

**LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE****Committee Meeting Minutes****Wednesday, March 19, 2025****Meeting held via Teleconference****ATTENDANCE****PRESENT**

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Seyed Torabzadeh, Community
4. Tim Ihle, LAWA Airport Operations
5. Jaun Flores, (TBITTEC) Airline Rep.

**EXCUSED**

1. Julia Mockeridge, Community
2. Kathleen Barajas, Community
3. Brandy Welch, Community

**ABSENT**

1. Sandra Mendoza, LAWA Administration
2. Jaun Flores, (TBITTEC) Airline Rep.

**Meeting Started at 1:03 p.m.****I. Call to Order/Roll Call**

Ms. Cabanban requested a roll call from Ms. Bradley. A quorum was present.

**II. Opening Remarks and Introductions**

"Minor edits were done to the agenda due to time."

Ms. Cabanban: Welcome. Thank you for attending today's meeting. We have a few people that have not been here. If you can identify yourselves. Name and what department you may be coming from.

Chad: Chad with envoy airline support services. We represent American for wheelchair services here at LAX.

Alberto: Work on the arrivals project

Madele: Work on the arrival arrivals curbside.

Casey: We handle the passenger assistant services for Alaskan Airlines.

Michael: Project manager for the curbside improvement project.

Marilia: Partners on the arrival curbside project.

Lindsey: Work on the curbside improvement program.

Brian: With support services. We service American Airlines wheelchair.

Sophie: I am with LAWA. Design managers for the arrivals project.

### III. Chairperson Report

Ms. Cabanban: There will be no April meeting in light of the coming AirEx. We will have the in-person meeting in May.

- **Committee Expectations** – I want to thank everyone, especially the representatives that have joined all these years. I don't think I say that enough. I want to make sure I say thank you. Since we are all here working as a team, we have a big project that is coming up. The LA games are coming in. Knowing the airport will be a very, very big role in all the comings and goings of all the athletes. We have mentioned working with the city as far as making sure everything the city is involved in that we are ready for. Part of that is the airport. I wanted to make sure that for all coming to meetings, we expect reports so we can give useful input into your departments when it comes to accessibility. Sometimes you may not think it affects accessibility issues. In the big picture, everything kind of affects accessibility. We are here to be of use for you. There is a lot of knowledge that goes on with the members of the community. We want to make sure we have this partnership intact as we come and work on these programs that are coming in front. When you do come to the meetings, make sure your reports are ready. Make it really useful for you and productive as well.
- **Commission meeting update** – The mayor has been making sure that all things, all departments is ready. We have a lot of work ahead. Cassandra Heredia will give you more on that in a bit. I wanted to make sure that I keep you informed with what is going on with the city. We had a meeting recently, a new position, the former President of the city council, Mr. Krekorian is the executive director of the office of major events for the city. One of those is the Olympics and Paralympics. We are trying to make sure everyone is engaged on all levels. You will be getting more updates from these meetings from me.
- **BOAC liaison / Facilities position** - We do have projects coming up, bylaws update. We really need to fill those vacancies to make this committee work more productive on all levels. Sandy, I would ask. If you could follow up for us. There is a board position. We want to make sure that we fill in a few vacant positions that haven't had any representatives. We have been asking the executives to give you the position. If there are any intentions to fill or resource. I know everyone is shorthanded these days. We want to fill it with different departments within the LAWA organization. We may have to review the bylaws to fill them in with different departments. I think we are looking to have that filled by May.

Ms. Heredia: That is sufficient time for us to have some sort of guidance. Part because of the reorganization and part because of staffing. TSA is not able to join the DAAAC. Currently at the federal level, James can no longer attend. That is part of the challenge we are having with regard to voting members and subject matter experts on the DAAAC.

Ms. Cabanban: As you see, we have some vacancies in the committee. We want to make sure we have a full committee going on and working on these issues we have.

Mr. Herrera: One of the comments I want to make is can you please send us a copy of the bylaws?

Ms. Goldkorn: Has there been chatter about actions, activities or departments that will be removed from not only this committee, but the activities related to their work with people with disabilities.

Ms. Heredia: That has not come to me. Only TSA.

#### IV. Approval of Minutes

- February 19, 2024 2025 minutes – Motion passed and approved  
<https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:bfdbeefc-abd3-46a7-a267-d8963a807212>

#### V. Public Comments on Non-Agenda Items

Ms. GoldKorn: My comment has to do with the world cup, two points on the world cup. I don't know whether or not focus and attention on the effect and impact on the airport for the world cup that is coming on June 12th of next year. The White House took overall the planning for the world cup in Los Angeles. They are talking about moving it to Florida. I have not seen anything. We haven't talked about it in relation to everything relative to the airport. My other question was since they took over the world cup, is there any indication they will take over the 2028 Olympics from the planning commissions and committees in place?

