

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE**Committee Meeting Minutes****Wednesday, July 16, 2025****Meeting held via Teleconference****ATTENDANCE****PRESENT**

1. Myrna Cabanban, Chairperson
2. Julia Mockeridge, Community
3. Kathleen Barajas
4. Tim Ihle, LAWA Airport Operations
5. James Corpuz, TSA
6. Seyed Torabzadeh, Community
7. Yesenia Favela – Airline Representative

EXCUSED

1. Louis Herrera, Vice Chairperson
2. Brandy Welch, Community

ABSENT

1. Sandra Mendoza, LAWA Administration

Meeting Started at 1:05 p.m.**I. Call to Order/Roll Call**

Ms. Cabanban requested a roll call from Miss Jill. A quorum was present at 1:21pm.

II. Opening Remarks and Introductions

Ms. Myrna Cabanban: I want to welcome again everybody to the meeting. Today item number two any introductions. Newcomers. First timers? Please go ahead and unmute yourself and introduce yourself for a few seconds and tell us where you are from if we have anyone.

Richard Chong – Director of Emergency Management

Katie Kepner – New Liaison Assistant Chief from LAFD at LAWA

Mario Tapia – Support Services Shift Manager at LAX

Ms. Cassandra Heredia: Are there people in attendance today that don't always attend that are not new. We are graced with Mr. Larry Roland today.

Ms. Myrna Cabanban: Thank you to all the folks that are here and introduce themselves.

III. Chairperson Report and Regular Items

Ms. Myrna Cabanban:

- **Committee Expectations** – Just wanted to remind all the stakeholders please prepare a minute or two to update the committee of events, ideas or encounters that relate to the committees' goals etc. I know it can be unnerving when we ask for a report, but we are not expecting a major report, unless it's major. I'm sure something happens within 30 days every time we get together.
- **Commission meeting update** – Our meeting last month was postponed as you can all recall with all the uncertainties going on in downtown. I am looking forward to a connection that we the commission has made with the department of cultural affairs. Our goal is with everything we are looking forward to with the games coming and major events that may be happening with the city is to start to elevate the presence of people in the community of people with disabilities. I will be reporting to you all what we are looking for and what we will be doing within that relationship.
- **Bylaws update, Fill-in positions** – Our goal is to have something by the end of the year. To open up the bylaws to vacancies we have in the committee, this is perhaps a better representation or more collaboration with all the different departments within the LAX world. I know we are getting through a lot of the schedules of cancellations of meetings and things happening recently and we want to make sure we don't forget that. I will be forming a subcommittee.

Ms. Cassandra Heredia: When you form the subcommittee are you going to e-mail the voting members and the SME? Or who are you going to reach out to? Are you going to pick who's going to be on it? Can you clarify?

Ms. Myrna Cabanban: Reaching out either by e-mails or by phone calls. For those I have access to, as far as phones, I will probably just make a phone call; for those with e-mails, I will reach out by e-mail, and you will get CC on everything Cassandra.

IV. Note on May Minutes

Ms. Myrna Cabanban: I know there's been a delay on bringing that up to you guys, but we've had some technical difficulties and some staffing shortages, so we are going to table that for now.

V. Public Comments on Non-Agenda Items - NONE

VI. Airport Operations Briefing

Mr. Tim Ihle: T2 - We've closed. The old Terminal 2 atrium area has a lot of construction activity. Taking out the existing carpet and going to be putting in terrazzo, adding in some artwork, which required a relocation of a temporary relocation of several airlines, Norse and Condor until this area could be

renovated and move back in probably end of August, early September, maybe sooner.

This is all in advance also for Terminal 5, which is going to be decommissioned towards the end of this year. The airlines currently in Terminal 5: American, JetBlue and Spirit will be relocated to other terminals.

Mr. James Corpuz: Oct. 2025 - Spirit and Frontier will move to Terminal 1 & 1.5 area. American will go to Terminal 4 with a newly developed checkpoint that should be built by early 2026.

Follow up regarding the bathroom automatic door openers.

