

**LOS ANGELES WORLD AIRPORTS
 Disability Access and Accommodation Advisory
 Committee (DAAAC) Meeting
 LOS ANGELES, CA
 Wednesday, 17 December 2018**

ATTENDANCE

<u>PRESENT</u>	<u>TELECONFERENCE</u>
1. Myrna Cabanban, Chairperson (Acting) 2. Heidi Harmon, ADA Compliance 3. Brandy Welch, Emergency Management 4. Leigh McCroden, G2 Secure Staff 5. Joe McGlynn, TBITEC 6. Louis Herrera – Community Rep 7. Ruthee Goldkorn – Community Rep 8. Janice Guevara – LAWA Admin 9. Richard Ray, Dept. on Disability 10. Assistant Chief Brodowy, LAFD 11. Kerrin Tso – City Attorney's Office 12. Lawrence Rolon – LAWA ADA Coord.	None
<u>Guests</u>	<u>ABSENT</u>
13. Michael Ellars, ADA Coordinator for DLR 14. Melissa Skillington, G2 Secure Staff 15. Vania Koljorsen, T3 16. Darneisha Hilton 17. Andy Myong, ATM 18. Casey Neale 19. Maggie Shreve 20. June Kaile	Mike Tiampo – TSA - Excused

- 1 **I. Call to Order:** The ADA Committee meeting of Los Angeles World Airports was
- 2 called to order at 1:01 p.m. by acting chairperson, Myrna Cabanban.
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- 4 **II. Introductions/Roll Call:** It was established that twenty (20) people were in physical
- 5 attendance and none via teleconference.
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- 7 The Administrator reported that the committee had a quorum.
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- 9 **III. Consent Calendar:**
- 10 There were no items on the Consent Calendar.
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IV. LAMP project update was moved up from number VI.

Ms. Angela Jamison was introduced. She said she works for emergency management at LAWA, and is going to talk about reducing traffic congestion and what is coming in the next few years. She said traffic has increased 42 percent since 2012. Traffic will continue to grow. Ms. Jamison explained that congestion in the central terminal area (CTA) will be getting worse, with 8 major construction projects coming at the same time.

LAWA's goal is to make sure that no matter what construction is going on, it leaves the traffic in the central terminal area flowing. We need to remove about 15% of traffic from the CTA, and we need to replace our lost curb function. The current plan calls for creating additional curb in an adjacent parking lot that would be for taxi and TNC (Uber and Lyft) pickups only. Drop offs would continue to be at the curb.

Ms. Goldkorn asked about the paratransit pickup location?

Ms. Jamison responded by saying that the same lot would be used for paratransit pickups. She went on to say that buses would drop people off at the designated lot location and be picked up by a taxi or TNC. The buses are ADA compliant and will supplement the ADA shuttle.

During peak periods there will be a "bump and go" operation. You come out of the terminal and there is a bus right there and every three to five minutes the bus leaves and goes to and comes down.

Ms. Jamison went on to explain how the operation is anticipated to work and a series of overhead diagrams were presented to DAAAC. She also mentioned that a food truck will be in place for people wanting to get a quick bite, and that restrooms will be ADA compliant.

Ms. Goldkorn asked if the restrooms will have adult changing stations, and if they have spoken to Access Services?

Mr. Ellars asked if this is going to be an entire zero curb facility? He went on to say "it has come up on some other projects. Under California and federal ADA regulations there is a requirement for every 100 feet of passenger loading you need to have a 20-foot by five-foot access. It can't overlap the driveway. Can't just be a striped area."

Mr. Herrera asked that it should be kept in mind that some of us [people with vision loss] have been close to being hit because you don't take into consideration if you

57 make things so even. You run the risk of somebody that is vision impaired standing
58 in traffic because there is nothing to delineate between the safe area and moving
59 traffic.

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61 Ms. Jamison said there would be truncated domes on either side of every
62 pedestrian crossing, and at the actual curb itself. She also said they hope to be up
63 and running by 1 July 2019.

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65 The Chairperson asked if before the design goes final, Ms. Jamison would be back
66 to advise the committee?

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68 Ms. Jamison responded that she would be happy to do that. She went on to say,
69 "we wanted to be on the early end and get input before we go into design."
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71 Chairperson told Ms. Jamison that the committee would love to have her back
72 before anything is finalized, so that DAAAC can provide feedback.
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76 **IV. Chairperson's Report**

77 a) Develop community outreach events
78 for 2019.