Ms. Heredia: With regard to the world cup, all the accessibility efforts we are undertaking include the world cup. The start right now was the compliance review. Starting this month will be the self-evaluation that will roll into a transition plan. Capital improvement projects undertaking corrective action. While the world cup is on our radar, corrective actions may not be completed but under way when they come up. I am on two different committees. I am able to kind of bring my voice to the table from the airport perspective on that. With regard to the Olympics and Paralympics. I don't think the administration would want to take over anything with the Olympics. If I hear of anything, we can share it if it is credible versus a rumor.

#### VI. Regular Items for DAAAC

Ms. Cabanban:

- **LAX AirEx** - I mentioned before, the AirEx in April. There was a registration form sent out if you were interested in being a spectator or participant. I hope you turned in your forms if there is any interest.
- **Upcoming meetings update** - The meeting is in May in person. No April meeting.

#### VII. Airport Operations Briefing

Mr. Ihle: I don't have a lot to report. AirEx is next month. That has been a big focus for the team. New airlines, Polish Airlines will be starting in May, if you want to go to Warsaw from LAX. Internally, a lot of advance work. We are planning the 2028 Olympics. There is a lot of refresh programs in the terminals to spruce up the guest experience.

#### **VIII. Planning or Facilities Briefing**

NONE

#### **IX. Customs and Border Protection (CBP) Briefing**

NONE

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#### **X. Transportation Security Administration (TSA) Briefing**

NONE

#### **XI. TBITEC Briefing**

Ms. Carrie: I don't really have value to add to that to that right now. Not at this time.

#### **XII. Executive Level Briefing**

Ms. Mendoza: I did want to share that LAWA is in the process of setting up major events. When it is ready to be published, the coordinators or staff will reach out and get going with this committee.

#### **XIII. Airport Police Division Briefing**

Officer Devin: The last training, we had suspicious vehicle. Participants from respective departments and we had some specialized units that pertain to these cases. We had four sessions, two-night sessions and two-day sessions. We had participation from the respective agencies, conducted at the facility. The case got some interesting responses. We went through some that affected the ADA community on how specifically we would provide access to different terminals. Operations affected during the cases, busing, finding bridges, or wheelchair service providers access to the locations. It was an interesting development. Given the operational impacts, personnel and resource deployments.

Ms. Heredia: For me to ask questions about how we would ensure accessibility. It worked out very well.

#### **XIV. Los Angeles Fire Department Division Briefing**

Captain Girvan: We have been working on the AirEx. More on the language side. Trying to explore what is in place for our emergency responders. We are continuing to chase that down. That is the hot topic.

#### **XV. LAWA Guest Experience Briefing**

Ms. Heredia: Do you have any update on the Sunflower program. I am getting

questions from passengers with disabilities. I am not sure what response to provide. I don't know where we are with LAN yards.

Ms. Saldivar-Chavez: We will be doing a road show. Contacting all of our main people. Including you. We are going to identify areas and present the program. We are waiting to get our videos posted to the LAWA website to go ahead and refer to that when we do the presentations. We are ordering materials we need for the staff here at LAWA that says I support the sunflower. We are hoping to get this road show on the road by next month. We are trying to get this as quick as possible. It is taking us a little longer than expected.

Ms. Heredia: For the May in person meeting, if you can give us an update on that status, that would be fantastic.

Ms. Cabanban: Can you elaborate the road show?

Ms. Saldivar-Chavez: A few of us will go to different divisions, to do secessions; airport police, our staff. Anyone involved with the terminals, we will do presentations. We will be on the road going to people instead of them coming to us.

## **XVI. Presentations**

"Because of the extent of information relayed for this agenda item, the full transcript is provided, with minor edits."

- Central Terminal Area Curbside Improvement - Concept Design Presentation  
<https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:6f24b73f-a50b-4960-83d2-e3bbda9d9a4b>

Mr. Sneed: I'm from planning and design. Good to see you again. I am happy to present the LAX curbside and landscape program, the lower level, the arrivals level. This project is different from the separate project on going at LAX called the departures refresh project.

The architects are out of Chicago. They have been very proactive by engaging early on in the design process. Thank you to the team and the project managers for that. They are the project managers. They have been stringent about making sure they are prepared well in advance. As design and sub consultants, you have been great and very receptive to our comments and suggestions. They have here to present today with the hope to get some advice. It is still in the concept phase. We can get your engagement to use some of this to develop before the final phase. I will turn the floor over to Thomas Jacobs.

Presenter: This project is the central terminal area curbside improvement program with landscaping. The cover image is a rendering of the project showing a view of LAX central area terminal. On the left side you can see the existing parking garages now featuring new metal with new planting on the right side. The refresh curb side under the departure level roadway with new fixtures that correspond to sculpture fixtures above.

We are on the first page and next page is the location diagram showing the LAX property area and LAX central terminal area highlighted in red and scope of work is along the entire CTA roadway. Next page is the third page. The project goal is highlighted in different colors and different categories. First is curb side highlighted in red from terminal building parameter to curb edge of the pedestrian pick up island.