Mr. Daniel Sneed: Maintenance is aware of the automatic broken doors. They are revising the design and construction to provide a 5lb push force within code, as well as making them manual doors.

VII. Planning or Facilities Briefing – Vacant and skipped

VIII. Customs and Border Protection (CBP) Briefing

Mr. Ryan Benavidez: They're getting about 30 to 34,000 a day at TBIT. No issues. Staff has been good with the help from Long Beach. Officers for the dedicated wheelchair line. EPP system is running smoothly. US citizens (USC) line is practically non-existent most days.

IX. Transportation Security Administration (TSA) Briefing

Mr. James Corpuz: Fiscal year statistics from October through June of the last full month of completion, TSA had 119 complaints from people with disabilities out of 26,398,369 passengers. Top three: One was medically necessary medication and medical supplies with 27 complaints. The second one was mobility and disability; that's not wheelchair or scooter related with 15 complaints. And the third most highest is autism spectrum with 13 complaints, which was related to disappointed passengers that LAX isn't part of the sunflower system that identifies hidden disabilities.

TSA Cares request fiscal year to date is 3,403 which is already on track to break the previous year's records.

James Corpuz: 310-482-8007 for any difficulties or challenges you're facing at the airport for TSA screening and require assistance.

Will be out on vacation from July 31st – August 25th.

Mr. Larry Rolon & Ms. Cassandra Heredia: – Will look into bringing back the Autism Self-Identification program with the help of others to promote it or bring the Sunflower program to LAX due that more people know more about that program.

X. TBITEC Briefing

Ms. Yesenia Favela: May report for wheelchair providers – 71,740 requests came in for TBIT MSC and 1.5. Compared to last year, an increase of 6,424.

Terminal 1.5 operations: 8,103 requests, averaging 261 per day, peak day on

Saturdays.

TBIT and MSC: 63,637 came in, averaging 2,053 daily with the lowest coming in on Friday's and highest on Wednesday's.

Ms. Cassandra Heredia: Pointing out what these numbers are showing. From May 21 to the 25, we're basically getting almost 4 ½ times more volume, which supports the year over year growth is anticipating that by the time we get to 2028 will likely exceed 5 million overall for the airport. Therefore, I hope that there will be some course of action in TBIT where most complaints are coming from with the volume of passengers now increasing.

XI. Executive Level Briefing – no executive representative. NONE

XII. Airport Police Division Briefing

Mr. Scott Hoang: Regarding emergency blue phones, all stations are good except for the ones at the CONRAC; station hasn't been open yet, but they addressed that the stickers were missing on two blue phones which have already been forwarded to a committee member on the AOR in charge. To his understanding, they're taking care of it.

XIII. Los Angeles Fire Department Briefing - NONE

XIV. LAWA Guest Experience Briefing

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

Ms. Catalina Saldivar-Chavez: Good afternoon, everyone, the update on the sunflower I know is a hot topic and I hear it now and in other places we are rolling forward with it. We have already posted videos on Venmo and we're going to link in LAWA 411 so once we finish training people can go back and get a refresher on that. We did our first training pilot with our concessions group is and it was very well received. They are very excited to get this going. So, we are going to continue with our training, and we are going to be doing lots of our LAWA partners as well as LAWA employees and many of you on this call will probably be hearing from me. TSA and airport police because we want to make sure we can coordinate with you to come out and do the training and receive all the supplies and have lanyards we can give out to flying guests. We have lanyards we can give out to our partners as well as LAWA employees that say I support the sunflower program. The way the program is going to work for us now is that we're going to be using our information desk. There will be a small poster-size saying we support the sunflower program where we'll also have lanyards there. We will also be posting on the website, and we will advertise it outside of LAWA that they can request the lanyards. The easiest way to come through us as guest experience and they will then receive their lanyard either by mail or we can arrange to have it at the terminal where they will be flying. The most important part is that we have these supplies but most importantly we need to make sure everyone is aware of it and everybody recognizes this. It would not be useful for our traveling guests to wear it and no one knows what that means and not getting the extra time they need and attention during the flight.

