

**LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE****Committee Meeting Minutes****Wednesday, May 21, 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. James Corpuz, TSA
6. Brandy Welch, Community
7. Yesina s, (TBITTEC) Airline Rep.

**EXCUSED**

1. Julia Mockeridge, Community
2. Kathleen Barajas, Community

**ABSENT**

1. Sandra Mendoza, LAWA Admin.

**Meeting Started at 1:15 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 coming. We can do introductions when we get to the reports.

**III. Chairperson Report**

Ms. Cabanban:

- **Commission meeting update** – Budget talks are going on. That's one thing the commission has been concerned and talking about. We are waiting for the final word on that. Second, we heard from the cultural affairs department. We are trying to coordinate something that mirrors our Sam Overton award so we can recognize people in the past who contributed to the community. We are trying to see if we could name a street for the games. We are doing an annual public hearing in June from the community; how to best service them, hear if we are doing good or bad. If you are able to or interested in attending, that will be in our June 12th meeting. We are advancing it because of Juneteenth.
- **Bylaw's update** – We have been talking about filling the positions that are still unfilled. We will have a committee that will look into updating or amending the

Bylaws to engage more departments who can contribute if positions are not filled. We will be forming a subcommittee. That goes with filling in the positions and the bylaws. For the committee, just to reiterate the expectations for members. We are trying to be better with managing expectations for members. First and foremost, the attendance during the committee meetings. When we come to the meetings, to be prepared with a minute or two minute report on issues are things that you may see having an effect.

- **June 18 is our in-person meeting.** We tried for this month but there was a conflict with the venues. Thank you for your understanding.

Ms. Heredia: A couple of comments, regarding the vacant position we have had for quite a while for Planning / Facilities. We have been discussing switching to an open position so it can be filled either by LAWA or by a community member, depending on available resources. Based on conversations we've had and presentations, guest services are the people in the field that engage the most with the passengers. I will reach out to Lucinda Resendez who runs that and sees if she believes if anybody from her staff would be available on a regular basis.

Regarding the June 18 meeting, I'm going to request we meet twice a year, so that I can make those requests to Flight Path in advance. It would be good to establish consistency. I'll set it for June and December.

#### IV. Approval of Minutes

- March 19, 2025, minutes – Motion passed and approved

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#### V. Public Comments on Non-Agenda Items - None

#### VI. Airport Operations Briefing

Mr. Ihle: Terminal 2 FIS has been renovated and will have a trail flight on the 28 and if it goes well this summer it will open upon working out arrangements with Delta. Delta is the primary airline that serves Terminal 2 and 3.

Ms. Heredia: Can you let them know about Hawaiian move to Terminal 6?

Mr. Ihle: Hawaiian Airlines relocated from Tom Bradley to Terminal 6 last month. A complete demolition of Terminal 5 will be done this fall. Relocations of various airlines from Terminal 5 to other terminals; JetBlue, Spirit, American. This will be impacts for JetBlue and Spirit. JetBlue will get T1 and Spirit the MSC South when it opens. I'm not sure if the new T5 will be open be the Olympics.

Mr. Seyed: Any update on the installation of automatic door openers on the restrooms in Terminal 2 and Tom Bradley's extension that we requested?

Mr. Ihle: I said I would follow up on that and it may have slipped my mind. I apologize, Amir, I will.

Mr. Corpuz: I'm part of the TSA portion of the T5 demolition renovation project. The proposal for what we're going to do with American is to build a two-lane checkpoint on the T4 west end, which is the area closest to Tom Bradley. It's a two-lane checkpoint which goes down to a bus which passengers board to go over to MSC. Part of that building is going to have a ramp that goes from the checkpoint, which is the ticketing level to the ground level. It's going to be a three-switch ramp for passengers to walk down to the bus port. I ask that perhaps it would be good for our group or at least Cass to look at the incline angle to make sure that it's not too steep for people with disabilities or those using wheelchairs or scooters. It'll be a downhill slope. We're in a design phase now. Cass and Tim, it should be finalized within a week or so whether we'll proceed with it or not.

Ms. Heredia: James, would you, after the meeting, send an email so Tim Daniel and I can follow up.