The scope of work includes new sidewalks and new inner lane paving and new islands, benches and new lighting and painting of the existing structures. The roadway, road highlighted in yellow will receive new paving and striping. P1, P2, P3, P4 and P6 parking garage facing the roadway will have a new metal screen highlighted in purple. New landscape scope on the other side of the work way is highlighted in green throughout the whole CTA. Page number four, this slide represents the existing conditions at arrival curb side park way and the parking garage façade. The photo on the left taken from the inner lane by the international terminal highlights and the surfaces as this has not been modernized since it was built in 1983. The lighting under the upper-level roadway is insufficient and replacing with clear. Issues beyond additionally they are inadequate accessible passenger loading zones and other accessibility challenges. LAWA has already engaged with FAA and initiated discussions to address those concerns. The photo on the right side shows the existing parking garage concrete structure and curb side environment. Where we are going to add new planting and architecture screens. Page number five is the rendering of proposed arrival curb side features. New elegant linear lighting fixture illuminating sidewalk, island and crosswalk and existing concrete deck. Columns and walls will be painted white creating refreshed and bright environment. Additionally new sidewalk and island surfaces will be new concrete materials with benches and designated ADA compliant passenger loading zones. Just to mention we find it is being developed by a separate team accessible and we find the solutions including vision. Assistive devices will be provided. Page number six. This is a closer look of the new bench featuring a backside and under side clearance to accommodate service animals. Currently none of the seating in the arrival area is ADA compliant. As part of the project, we will incorporate additional seating on both sidewalks and island ensuring full compliance with accessibility requirements and key criteria is listed here. Like for bench width and height, back height and minimum clearance for seating, maximum gap of back connection. Page number seven this is a typical section diagram and illustrating the current arrival curb side dimensions and the area included in the scope of work highlighted in red. Page number eight. In the same section you can see the proposed new arrival curb side design which features wider islands to provide more accessible space by the columns. Designated pick-up lane and the new accessible ramps to enhance pedestrian sitting and mobility. Page number nine. Looking at the whole CTA side a new ADA passenger loading zones highlighted in red throughout the whole CTA. The new loading zones are placed on each side of the crosswalk for a shorter and more direct path of travel making navigation easier for people and more accessible to all passengers. Page number ten is zoomed in plan at terminal six that illustrates the typical proposed conditions in this section which includes approximately about less than 400 feet of passenger loading area along the curb and island. Four ADA passenger loading zones will be provided for this zone or area and two of those are grouped to go adjacent to each crosswalk with an extend curb behind them to protect the access. The new bus stop showing purple will feature ADA compliant loading clearance and detectable transition between the boarding area and the roadway. Paths of travel from terminal to ADA loading zones and bus stop are indicated with touch lines guiding pedestrians through new accessible curb ramps with detectable warning surfaces. Comparison of the current condition verses the proposed plan, the existing condition on the left side you can see has narrow islands that restricts pedestrian movement inadequate and noncompliant ADA passenger loading zones. The proposed plan addresses these issues by widening the island for improved pedestrian seating and accessibility and adding more ADA compliant passenger loading zones enhanced the protection refining crosswalks

and accessible pathways increasing seating and clearly defining loading and non-loading zones for all people here. Page number 12 illustrates the path of travel to garages with new screen facade and we will enhance accessibility along those paths including accessible working surfaces occur ramps and signal push buttons. The new zones are highlight in the central terminal area, 3.5 acres of landscape area, 3:48 proposed trees, 1.2 mile stretch along the work way. Three existing release areas on the south side of the central terminal area will be improved and add one new pet relief area at terminal one. This is section render, which provides new planting and the space the paths cross the street from arrivals. From terminal arrival level offering seamless transition into the green space. This is a plan of new landscape area at the international area and highlights the new path of travel connecting the international terminal access to the entrances of P3, P 3.5 and P4. The last page, a rendering we believe the project will enhance the overall airport experience create a more accessible and environment for everyone.

Ms. Sullivan: A couple I of question on the painted walls the white walls at the same time this is taking place is maintenance involved to see how those would be maintain today keep them white or planned for a mural or advertising on those painted white walls?

Mr. Jacobs: It was new information we heard or discussed with LAWA. The back walls are a combination, some might be paint. I had did have many conversations with maintenance and practically everything we do is evaluate under the lens of how it looks after even a couple of months let alone a few years and there is so much movement, traffic. It is a very tough area in terms of keeping clean. So, we are also evaluating this. Let's say if it is painted whether we would actually propose a wide collar there or maybe something off white to the gray and silver and those questions are still undergoing. We were recently in conversations with the art group at LAWA about introducing art on the back wall. There is a product that we were made aware of that I think has been used in one of the museums in downtown LA where they used a vinyl that you can print on and you can have large art works that could go pretty much floor to ceiling to make a real impact and all of that is being considered but no final decisions have been made about how much art would be and where exactly it would go.