The other thing we are also trying to incorporate, as James said, is that people are asking for a quiet room or sensory room, we don't have that and it is in the plans but in the meantime, we have referred people to the multiuse prayer room in Tom Bradley I believe, room 131. That's a quiet place where they can get themselves together or their child together away from all the busyness of the airport.

So, we will be rolling everything out in August where we will start training more people and once, we finish all the training at that point we will make the big announcement that LAX is now part of the sunflower program and we can accommodate because people will be trained, and we'll recognize these lanyards. The sunflower program will not give you any special privilege. It doesn't give you a front of the line pass at all. It only gives you the extra time, attention, and patience so that you can get through our regular system.

Currently there are about 7 to 8 airlines that are already members and recognize this symbol. Most in Tom Bradley – Air Canada, British Airways, Air France, Air New Zealand, KLM and LATAM to name a few.

XV. ADA Coordinator Report

Ms. Cassandra Heredia:

- **Attendance at ADA symposium**

3-day symposium. Very informative and bringing me closer to getting my certification as an ADA coordinator. Open to distribute via e-mail notes taken and what the symposium facilitators emailed out after.

- **Status on FAA corrective actions**

Have a quarterly progress meeting that will come up regarding status for the corrective actions, most of the ones that could be taken care of initially have already been corrected.

- **Draft self-evaluation**

Draft was sent to me by Mark Anderson roughly June 26th, 250 pages of material and next steps will be for me to push out the sections to the relevant division and executives. Once reviewed, we'll finalize the self-eval and it will go to the FAA Office of Civil Rights as evidence of our corrective action on that item.

- **Capital Improvement Projects status**

- Departures level improvement
- Arrivals level improvement

Capital improvements including curbside loading zones, both upper and lower level, are underway and to my understanding should be completed and compliant before the Olympics. ADA curbside loading zones on the departure level improvement and the arrivals level improvement is still in the design phase. The advantage to these capital improvement projects on the upper and lower level is that they will give us more loading zones than is required.

- **Curbside Assistance Signage**

A sample signage was installed last week. The intent is to ensure the passengers who need assistance beginning at the curb have a reliable way of communicating with the wheelchair service provider for that terminal without people reaching out to the ADA coordinator's office. This seems to be the best way to connect passengers with the wheelchair dispatch. The phone tree is active for each terminal and so these bollards will be wrapped up next to the existing ADA loading zones.

In addition, there is a braille plate, and it is at the correct height above where it says wheelchair. The final piece is that we've already come up with QR codes for each one of the terminals so that someone can make the request from the curb via text.

Ms. Myrna Cabanban: At O'Hare, they have an ADA signage. It was visible from above. Would that be something that can be incorporated with this? Just location wise.

Ms. Cassandra Heredia: Not at this time. We are looking at capital improvement projects. By the time it is installed, it will likely have to come down.

- **ASL video interpreting through Aira**

An app available for people with low vision to navigate and do wayfinding through a public space like an airport. Aira can now connect real time through a smartphone with a sign language interpreter. Aira is free at the LAWA because the app works from a geofencing perspective i.e. LA Exit, a runway, terminals or a parking structure; only download the app on your phone.

- **Development of ADA training**

The training was initiated because our certified service provider program, which has required companies that fall under that banner for a number of years to provide 16 hours of emergency preparedness training and part of that training included ensuring that all employees, regardless of what they do for a living, understand how to treat people with disabilities with respect, how to offer assistance, what you should and shouldn't do, what service animal do, etc. Once done, we'll reach about 90% of badge holders.

- **AOR project status**

- ConRAC
- Auxiliary curbs
- APM

The ConRAC and the automated people mover with regards to the blue phones is making sure they're all accessible. The auxiliary curbs continue to be a topic of conversation with regards to ensuring accessibility for passengers at the executive level. There is no resolution yet, but active conversations are happening with several strategic initiatives not just from a compliance but a pass-through experience standpoint.

