter from a licensed mental health professional for

emotional support animals . Airlines don't ask for the documentation. And when they do ask for it, they don't do quality control checks, because you can buy the letters online.

She tells airlines to make sure they get an original, not a photocopy of the letter from the mental health professional, pick up the phone, call the number, and listen how they answer the call.

Chairman Overton

Said our concerns are about dogs, but it's the raft of other types of critters that come down the line too.

We recognize to some extent the airline is responsible, but they're also in a place where they don't have a lot backing them up, and they refuse to get sued. They don't have a lot of defenses because the standards are so lax, and how far should they go to verify the letter?

What we like to see is a growing sense that we've got to fix this on all sides, because it's in the best interest for the disabled community, the able-bodied community, and business world to come together and put pressure where it needs to be put to redo the regulations and come up with a sensible definition that is more workable. He went on to say that the Department of Justice did a major revision of the ADA Standards, their regulations, and they quite expressly said that a service animal is, one trained to do specific task or tasks, and it's either a dog or a service pony – nothing else. This took some courage, and it was pretty much disliked by a lot of people for a while.

We just don't have enough universal acknowledgement that it is a problem yet. When able-bodied passengers get upset more and start writing about it to their congressmen or women, and others start acknowledging this as a problem we may make some headway.

And we're hoping to do out little bit here since California Legislature gave us more of a tool than we have elsewhere.

Ms. Duffes Asked if any other states have taken similar action to California?

Mr. Overton Asked Ms. Tso if she might have a law clerk research if other states have adopted a statute like California's that says it's basically a misdemeanor to represent an animal as a service animal if it is not?

Mr. Rolon Indicated that there is actually a website that has that information, and that he can provide it at next months meeting.

An extended discussion on the issue of service animal abuse followed.

Item 12. Strategic Plan for 2016

Mr. Rolon The strategic plan shows objectives for 2016. It also includes projects in conjunction with the 2016 celebration of the ACAA.

Chairman Overton Asked that the strategic plan be moved to January since not everyone has had time to look at the document.

Item 13. Secret Shopper

Mr. Rolon Said the secret shopper program is an initiative he has wanted to get off the ground for a while. Since he has not been successful in getting staff, it is impossible for him to be everywhere in monitoring services in addition to his other obligations. Secret shoppers will serve as his eyes and ears in the field. The program is not a "we got you" plan, but rather an opportunity to work with our airlines, service providers and tenants so that

together we can make the travel experience better for our travelers with disabilities.

Chairman Overton

Asked what Mr. Rolon's proposal for the secret shopper is?

Mr. Rolon

Mr. Rolon is reaching out to Independent Living Centers and disability groups to find qualified individuals who would like to volunteer to be secret shoppers. He first has to write the specific mission of the secret shoppers, their tasks, evaluation tools, etc.

He said that we have periodically assigned temporary staff assigned to the ADA office to act as travelers to see how bus services such as FlyAway are operating. For example: Is securement being done right, are announcements being made at each stop, are lifts working, are drivers courteous to disabled travelers, do they make disabled travelers wait while others receive service?

We also want to look at concessions, and see if timely assistance is provided to persons with disability, merchandise aisles wide enough for a wheelchair to get by, do restaurants provide alternatives to written menus; are condiments low enough for a person in a wheelchair to reach.

Ideally, he is looking for persons with different disabilities so that programs can be evaluated from different perspectives by those who use the services.

He has already spoken to one Independent Living Center, and they expressed their willingness to participate.

Chairman Overton

Asked how secret shoppers would get past screening?

cause some real negative reactions that would damage what we're trying to accomplish.

Mr. Rolon

Good point.

Ms. Goldkorn

Asked if Ontario was being included?

(It was explained not initially)

Mr. Overton

Asked that the matter be brought up once it has been messaged a little.

Item 14. ADA Complaints

Mr. Rolon

We are still working on the ADA complaint about the taxi that refused to provide service because of the service dog.