Ms. Sullivan: Concern is the volume of traffic. They used the carts and it is common that you see the scrapes at the lower level. If there is a metal lower you would not see those scrapes. Maintenance cannot keep up with the scrapes from the carts and transport from terminal to terminal is going to happen and then it looks bad with all of the black marks. Last question if I may, on the island seating will the island be expanded? Today we see overflow in the roadway based on the volume.

Mr. Jacob: You can see the island in general is expand add bit and nowhere close to being doubled or anything like that. The biggest expansion happens at the crosswalks and it is 18 location in the entire CTA where you can see on the drawing on the right in the proposed solution. The island we are basically bumping it out. It is basically a doubling of the island width and everywhere else we are adding maybe about a foot to it. You may know the more exact number ask and it is a little wider. I guess 15 and before 147. It is a foot wider.

Ms. Sullivan: On the crosswalks, some of the crosswalks are off of a speeding area. As you are doing new paving is there an opportunity to add the friction to slow down as you do that?

Mr. Jacob: It is a great question and we certainly know there is way to treat that. I think we will bring that back for conversation, I mean no final decisions have been made on the exact concrete finishing. But we have the LAWA group that is in charge of this area. They are very much in favor of traffic calming elements and they like the idea that. It is going to be a bit more controlled than today and we will take your suggestion back and discussion with them.

Mr. Mata: I am ADA coordinator for the City of Los Angeles and have a question regarding page 10 and 11. One of the issues I always have about traveling has been lighting, especially when I arrive at midnight or so at the different terminals. I want to ask is about lighting and area featured on page 10 and 11.

Mr. Jacob: Our project includes entirely new lighting for the entire CTA. This slides the on page 16 shows the rendering of the newly imagined curb side area. You can see that both the straight lights, the suspend linear lights on the sidewalk side, as well as the wing shaped fixtures over the island. Those are all new and spaced approximately ten if feet on center and in order to highlight the crosswalk areas. You can see they are basically connecting the terminal side fixtures with the island fixtures to also try to make sure that the overall safety and security of all of the passengers that they only cross at these crosswalk locations. In all of the areas basically brand-new lighting. In terms of levels the system is planned also with a dimming capability. We are trying to balance not burning up energy for during the daytime when it is not really needed even though the fixtures will be on. Certainly, the ones by the terminal will be on 24/7. But the ones over the island we may be able to dim down or turn off in order to save energy. In the evening we can certainly and will provide the appropriate light levels. Again, with the dimming this could be dialed up or down depending on how, what the need actually is.

Mr. Mata: How close is animal relief station to that area?

Mr. Jacob: If you go back to the slide that shows the side plan. Starting with the benches that you saw. Right now, we are proposing one bench per structural bay. For every 40 feet of length there would be a bench and you see doubled up on the island side and might be two of them per bay and maybe just one and there is a lot of these benches and the proximity depends on if you go to the side plane you can see the red dot on the north side and that would be the new one and there is three existing ones on the south side and it depends on which terminal you come out of. They might be located closely or might be a bit further away.

Mr. Mata: That could be rectified as opposed to just saying, you know, it is going to be further away than others. You could rectify that by having additional relief stations for people that are bringing animals with them.

Mr. Jacob: It is certainly something we can discuss with LAWA and we had a conversation about this before. As Daniel Sneed said at the very beginning we are at the concept level and so we will take that question back to the LAWA management team for discussion.



Ms. Cabanban: Slide number six on the seating bench. I know it has come up before is and it looks like it is just one bench with no arm supports or anything on both sides. This was brought up by one of the members in the past when it comes to benches and obviously the height would affect the person's ability to get up and down. The armrest lends support when they have to get up. I didn't see any of that on the bench. Maybe we can incorporate something to give that support for people who have trouble getting up and down. Okay? The lighting I know for some reason it was good to look at I feel especially on the lower levels it is dark day or night and I did like that. Hopefully, we can put to good use.

Mr. Jacob: Thank you for your comments and it is significantly brighter once we are done and there is always a little note of caution these are renderings. I wouldn't take this totally. It will be a significant transformation that is for sure. The lighting has been there for so long and not sufficient and it could make a big difference.

Ms. Goldkorn: it is obviously very much appreciated you are still at the concept level ask and not coming to us with a finished product on a piece of paper. I don't have your presentation. I, a couple of questions here. Number one. Is the lighting going to be is solar? Is any of the lighting going to be solar?

Mr. Jacob: No. Not at this point.

Ms. Goldkorn: do you have the foot candles of the new lighting and what is the foot candle I going to be?

Mr. Jacob: We are working with lighting consultant and exceeding the minimum foot candle levels in basically all areas. If you would like exact numbers we can happily send those to you. I don't know off of the top of my head.

Ms. Goldkorn: The glare coming off of white walls is a serious issue for anyone who has a visual acuity disability as well as whatever their disability is. Is there a specific kind of paint that you are going to be using that will minimize the glare and the direction of the lighting? Not bouncing off the white walls?