Mr. Corpuz: I'll forward you an e-mail we've had going back and forth as well as making sure you're included in the invitations.

## **VII. Planning or Facilities Briefing - None**

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

Officer Benavidez: This is my first time thanking you for having me. Announcement, our Director Andrew Douglas has gone to the field office for a temporary assignment and assist import Director Oscar Cunya is going to be the acting Port Director. I'm replacing Officer Hickes who retired after 30 years.

Ms. Cabanban: Welcome Ryan. I'm sure you've seen other reports in the past. Just keep us posted on what's going on. I know that Supervisor Hicks has been very supportive of our group and very good in reporting to us.

Ms. Heredia: Ryan, I had an e-mail from a family yesterday and after replying to them I thought I should at least check. A family is arriving on Delta. They said that they are not candidates for global entry, but the wife has a disability, and their five-year-old son has autism. They're flying August 26<sup>th</sup>, and they are going to EL AL September 1. Do customs have specific agents the support people with disabilities through processing?

Officer Benavidez: We do not. LAWA has Gems that can direct them to the dedicated disability line. It's shorter. We just launched our new enhanced passenger processing program. There won't be a line for them to wait.

Mr. Corpuz: Ian from LAWA mentioned they supplied customs with new tablets that expedite the screening of U.S. citizens. Are there any concerns or issues with them being mounted, people with disabilities using wheelchairs or scooters as they process?

Officer Benavidez: Currently, we don't have any concerns. The tablet can be moved and there is a dedicated line for wheelchairs. Any issue an officer will be able to adjust the camera if necessary.

Ms. Cabanban, can you provide a picture of the tablet / camera today or for the next meeting?

Officer Benavidez: Yes

Mr. Ihle: As I understand the iPads are on movable podiums. The camera captures up to 5 feet out. Brian, can you verify?

Office Benavidez: I can find out that information.

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

Mr. Corpuz: For TSA cares, those who require additional assistance, we recommend the program. It is significantly improving. Last year we processed 3200 passengers through the program. This year, we're in seven months in the fiscal year and we've processed 2400. We're looking to process 4000 with the summer months. Contact TRS.gov seventy-two hours in advance so we can prepare for it. Feel free to contact me if needed, (310) 482-8007.

We have a new system for tracking complaints with TSA system wide. For the month of April, we had 21 complaints related to people with disabilities and the previous month was 20 and then the month before 31. The biggest complaints are from passengers traveling with medical liquids. One, there's passenger expectations that we cannot meet because we must follow our standard operating procedures, and two, there's officers who don't have good interpersonal skills when dealing with anomalies and medical liquidator anomalies. We recommend using TSA cares, which basically assigns a passenger specialist officer who's trained and who will advocate for you as you're being screened. We hope to minimize these complaints from people with disabilities.

Ms. Heredia: We had a complicated request from a passenger traveling with her 12-year-old son with disabilities who cannot sit upright on his own and require a tomato seat to travel. There are specific dimensions to that seat. TSA and wheelchair service provider were excellent in ensuring that we had the information we needed, like what type of aircraft, the do the seat dimensions work. The tomato seat is his durable medical equipment. I want to James please express my gratitude to your team for doing things like that. It makes all the difference in the world for families when they're traveling.

## **X. LAXTEC Briefing**

Ms. Favela: I'm with LAXTEC, this is my first time joining. I look forward to meeting you all in-person. ATM wheelchair service providers for April 2025 we had over 63,000 requests come in. We average 2,121 for the month of April an increase compared to last year. We increased about 5,155. Our lowest being in December, on average 6,000.

For Terminal 1, we had 5,836. We average 195 daily. Our highest peak was 12:00-1:00 PM and then our evening peak being 9:00-10:00 PM. TBIT and MSC terminals had 57,790 requests, averaging 1,926, highest peak time at 8:00 PM. These are number for April.

## **XI. Executive Level Briefing - None**

**XII. Airport Police Division Briefing**

Sergeant Feldman: We continue to do the evaluations for curbside and for new construction around the CTA. The evaluations that are being conducted and assessments we are working in conjunction with engineers on boulder placement, accessibility ramps compliance with vehicle clearance. I'll let you know next time, or Scott will once we get further details on potential dates of construction or anything that's solidified.