- **Reference Materials and Announcements**

- Transit Access Report – May 30, 2025
- Transit Access Report – June 30, 2025

XVI. Presentations

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

Mr. Richard Chong:

- Emergency Management Briefing on AirEx After Action Report
- Durable medical equipment
- Alternative means of communication

This exercise took place in late April. Specifically, April 23rd, the morning of and madame chair, it was good to connect with you then and your brother too. The scenario of the exercise is based on aircraft disaster and there is no exception. This is a simulated mass casualty involving a commercial aircraft, particularly on

runway 24 right. And what was unique about the scenario was not so much about aircraft disaster on the airfield alone, it encroached into the landside environment as well. You might recall the exercise scenario imposed on Pershing Way as well, so we have a unique challenge of addressing issues such as having the airfield, plus the roadway itself as well as tasks that are all the first responders had to deal with. Over 300 people were involved, about half of them were first responders, particularly from LAFD and the other half were exercise players and actors, and they did an incredible job. A lot of moans and groans that added to the realism of the exercise, and they were well received. I just want to point out the overall purpose of this is to meet our requirements for the FAA, but really, it's also to test our LAX emergency response capabilities and in compliance with FAA guidelines. At the end of the day, we wanted to make sure we met the requirements of the FAA regulations, and the inspector was on site assessing the exercise from start to finish and she gave her assessment.

As I mention in the opening comment with every exercise that we do whether a discussion-based exercise like a tabletop or in this case a full-scale exercise we go into it knowing we are testing some of the elements that is the point of the exercise in the first place. We want to see how we're doing in a simulated emergency, and this was no exception.

There are several core capabilities we were testing, and I want to share with you three main ones and first was multi agency coordination for multi response and that just means we are working closely in coordination with multiple agencies responding to go incident in a mass casualty incident like this its not just LA fire or airport police responding, everybody will respond from LA county, Fire, Inglewood and El Segundo. All the partner agencies will rush to help as part of the mutual aid partnership with all the chaos going on. Are we communicating with and working nicely in the sandbox if you will in coordination with multiple agencies.

Are we communicating effectively with all our partner agencies? But within house, are we communicating effectively? I believe with air traffic control, for example, are we communicating the expectations with our LAWA partners, the airlines, to the DAAAC communities? And to the airlines and our leadership they have a vested interest in what is going on and feed them situational awareness as the incident is unfolding while communicating effectively with all the partners. The second one we are always testing and third is mass care and shelter coordination is and certainly with the scenario there is a huge element of sheltering a lot of people and attending to their needs and providing medical assistance to those who need it and that is a huge element of the core capabilities that was tested during the exercise.

With that what I would like to do since I am speaking to the DAAAC community I want to address the strengths related to the DAFN, the disabilities access and functional needs community. Some of the strengths that we saw there start with partnership of LA county mental health; to have them present in this exercise, I thought that was a win in itself. It was a great partnership and we have them as part of the exercise in reality chances are they are on the back end of responding and not going to be there within the first hour of the exercise and I think that is clearly notionalized and had we set expectations even though they are on site their play wouldn't happen until several hours thereafter the exercise. Having them being one of the partner agencies for this exercise was a big plus. And you know,

their participation in this is that they were successful in providing mental health services to the passengers who might need it; who did not require hospitalization if they needed hospitalization obviously they are taken away from the local hospital and for those lucky enough to be not hurt and don't need medical assistance mental health folks were there to provide good communication, direction, and provide support. Way they did that was provide multiple language interpretation and this aircraft as part of the scenario the aircraft came from Mexico there was a general assumption there was going to be a lot of Spanish only speaking passengers on board, therefore mental health folks were able to bring some folks with multiple bilingual skills to be able to convey the messages to the passengers affected. And they were instrumental in providing interpretation for non-speaking passengers and they were also great at providing child welfare support. They coordinated directly with the child welfare agencies and provided arranged care and foster care for kids that didn't have access to their parents or their guardians on that flight and obviously those are notionalized during the exercise and instrumental in providing the coordinating effort connecting with the kids and providing necessary support.