Mr. Jacob: That is a great question. I will plan to get very specific to your question. I want to acknowledge that the glare issue is on, in an overall level it is significant when you are underneath. When you are in the area we are looking at inner curb side and when you look across the street and especially in the south side the sun illuminates that garage facade very directly and it is very glary. Not because of the light fixtures it is just the way the site is set up. We have started on that level to address with the introduction of planting first of all and they will help with that. The garage screens, we initially were sort of in the white world and we moved away with that and now looking at something light gray and silver. It will help. To your specific question in this area here, you can see those light fixtures are basically direct down light fixtures and they are suspended. All of the light goes down so, there will be some. The light then bounces up and will be somewhat reflected on the white surface but it is not directly illuminated. It is not included in the presentation but we have done a full-scale mockup of the lighting already. If you are interested today that level of detail we can share some of those with you as well. That is basically where, for technical reasons, aesthetic reasons we obviously want to be convince ourselves this is a good solution

and in that sense we have certainly considered it. I am glad you are bringing it up. That this is a real, can be a real issue.

Ms. Goldkorn: As to the seating and going back to what Myrna said about arms. Arms are really important for those who transfer. If you are transferring you have a walker and you are going to be sitting on the bench, you do need the stability of an armrest and similar to transfer seating in whether it is inside of the terminal or inside the athletic stadium. The arm comes up and can facilitate the transfer. Also, spacing is a huge issue because not only do we have the sizing configuration of a mobility device but we are at the airport with luggage and luggage takes up space. I call myself an astronaut because of the amount of space I occupy. You indicated service animals space and how much seating is there? What is the occupancy for lack of a better term of the bench? Not having trip hazards or anything like that with the island seating. It is important to have that clearance as in the building standards. Also, the Indigenous issues associated with the environment in which you are installing the benches.

Mr. Jacob: I will say that the bench design is in direct collaboration with the landscape architects. Michael is on the line as well. To your point about clearances and so forth, we are at one bench per structural base. Between every column. This gives you a sense that the capacity is probably something like from 5 to 8 people depending on how much luggage they have. I don't know if there is anything to add. I think the only thing I would add is those are important comments we want to consider as we work through the design. We have thought throw some of those. That armrest is an important one. We don't have the answer on how many benches.

To give you an account will be determined. We are in tune about luggage and carts. There is a lot going on. This is a complicated space to put something like this. We feel it is important to have seating. I am taking notes to make sure the design counts for all that.

If there's a question about bollards, we are evaluating changing them. On the terminal side there is a high likelihood the spacing will remain. They may be less bulky. It is all a level of protection. There is a broader discussion on the island. The spacing may be changed to a greater extent. The next time when we are back with your committee, this would probably be all flushed. Currently under review.

Ms. Heredia: For context, we should be aware that this design team will have to take direction from airport police on that. Bollards are part of a security program. The distancing between and how they are installed is incredibly laborious with a lot of specifics to it. I am sure the design team will take back comments and concerns on how they may be impacting paths of travel. They will have to be working closely with air police report police who may end up being stricter on how the spacing looks. It is about protecting us from 40 mile an hour SUV crashing through a building. Just for consideration.

## **XVII.ADA Coordinator Report**

"Because of the extent of information relayed for this agenda item, the full transcript is provided, with minor edits."

Ms. Heredia:

- **Quarterly wheelchair service provider meeting, February 27, 2025** - For the wheelchair service providers looking for the demonstration, there will be a standard format. Not everyone on your team will be receiving a monthly reminder email. We will need the wheelchair service providers. I know the key players. Sometimes you delegate to staff. I will have to know who should be receiving a reminder email every month. What will happen is this report, there will be a reminder going out to the providers to ensure they know to fill out this sheet every month. Submit it by the 15<sup>th</sup>. Some of you have been providing this detail and some have not. I think there was a gap in ensuring the same template was being used. It may have been because of COVID 19 or turn over. This will provide the instructions. They will be provided. We will need the name of your company. Put name and email of the person filling out the template. Input data. Would you have to provide by airline versus by time? For the sake of my purposes, no. I don't need an airline breakdown. Just by time and total numbers per terminal. What will end up is when the sheet is complete, this will be a hyper link. I think you can probably see my cursor with the little hand. When you click on that, it will automatically open up an email that will populate to the parties NIT. You will send your sheet off to them. You won't have to worry about trying to capture where it should go. You will click on the hyper link. It will be reporting month, year, terminal, wheelchair service provider. Disregard this part. The range will be by day. We will go this way. By day and on hour. Then your daily total. I think a few providers, the managers have only been in the position for less than 18 months. I have been getting emails saying these are the total arrivals. This is really important. We need be able to track peak periods and the trends to inform decision making by executive management. There are a number of projects besides the FAA compliance review. Capital improvement project with the passenger loading zone. Things with how we prepare and improve the airport in anticipation. Without information to inform them, we really don't make a good case. That is the intent to capture this information and populate it on the dashboard. Pretty simple. Departures and arrivals. I would prefer you not just go into a daily total and drop numbers. This column is not intended to be manually entered. That is a formula. This will generate. You can populate 0. If you don't have pushes at 11, you put it in 0. It will corrupt the process. That is the form. I would like to check with this unit that ensures the forms are submitted by all the wheelchair service providers by the 15<sup>th</sup> of each month. I would like to make this available no later than April 1<sup>st</sup> so the March numbers are populated by this new form. That is my intent. If you feel like you will have difficulty meeting that, let me know. We need to standardize the format. If you have sheet questions, let me know. I will go to the dashboard to see the results. Can you see this dashboard? This is the dashboard that IT has been working on. We are still trying to ensure the data they are importing or using to populate is accurate or complete. Right now, what we have here is supposedly two years' worth of data. There were 3.687 million,733 total wheelchair requests. I know that this number is likely inaccurate. I think that is part of the issue with the standardization of the format for how you submit the metrics. I am pretty sure any wheelchair service provider on the call knows in 2024, I said the 2023 metrics were over 2 million.