There was a complaint about FlyAway buses not having signage designating the front seats for disabled and seniors. A spot check showed that none of the FlyAway buses had the signage. A letter was written to FlyAway.

We had a complaint about a traffic officer who was allegedly less than professional towards a lady and her husband (with disability and is a senior citizen). We are waiting for the report from airport police regarding their findings before proceeding.

There was discussion on the procedures for buses and vans dropping disabled travelers and seniors at Terminal One departures.

Item 16. LAWA Projects Report

Ms. Harmon

Lot C. Parking lot restrooms are under construction for ADA compliance. ADA Compliant portable facilities are available during construction.

Van Nuys FlyAway has reached the punch list status for improvements resulting from the lawsuit.

The CTA Phase 2B Group 2, is to begin in January 2016. That includes passenger travel behind the parking structures.

Chairman Overton Let's describe the project a little bit more in terms of disability.

Ms. Harmon It's replacing ramps as we have been doing. Ramps are being moved further from the front doors of each terminal.

Chairman Overton So they're replacing noncompliant ramps and adding a few more?

Ms. Harmon I don't think they're adding more, they're just making the existing ramps compliant. The work should last a few months.

Phase 3 includes the west building, the police building, the Flight Path Museum.

Item 17. City Attorney Report

Ms. Tso Many of the Van Nuys improvements were related to the Milove/Ochoa litigation; and on November 30th we had a federal appellate mediation with the successor of our contractor Tutor Perini as well as our successor corporation of our designer, Akom. We went to the remediation and both Tutor and Akom said they did not want to remediate this issue.

So we met with Margaret Corrigan the federal mediator in the hope we hope so resolve this. We feel this is a very important legal issue not only for

LAWA but also for the City of Los Angeles, as well as other governmental entities with respect to the fact that under the ADA. The issue is that under the ADA, is the city and LAWA able to be indemnified for the ADA involving construction of the Van Nuys FlyAway parking lot?

So it's a cleanly stated issue and Tutor, the contractor, used the City of Los Angeles case, and i'm trying to get more information as to why the city didn't appeal the Independent Living versus City of Los Angeles case; because now Akom and Tutor have tried to expand the holding and in fact judge Otero did accept that expansion.

We're going to move onto a federal level to get this clearly decided and hopefully we are going to be probably looking for other public entities to file amicus briefs.

Chairman Overton

Suggested Ms. Tso call the Attorney General's office. The civil rights unit may have clients that may want to speak to this and they may want to ask the Attorney General to file her own brief.

Ms. Tso

Pointed out that it would be very detrimental if LAWA fails to prevail in this matter. LAWA contracts out most of its design of facilities and construction projects. This is very detrimental to the fact that we can protect the airport and protect the rights of disabled individuals.

Chairman Overton

It's particularly galling because you have an obligation as a landlord to maintain these things

that maybe your tenant built wrong so you ought to enable to recover some of your costs of enforcing to make it right.

Ms. Tso

This was a government contract to build the Van Nuys FlyAway terminal and we expect in our construction our design contracts, for our architect and our contractor to know what the ADA technical specs should be in such design.

Ms. Tso went on to say that LAWA's suit against Coca Cola continues, and that Coke has hired a solo practitioner to represent them. The case will be heard in Torrance.

Item 18. LAWA ADA Report

Mr. Rolon

Mentioned that LAWA has received its Braille printer.

Chairman Overton

Inquired how the printer would be used?

Mr. Rolon

It would be accessible to LAWA divisions so they can provide timely information to Braille users at the airport. It will also be used to print critical information during emergencies.

Chairman Overton

Suggested that once ADA staff learn how to use the printer, LAWA divisions should be notified that the printer is available for use.

Mr. Rolon

Concurred that he will be advising division of the printers' availability once a knowledge base is established in the use of the printer.

Announced that there will be a special presentation on ADA and Section 504 requirements by Mr. Jonathan Klein from the FAA, Civil Rights Branch; followed by a presentation by representatives by DOT on