There were other good ones that we also provided as well. And we also provided good support in providing family assistance to those who were not hospitalized. Who provided an area to be sheltered away from the scene. To provide that assistance and eventually connect with their family and friends later in the afternoon. That was instrumental and not something we acted on. It was based on scenario and notionalized and we quickly identified an area within the airport to take the folks away from the scenes and provide support and eventually connect with their family and friends.

And I am going to transition onto some of the gaps. And obviously with every exercise no exception as good as we are, there are always areas we can always improve on, and this is no exception and there are some gaps we can learn, and we can also learn from and make sure that those corrections are applied to the future endeavors as well.

One of the gaps we identified was the ability to triage and provide patient care. Obviously at the onset of the exercise a dynamic situation; LA fire, Police and Ops, who are first on scene triaging and assessing the situation. They're trying to support passengers, affected people as best they can. The first responders, their first initial act is to triage the situation and attend to the fire and address those issues immediately and then of course attending to everyone's needs. We can't hit everybody at the same time. Those are some of the things we identified and felt some of the first responders couldn't use some communication cards to effectively better communicate with people who have needs. The DAFN community, there were some pictograms that were available to some of the LAFD fire vehicles and we're not certain if the devices were used. So those were some of the things we could address. We want to make sure that this is accessible and we use it effectively out on the front lines and mind you this is at the onset of an aircraft disaster, a lot of moving parts and very dynamic; are we going to attend every individual adequately? Probably not at the best. Everyone's expectation level and I know the first responder is going to attend or were attending to everyone's needs at that time the best they can at that moment.

Another gap we identified collectively as an incident command post, we could have reached out to some other resources that could provide DAFN assistance. Particularly the Mayor's Crisis Response Team, the Red Cross, the CERT; those entities are available to us, and we are not sure if we take the next step to reach out to those resources to provide assistance. That is something we want to make sure is written in our plans and make sure incident commanders identify those resources and request for their assistance. It is not about them trying to corral those resources, all it takes is them saying we need these resources and convey to the LAWA Department Operation Center or directly to the City Emergency Management Department.

It's a matter of making that call. Saying we need assistance to provide support for our DAFN community who are affected by this emergency.

The report also includes that we should have coordinators more closely with our city and county Emergency Management liaison and I think it dovetails quite well with what I said earlier; that we could have reached out to the City Emergency Management department and also the County Emergency Office of Emergency Management because they're our partners after all and are also held accountable in providing assistance. That is a reminder to make sure we request those resources and assistance as well. So, one of the corrective actions we're going to suggest is making sure that there is a representation from mental health to be part of the incident command post. Now it's not so much that they're going to be actively engaged with the situation, but they're going to be apart of that management structure to be able to provide assistance and provide situational awareness to their agencies as well. We want to make sure that mental health department is plugged in with the situation and provide good briefings on what is going on and they are there on site working hand in hand with the incident command post to let them know we have resources outside of LAWA. We have the Mayor's Crisis Team available. We want to make sure they are aware of these resources, and they ask for them next time.

Ties in well with the LA County office of Emergency Management. Our strong partners who are also there to help us. One of the positives was the participation with the number of partner agencies. The State Department, they were an active agency with the recovery part of it. Making sure we provide support and assistance to the people affected. They have done a great job for international passengers. There is a chance to work closely with our firefighters to make sure they know they have devices and use them. Introduce them to this, I am not sure how well, it is simple as this is where it is kept. This is how you use it. Self-evident. A chance to use it in a tabletop exercise. Those are corrective actions based on our learnings. I think it was well attended and well received.

Airlines were there. We peaked at 300. A lot of interest. It was well received. The response from LA fire and LAPD was self-evident that we delivered and were very responsive. That is echoed by the FAA. They saw what we saw. Identified key strengths. Established early on. CBP were also very instrumental. We have them on site and providing assistance in the recovery as well. This was an international flight. They have a strong interest in this. A small team that would go to hospitals to the people sent to make sure they are processed as well. I can't give enough kudos to the department of mental health. They were strong partners. They brought

in a small group of people to help with this. I think the feedback I got from this is that they learned a lot from this too. They will be better posed. Learnings from them to prepare at LAX. That was my report. I will turn it over to you or to the community for comments or questions.