If we had over 2 million, the likelihood we have had under 2 million for 2024 is probably not correct. How to manually check the numbers of see whether the data is correct is part of the challenge. What it does is it make a comparison of total wheelchair requests against passenger accounts for whatever time period you are looking at. The average requests per day is about 5000. That doesn't seem completely off. The way you go through it is you go through your slides. I can pick a start date. I am going from May of 2023 to May of 2024. What we do see consistently is, and I think this is fancy, it will say Friday, September 1st. You can see as I move along this line, it is giving me this information and I go to November of 2023, it tells us about the total requests for that month and the passenger count by comparison. What we typically see is a trend up on request for wheelchair service. It is typically the passenger count dips below it. Having access to the dashboard will be helpful. I am only given access to a dozen people. I can share bits and pieces. Access to the application is not typically for external stakeholders. I can brief on it but can't share access. The limited number of users are supposed to be able to get access to that information. This is total. I could go to T1. It shows me for a two-year period of time what the wheelchair service request versus passenger account looks like. A higher demand of wheelchair requests think numbers are low. That is based on me confirming how data is input or is it incomplete. This number is about right. It depends. This is average number of requests. Some days it is around 1800. Other days it is significantly higher depending on peak season. This is the information I have access to on these graphs for comparison. You see where we have TBITEC, the total number versus T4 versus T1. It gives us a lot of information. I can go to raw numbers. This is what I am used to seeing. It would give most people a headache. Some of this information has to be incorrect based on the way that I have been crunching the numbers for years. I will go back. I will see if it, for those that deal with computers it is garbage in and out. I think it is the data. Not the dashboard. I will have to work on that. Does anyone have questions on the dashboard or form that will be used for capturing metrics and being imported into the dashboard?

Question: It says wheelchair requests. What about passengers such as myself who travel with their own wheelchairs? Are they marked as wheelchair requests even though I have not requested it?

Ms. Heredia: We are tracking passenger request demands. Not the number of users with a disability. If there were a way to do that and do it viably and feel like we were getting correct data, it would be worth it. The challenges that some people don't want to self-identify.

Questions: A more technical question. If someone makes a disability service request, but doesn't need a wheelchair, is that reflected in this data?

Ms. Heredia: Yes. My understanding is yes. I know different providers track things in a different manner. I think I had this conversation. Sometimes there is

a service request that is for someone with a disability. Sometimes it is a service request. Sometimes it is an unattended minor. That is my understanding.

Wheelchair service provider: We normally take out anything that is a UNR. Someone that requires assistance to get in or out of the aircraft. We would still record the assistance.

Ms. Heredia: That is great. Thank you. Is that understood? They are still requested it. You are still capturing it. Good to know.