**XIII. Los Angeles Fire Department Division Briefing**

Captain Girvan: We don't have any significant updates other than we also have a leadership change, Chief Robert Nelson was promoted to deputy chief as of Monday and it was made known that we will be getting Katie Kepner as the new assistant chief for LAWA Division.

**XIV. LAWA Guest Experience Briefing**

Ms. Saldivar-Chavez: Do you have any update. on the Sunflower program. I am getting questions from passengers with disabilities. I asked Cass to go ahead and move me to our next meeting to do the update and the hidden Disability Sunflower program. I look forward to presenting you with that.

**XV. ADA Coordinator Report**

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

Ms. Heredia:

- **Language Access Working Group**

I was only recently brought into that working group. We differentiate between translation access for languages, which is Title 6, but they don't address ASL, which they have acknowledged, is a gap. Probably because ASL would fall more under Title 2 than Title 6. What I'm finding is that we have a gap, obviously, regarding translation services across the board. With regard to actual spoken multiple languages that fall under our Title 6 plan, which is there's nineteen of them that we're obligated to provide support in not including ASL. That's the guest Services Division which is different than guest experience just so everybody's clear. Catalina's team is strategic. Guest services are the people that are in the field. I gave a presentation to last week, as well as the volunteers. They are implementing or renewing a contract for language translation, and even though they have the option to use ASL under that contract, my understanding is that Airport Police will have the ability to tap into that as well. I think we have a better resource at our disposal that I just found out about yesterday. We've had an AIRA subscription for people with low vision for a few years now. It's getting an uptick in usage they have connected the option for ASL real time. If someone has an AIRA app and rather specifically, issues like account IDs, they can do a geo fence. If I say please geo fence, LAWA anybody with the AIRA app, whether that is TSA, airport police, whoever; if somebody has an app on the phone and encounter a passenger who needs support in ASL and can open up the app and can real-

time translate which includes captioning, which my understanding is most of the real-time VRI interpreting do not include captioning. Captioning is important for the person who does not understand ASL. It helps to bridge that communication with the passenger who is working with the interpreter. The person who is offering the translation resource can see what is being captioned at the bottom and see what the communication looks like. My intent is to reach out to a select group. It will probably include APD airport operations. James, I'm probably going to recommend the passenger support specialist if they have a TSA issued phone. What I would like to see over a 90-day period is how frequently it gets used. It would get charged back to the ADA office. We have money to cover it. I can't imagine we are going to have too much use in the first 90 days because people probably won't know if it's available. I think the idea of geo fencing and not having every division, agency or entity having to set up their account is going to make it easier and provide a more seamless level of support in case we need to be able to communicate with passengers who rely on ASL for communication.

- **Capital Improvement Project Status**

Regarding Terminal 7 and 8 refresh, Daniel invited me to an overview. They gave me an opportunity to provide input from perspective of how to improve passenger experience for passengers with disabilities. We understand by now with regards to compliance, I would say 85 to 90 percent of compliance gets met. Regarding what we can do to make the passenger experience more valuable for people with disabilities, it is something that is coming up on the horizon and I do appreciate being invited.

Mr. Sneed: The new CIP projects have been initiating stakeholder engagement meetings. This is to update all of the stakeholders on the projects as they're in the conceptual design phase. If and when you get an e-mail about these upcoming page turns or stakeholder engagement meetings are highly advised that is your opportunity where you can peak your head in and just get a little small briefing of what's going on and that way, at the minimum you'll be able to know who's the project manager in charge, have a contact and you know who to reach out to pertaining to any questions that may come up about those projects. Cass, you're always invited to our meetings because your input is very valuable.