Ms. Myrna Cabanban: Thank you. Before I open it up to everyone, I will pull rank and ask you my first few questions before we go to them. I should say you are talking about the county mental health. The commissioner that is part of that group was very pleased.

The compliance officer was there. Is that from the FAA? Can you or if you're allowed to go over a bit of the compliance they were looking for or how it went? The second one on our bullet here, durable medical equipment. How did the reunification process went during the exercise. I did see a few wheelchairs being wheeled away. Someone who uses one, I am interested in how that process went.

Mr. Richard Chong: Correct. The FAA evaluator was on site evaluating from start to finish. I understand we've got positive comments and feedback. I think we met that requirement. As to the specifics of it, I don't have that information. I think that's still work in progress.

To your point about the durable medical equipment DME, you are right. That was a thing we could have also done better. There was an element where the walking wounded and people injured were asking for their wheelchair, oxygen tank or canes. First responders are addressing the incident.

Where is my stuff? That didn't always come to fruition. That is what happens later. They are part of the recovery stage. We look at the needs of the individual. We try to reconnect them with their DMEs later or their medications. Airlines have a large ownership of this as well. Not just a first responder. They take ownership in this. If their chair is lost in the aircraft, they have ownership to try to provide those DMEs as soon as possible. That is the reasonable ask that is something we could do better at our future exercise.

Ms. Julia Mockeridge: Of the question that was asked, how long did it take for people to be reunited with their medical equipment. Durable medical equipment, their wheelchair, canes, walkers? Whatever they were asking for.

Mr. Richard Chong: We have to take account of the size, the gravity, and severity. This is a book deal. It has gone down with over 150 passengers. It will take some time. I hate to put an hour to that. The expectation is to connect them with their DME's. If you work in this airport environment, we know that we need to connect our community with the durable medical equipment. The medication as well too. We will make it a priority to make sure they connect. If you look for specific hours, it is difficult to put the number in. We are gauging the situation on the size and gravity of the incident.

Ms. Julia Mockeridge: Alternatives made. In the event of a disaster, there were alternatives. During the response, were there wheelchairs stationed at the airport made for someone who wasn't physically injured by utilizing a chair or device? Were those available?

Mr. Richard Chong: 100 percent. United was also a participant in the exercise, you probably saw them behind the scenes. They activated their simulated department

operation center. Their version of the Emergency Operation Center. Their sole purpose is to help recovery process that includes connecting passengers with their DME's. They would tap into the wheelchair providers to provide chairs in a hurry. So absolutely, those resources will make them available within the first hour.

Ms. Cassandra Heredia: I have a question. We have had this conversation about because what the FAA is looking at does it require us to drill down on how we are supporting passengers with disabilities. We go three years without exercises to focus on the areas that we can improve on. Is there a chance for a tabletop or some other type of exercise? Like a functional. That is probably a lot but where we specifically look at the capabilities with regards to supporting people with disabilities. I was inside the MCP, no one reached out as the ADA coordinator, to have a conversation about substitute DME. No one reached out about a gap in alternate means of communication. We need to make people aware of those resources. And I think an exercise would be the best way. I know we are speeding it up and we're going to have the next AIREX in 2027 instead of 2028. I am wondering if we can do something like that before the AIREX in 2027.

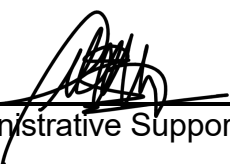
Mr. Richard Chong: I think there is an opportunity to go over some kind of orientate some of the LAFD personnel in preparation for the next post exercise.

Ms. Katie Kepner: There's definitely an opportunity for training, whether it be a tabletop or functional or whatnot, so that we can better learn how to fulfill those needs.

XVII. Adjournment-

2:52 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on August 20, 2025. The minutes of the July 16, 2025, meeting were approved by DAAAC.


Administrative Support

08/20/2025
Date