- **Committees for LA28, “GME Sub-Committee and LA 28 Accessibility Committee”** I am currently on two different committees. They have a lot of the same players. They are accessibility focused. I am grateful to give my feedback from the LAWA standpoint on whether we have concerns.
- **Briefing from Charles De Gaulle team** - We just did a briefing from the developmental team. It was incredibly worthwhile. They gave us an awful lot of information on how they prepare to support Olympics and the Paralympics. It took them easily 18 months to address from a staffing and logistics and operational perspective and engage. In Europe, the responsibility of supporting passengers with disabilities lies with the airport and not the airline. It has not always been the case but it is now. In our circumstance obviously LAWA does not hire wheelchair service providers, that lies with the airlines and level of coordination we will have to go through is additional. We don't have the contract and don't direct the staff and there is obviously an expectation we are all going to cooperate. It is like having a very large stakeholder meeting with regards to how the operations are going to look. And it was incredibly impressive. Charles team shared with us at one point they had 200 para-athlete who had a significantly more luggage, a number of spare, substitute or replacement. Charles team identified roughly 3,000 para-athletes had as much luggage as 10,000 of the Olympics athletes. There is a lot to coordinate with regard to luggage apparently. So, the Charles De Gaulle team shared when they had 200 para-athletes come in from the same flight, from start to finish, they were able to have the athletes come off of the aircraft and go into their own individually own DME and didn't have to be transferred into a wheelchair provided by a provider. The para-athlete they are very independent and don't need your assistance after that. From start to finish. Two hours. 200 athletes came off of the aircraft and went through customs and got their luggage and went to information booth or station and onto ground transportation within two and a half hours. That is incredible. So that is something that I think we would all love to achieve. But it really is going to require a lot of coordination at the operational level.
- **Capital Improvement Projects status**
  - Wayfinding - I continue to have conversations regarding way finding. For the most part the way finding on a day-to-day basis has significantly improved. Daniel, Tim and I both chimed in with the team with regard to ensuring things like information booths or kiosk are accessible. I have a new question I will have to bring up to Tim to see

whether or not he can make the request on my behalf regarding signage for evacuation since every terminal has different airlines in it. Some of 99 proprietary and some of it is multiuse. It felt signage for persons with disability it is not consistent. I am going to try and address that.

- Departure levels improvement – It's slightly behind on the design phase when compared today on the arrival level. That is because they started later. I did a site walk with both teams two or three weeks ago. It was really valuable because then both the departure level team and arrival level teams were able to have conversation about how to streamline the path of travel and how is this going to make it easier for persons with disability to navigate, how to coordinate where the loading zones are in proximity to an entrance. Not all of the entrances line up and they are trying to go keep in mind how they can come up with the best solution for streamlining that path of travel and make accessible.
- ATMP roadway project - The ATP team roadway project was something I was not even aware of until I had the presentation. What it is exactly as describe and had it is a roadway improvement. That roadway improvement is meant to eliminate some challenges we have. For those that know pedestrians are still crossing Sepulveda into Little Century and that is a dangerous place to cross. The volume of traffic as we know is significant. The intent is to do a redesign of how people get into and out of the airport. One of the considerations is the pedestrian bridge that would be built and how that pedestrian bridge is going to be accessible. Obviously, there are stairs as well as elevator. My point was what happens if the elevator breaks down and what is the backup plan going to be? They are coming to me and asking for my input at the design phase which is really important for all of us, not having to try and backtrack later and fix something. I appreciate they brought me in the conversation and have taken note of the way they try to solve the challenges in case the infrastructure is not working as expected.

- **AOR project status**

- ConRAC
- Auxiliary curbs
- APM

The ConRAC, the Auxiliary Curbs and APM are on everybody's radar, especially auxiliary curbs as we have conversations about persons getting dropped off and being able to access APM. That conversation is happening. We are having jurisdictional conversations. The Auxiliary Curbs and the APM connects to the CONRAC as well as other infrastructure like bring directly in the CTA. We are cohesively trying to solve any of the challenges for a day-to-day operational basis. I continue to have meetings with the AOR team regarding how we are going to support persons with disabilities during an evacuation at the CONRAC or evacuation at the APM.

It is a recovery phase. They are very supportive in trying to find a solution to these before everything goes live so to speak.

- **Trojan consultant project including participants** - We did one site walk last week is and will do another next week and honed their scope and going to give the first deliverable in I believe between April 1st, and April 15th and give a second at the end of May. They do that I will ensure we share the presentations or possibly present to the DAACC.
- **Metrics reporting** - We have gone through the metrics.
- **Quarterly wheelchair service provider meeting, February 27, 2025** – It was very much driven towards metrics, how the lower-level pilot program with the shuttle is working and whether or not we are experiencing delays getting people from one terminal to another when they have to get to another flight. I think in general most of the wheelchair service providers found that meeting to be helpful. I can certainly bring an agenda for what we discussed at those meetings for future meetings so you can see what I am sharing with them.
- **Status on FAA corrective actions** - LAWA is going to initiate a self-evaluation for the first time in 20 years this month. I have my kickoff meeting tomorrow and that is going to take up a lot of my time. That and as well as monitoring the corrective actions that other divisions need to take is really becoming time consuming. Again, I am very thankful that I can tap into Tracy to help with some of the field work because the field work is also time consuming. Going out into the terminals and going into the CTA, trying to ascertain whether or not there is issues from a proactive standpoint and as well as do investigations. If we have an accessibility issues that requires me to be out there and it is difficult to do with the other projects going on.
- **Reference Materials and Announcement**
  - [Exhibition Design and Accessibility for Visitors with Disabilities](#)
  - <https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:f7cd72aa-e862-42d3-bf92-2e745da38d2e>
  - [Accessibility Online](#)

Question: My question is regardless of whose responsibilities it is there is a plan to figure that out. If you are going to move the DME for the para-athletes if that makes sense.