- **AOR project status**

- ConRAC -
- Auxiliary curbs
- APM

These three things are tied together. The auxiliary curves are another drop off point for people to get onto the APM, the ConRAC. The ConRAC consolidated rental car facility is right next to the economy lot. All tying back to the idea of there an APM station where people can get on the APM and come into the CTA to get to the terminals. One of the challenges

we're continuing to discuss has to do with wheelchair assistance or assistance for people with disabilities. The original intent was to direct hotel shuttle, fly away, buses, etc. all to the auxiliary curves that they would not "be allowed in the central terminal area". This does not include access, paratransit access. Paratransit is allowed in the CTA, but the other types of shuttles, like hotel shuttles and fly away, that's what the auxiliary curves were built for, to keep that congestion out of. There's been a lot of conversations about if you are forcing them to drop somewhere other than in front of a terminal entrance, how are people with disabilities who need assistance by the airlines going to get that assistance? Whether that means getting exemptions to those vehicles going into the CTA, or whether LAWA might be able to provide the resource at the auxiliary curves filling in the gap. If we have someone with a disability gets dropped off at an auxiliary curve and wants assistance on to the APM but has a disability and they're going to expect assistance and have reserved it from the airline that we have staff who can help them on to the APM and then when they get to their terminal, their platform, they're met by wheelchair agent. That's the conversation we're having.

- **Trojan Consultant Group Project Report** - It's 89 slides, but it was really worthwhile. The Trojan Consulting Group did a fantastic job at providing a lot of information, doing benchmarking coming back with very solid recommendations that also tied back to improving the passenger experience for those with disabilities. And it really is a worthwhile report. Tracy sent it out in addition to the agenda. Please feel free to take a look at it. If you have any questions on it, I'll do my best to either answer them for you or if it's not something I can answer then I will go back to that team and ask them.
- **Update on curbside assistance support**  
I basically told them everything that I'm telling all of you, in addition to LAWA as part of an overall initiative to improve the passenger experience before the major events get here. Everybody wants you to kind of focuses on LA 28 but we know that we have FIFA coming as well. The idea is how to improve the pass through experience. This is not about compliance, this is about how to improve that experience, how to make it seamless, how to make it more hospitable. It is driven in part by information we got from something called the Skytrax report. There's a wheelchair initiative out there to have conversations about how to improve very specifically the experience that persons with disabilities who request that kind of support from the airline. How to improve that, we've identified the pain points. The idea is how do we remove those pain points? How do we improve the situation? It is a high level initiative and a number of people are being asked to provide input.
- **Quarterly wheelchair service provider meeting, May 15, 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** – Self evaluations went out. They were supposed to be returned. Most of them did get returned, but we still need more data. The intent is to obviously have a draft self-evaluation by the end of June, which is very quick turn, but it is important that we get that done. I have money in the budget right now, so that's a big driver for trying to get it done as quickly as possible. So far is that we will have a majority of corrective actions will be driven through training or education or staff. The next part of corrective actions will probably be about either refreshing standard operating procedures or creating standard operating procedures, like for example, we didn't, you know, up until last year, we didn't have no Ops checking the door force on a restroom. Unless someone complains, we will go and check it. The FAA Office of Civil Rights was very specific that we needed to be proactive and have routine or regular checks done, not wait until it's not compliant. So, things like that get generated. Between the training and the SOP's, I think that'll take care of most of it. I am part of a project to develop computer-based training for service providers throughout the airport.

One of the elements is on ADA. There is probably about an hour-long module. I am going to be responsible for drafting it. I am coming up with the script. The contractor will make it happen. It will not just be available to service providers. I have asked that it be put into a format that can be loaded into the learning management system for city employees, Corner Stone. I will hope all the city staff on how they touch on accessibility in their day-to-day jobs. Everybody touches accessibility. I don't think they are aware. Awareness and education components out there.

- **Reference Materials and Announcement**

- Shared items, watching Wendy, the marching service dog, supporting her owner on the field is a very short video, but it's very heartwarming to see, you know, a high school student who's in a high school band is being accompanied by her service dog. She's engaging in something, and everybody's very supportive.
- I had no idea that there was something called a national Baseball Association. I did not know that people could play baseball simply by going off of sound. So, that is also worth looking at
- LA Times recently, there's a hiker who is bringing off road wheelchairs to Los Angeles. So, wheelchairs are specifically designed to handle the hiking path.
- That we have access to.

## **XVI. Presentations – None**

## **XVII. New Business**

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

## **XVIII. Adjournment – 2:29 PM**



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 May 21, 2025, meeting were approved by DAAAC.

<u>Tracy Bradley</u>	<u>8/20/2025</u>
Administrative Support	Date