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80 Mr. Rolon reported no input was provided by DAAAC members.
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82 b) Sam Overton Humanitarian Award
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84 Mr. Rolon reported that one nomination was submitted by Ms. Welsh. Ms. Welsh
85 nominated Ms. Clarissa Takashi for the award.
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87 Ms. Welsh said that during Mr. Rolon's absence, Ms. Takashi immediately
88 volunteered to step in and assist with monitoring the ADA e-mails – coordinating
89 special accommodation requests and addressing the occasional complaint
90 received. She is extremely compassionate and empathetic and handled some of
91 the more difficult complaints with care and compassion.
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93 Ms. Welsh moved to make Ms. Takashi the 2018 recipient of the Sam Overton
94 Humanitarian Award of Excellence. DAAAC voted in favor of making Clarissa
95 Takashi the 2018 winner of the Sam Overton Award of Excellence.
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97 **VI. PUBLIC COMMENTS**

98 Ms. Kailes requested to speak.
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100 I was just reflecting on the meeting that we had a year ago up front in the
101 administration building and we talked about the emergency plans at the airport.

102 And there seemed to be a lot of interest and a lot of questions, but I -- I miss
103 meetings, I'm not an official member, so I don't know what parts came up at what
104 meeting over the year.

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106 I was wondering if there is something that we could continue to look at in terms of
107 looking a bit deeper into training that goes on. I know that the passenger service
108 workers have gotten a lot of training at the airport over the last quarter of the year
109 or six months, but I don't know about the other -- all of the other segments of the
110 airport. The ramp people. The food service people. The concession people. The
111 other contractors and how that fits together in terms of LAWA emergency plan
112 and the whole evacuation of people with disabilities. Every terminal is different.

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114 Every level is different. And when there is a real emergency, we talked a year
115 ago about, we can't just depend on public service like the airport police or fire,
116 that we have got to depend on the internal labor force contractors and
117 everybody that is there to help.

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119 So just thinking we kind of said it, but we didn't pursue it. I bring it up in terms of
120 something that I think I would like to see in more detail, so we can be able to
121 discuss the harmony or the synchronization of the plan and if there are A.D.A.
122 issues. I plop that on the table. I think it is an agenda item that needs continued
123 discussion. Even parking management -- the automatic people mover. There
124 have been issues at other airports how they are evacuated. So, looking at those
125 plans proactively is part of keeping this on the front burner. So that is kind of my
126 two cents.

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128 Chairperson Cabanban asked if there were additional public comments?

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130 Mr. Jesse Cortina, Delta Airline passenger service agent. When we have
131 evacuations, terminals shut down or whatever, we do not have good access for
132 the disabled. I just spoke to Mr. Bushman about this. With construction going on
133 and everything going on to redo this whole airport, I don't see anything that has
134 been done as far as ramps going from inside the terminal that will get you down
135 to the ramp area if you need to evacuate the terminal. Everybody is relying on
136 stairways and elevators and there is not enough elevators to begin with. And
137 stairways, they would have stair chairs. It is not good. It is not safe. Especially with
138 some of the stairways you have to deal with going from the lower level to the
139 upper level. You are talking about 30 stairs or more and trying to carry somebody.
140 No. It is not good. We need ramps that will lead you downstairs. Meaning to the

141 lower level from the departures or from the gates out to the -- like we did when
142 they had shooting at Terminal 3.

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144 **VII. Committee Objectives for 2019 (Discussion and recommendations)**

145 Mr. Rolon reported that no input was received form DAAAC members.
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148 Chairperson Cabanban asked DAAAC members to think of ideas and submit
149 them to Mr. Rolon after the holidays.

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152 **VIII. Terminal One Observations**

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154 Ms. Goldkorn reported that she attended the ribbon cutting of the Terminal One
155 remodeling. She had a press pass because her intention was to write an article for
156 a publication that is put out by a statewide grassroots disability advocacy
157 organization.

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159 Ms. Goldkorn said she was very disappointed to find a lot of issues in the terminal.
160 For example: No seating for disabled at any of the gates; only two of the venders
161 had accessible counters; restaurants don't have clearance for passing through in
162 a wheelchair; and some restaurants have no accessible seating. I sent Mr. Rolon
163 photos with my observations.