Ms. Heredia: That does make sense and the way they handled it was with manpower. They knew if there was going to be 200 para-athletes on the flight and they wanted their own DME, you need to have agents down there offloading. What they did specifically was a 1 to 1 ratio. You assign one agent and that agent is going to meet that athlete and assist from start to finish. That is a lot of manpower. I don't know how our wheelchair service providers could do that. That is a question needs to be asked and I'm not sure how that would happen at this point.

Question: For the landscape project is there an estimated project and completion date.

Ms. Heredia: I know the intent for all of the capital improvement projects to be done far in advance of the 28 Olympics and I don't know what the time frame is.

Question: What that entails asking CBP to is have a dedicated lane?

Ms. Heredia: I don't know if they have the staff to do that. If they fly in at a peak period it impacts the amount of time. I don't think it is feasible to process 200 athletes with the luggage and get onto ground transportation especially when you stop at an information booth to get packets. That is a lot of logistics to have ready. I don't know what the Olympic committee has. What they started today, talk about on how to do that. We got an air carrier and service provider and we got customs. Whoever is doing logistical coordination for the Paralympics and where do they have the packets? When we have done similar things we put on buss and they went to the Olympic village to get the packets. That seems to be cumbersome. I don't, how in 15 minutes I can't get through the airport if. I am doing international in an hour and 15 minutes and I barely take luggage.

Question: Was there at any point discussion about the Olympics and any discussion about who would handle the wheelchairs? Who would handle individuals whose whole chairs are broken? As wheelchair user I am concerned when I fly and I had maybe 2 or 3 incidents where my wheelchair wasn't there? Was there a discussion about that?

Ms. Heredia: I will say what the people from Charles De Gaul shared was specific to the athletes being prepared for that. They had three wheelchairs or whatever the DME is. That is a good question. We would hope that nothing happens. One para-athlete gets on the aircraft and somehow their DME doesn't get loaded, that to me is more of a concern than it is whether or not it is damage. Had I saw some of the photos for the cases, it would be, I think difficult to break it and break all three is unlikely. Whether or not somebodies get lost or separated from the DME and ends up somewhere different, I think that is a different concern that I have. I am sure we will be having conversations on what the committee or people responsible for logistics plan do they have for that. I will keep you updated as I attend the committee meetings. It has barely started and I will keep everybody apprised.

Ms. Cabanban: I know you mentioned some of the athletes were bringing multiple equipment. What is interesting to me each athlete had to ensure things move on and add to traffic is a lot of them have 3 or 4 people traveling with them.

Ms. Heredia: That is why trying to go get through the process and on to ground transportation. I don't know how we beat two and a half hours. Because if you have a regular bus and you have para-athletes with their spare DME and their own personal contingent. I tried to do the math and my head about exploded. You have 200 people and it is not like everybody that has come off the airplane. Add the luggage in one Fly Away bus. A Fly Away bus holds I think 40 people and has cargo holds for the luggage and even that can be kind of cramped. You have to now consider you would probably need at least ten busses. Depending on the size of the bus and I don't know how we would line up ten busses. How long of a run would that be and can we accommodate that? These are questions. I am glad we are asking now and, again,



really invaluable to talk to the Charles team. It makes you start thinking about this stuff and I don't know if there is anybody on the call that had to, that heard any of the debrief from over ten years ago when we had special Olympics here and that was its own challenge. There was a lot of athletes waiting on the curb for busses to get into the CTA the to pick them up. We want to avoid that and I think that is going to be one of my primary comments or concerns.

Question: Pardon my ignorance if I misspeak here but shouldn't he tram be functionally in an if fully operational by then and be able to stage busses in an area where the athletes can be transported to an area that can accommodate a large group?

Ms. Heredia: Here is what is interesting about that, while the APM will be online and the objective of the APM going live is to reduce vehicular traffic in the CTA. The intent of, as of today, and it may change and it may change for the Paralympics only is once the APM goes live the inner lane will become available again to personal vehicles for pick up and drop off. You will not have a dedicated lane to put busses in front of the terminals. Additionally, because of the amount of equipment that the para-athletes are going to bring with them I don't think it is feasible to have them load at the APM and going go to another stop point. I don't think the auxiliary curbs are going to be able to accommodate that large number of busses either. This is something that I, if somebody were to ask me my recommendation today would be well when we know the para-athletes are coming in we have to redirect all personal vehicles to the outer lanes like they do now and reserve the inner lanes from those busses otherwise we will never get those busses in to pick people up. Again, I don't think they are going to want to travel with all of their equipment onto the APM and then off load of the APM and getting onto a bus and I don't think they are going to want to do that. That is my response.

## **XVIII. New Business**

Ms. Cabanban: No meeting for April and please be aware that the May meeting is in person is and I think that is at the Flight Path.

## **XIX. Adjournment**

2:57

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on May 21, 2025. The minutes of the March19, 2025 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	<u>5/21/2025</u>
Administrative Support	Date