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165 **IX. LAMP Report**

166 The LAMP report was made by Mr. Ellars.

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168 Mr. Ellars said he is working on the people mover project as part of the quality
169 control and inspection team, in the capacity of ADA Coordinator. He is not part
170 of the design team. His role is to ensure accessible access, and that it complies
171 with the 2010 ADA Standards for Accessible Design.

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173 For those not familiar with the automated people mover project or the APM
174 project, it will have six stops on a tram-like system that will have three stops within
175 the central terminal area: West, center and east. And then two stops outside the
176 terminal area at what we are calling the inter modal transit facility.
177 Currently in terms of construction, a lot of work being done for utility
178 considerations.

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180 In terms of real construction that you can see and that is not infrastructure work,
181 you will see some of that along center way and some of the parking garages and
182 that will start in the new year.

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184 **X. Review & Approval of Bylaws**

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Mr. McGlynn made a motion to approve the Bylaws.
Ms. Goldkorn seconded the motion.

Chairperson Cabanban asked for discussion on the motion.

Discussion was had on corrections and changes. Procedural matters were also discussed.

DAAAC voted on the motion as presented. Then there was a second motion to address the issues that were brought forward during the discussion portion of the motion.

The motion passed, with Ms. Harmon voting no.

A motion was made to make edits and formatting changes to the Bylaws.
The motion passed, with Ms. Harmon voting no.

XI. TSA Report.

There was no TSA report.

XII. LAWA Projects Report

Ms. Harmon had nothing to report for the month.

XIII. LAXPD Report

Mr. Rolon reported that Office Alejandres had to leave.

XIV. City Attorney Report

Ms. Tso had nothing to report for the month.

XV. Customer Experience Report

Ms. Willard reported.

This morning Guest Experience Team met with Larry Rolon and other LAWA members about participating with USC's Lovine and Young Academy. Students in the program focus on innovation and improving the guest experience. As part of their work they're looking at the passenger journey and they want to focus on the experience of the disabled traveler. They feel the traveler with disability has not been focused on, and they would like to make improvements to their journey through the airport.

DAAAC welcomes the students to address the committee at a future meeting and to provide feedback.

230 **XVI. Ops/Emergency Management Report**

231 Ms. Welsh reported.

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233 AirEX 19 will take place on the 17th of April.

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235 LAX is in the very early planning stages we're still trying to figure out what the
236 scenario is going to be and what are those key emergency planning elements
237 that we want to test. As part of the elements we definitely want to test disability
238 challenges we may encounter.

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240 In the past there was a plane, there was an accident, there were people injured.
241 We rescued them and then it was over. This year we want to move more into
242 testing our recovery capabilities so we all know that LAFD they know how to save
243 people they know how to put out fires and we get to see that part. But we've
244 never really gotten the chance to get into that hour 2, hour 3, hour 4.

245

246 So, this year in addition to the plane and the boom and the smoke and the fire
247 and all of that stuff, we're also going to have three tents set up to simulate
248 different scenarios.

249 One is going to be what we call our "passenger gathering area" (PGA) for people
250 who have survived the incident. Instead of actually setting the PGA up
251 somewhere off-site and practicing it we're going to put it in a tent so that all the
252 observers can actually see what it is we're doing.

253

254 A tent will serve as the Department Operations Center (DOC), and our passenger
255 accountability group which is a new unit that we've developed to operate within
256 our department operation center to focus on patient tracking, all of the
257 passengers who were transported to hospitals, passengers who unfortunately
258 didn't make it through the incident, passengers who did survive and be able to
259 quickly de-conflict these lists, get them together and get the information to the
260 families as quick as possible.

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262 A test will serve as a hospital. We are hoping to have five hospitals participating.
263 We want hospitals to go through the motion of actually accepting patients.
264 Hopefully, this will kind of give everyone an idea of the kind of information that is
265 exchanged between EMS and the hospitals and then what kind of information
266 would be exchanged between the hospitals and the passenger accountability
267 group which does also include L.A.F.D. and American Red Cross since they are
268 two entities that are not strictly bound by HIPAA laws during an emergency, they
269 can really help verifiable accurate information.

