

LOS ANGELES WORLD AIRPORTS
Disability Access and Accommodation Advisory
Committee (DAAAC) Meeting
LOS ANGELES, CA
Wednesday, 20 February 2019

ATTENDANCE

<u>PRESENT</u>	<u>TELECONFERENCE</u>
1. Myrna Cabanban, Chairperson (Acting) 2. Heidi Harmon, ADA Compliance 3. Brandy Welch, Emergency Management 4. Joe McGlynn, TBIT Tech 5. Janice Guevara – LAWA Administration	1. Ruthee Goldkorn - Community <p style="text-align: center;"><u>ABSENT</u></p> 1. Brandy Welch – Emergency Mgt (Excused) 2. Mike Tiampo – TSA 3. Louie Herrera - Community

- 1 **I. Call to Order:** The ADA Committee meeting of Los Angeles World Airports was called to
 2 order at 1:15 p.m. by acting chairperson, Myrna Cabanban.
 3
- 4 **II. Introductions/Roll Call:** It was established that a quorum was present
 5
- 6 **III. Consent Calendar:**
 7 The minutes for June 2018, and January 2019 were in the consent calendar. Ms. Harmon
 8 moved to approve the minutes. The motion was seconded by Mr. McGlynn. The consent
 9 calendar was approved.
 10
- 11 **IV. Public Comments:**
 12 No public comments at this time.
 13
- 14 **V. Chairperson Report:**
 15 No Chairperson report at this time.
 16
- 17 **VI. Committee Objectives:**
 18 (This is item 5 on the agenda) The Chairperson reported that the committee had
 19 identified a public event to coincide with Disability Awareness Month in October, as the
 20 number one priority. Number 2 is work with a university on doing a travelers with
 21 disabilities survey at LAX. Number 3; hold a forum on disability travel issues faced by
 22 persons with disabilities at LAX and in general. Number 4; fill the current positions that are
 23 vacant on the committee. Number 5, work with airport police on a disability event similar
 24 to the one in the summer of 2017. Number 6, sponsor a bimonthly get acquainted tour
 25 for persons with disabilities at the airport. This would give people with severe disabilities
 26 the opportunity to experience the airport environment.
 27
- 28 Mr. McGlynn suggested that persons making decisions on closures and rerouting of traffic
 29 also take pedestrians into consideration when rerouting traffic. The needs of persons with

30 disabilities need to be taken into consideration when rerouting is being planned. It should
31 be a goal of the committee to make sure this is being done.
32

33 Ms. Goldkorn suggested that one of the committee's goals might be having a program or
34 event to advance the visibility of LAX, advance the innovations of LAX, and the
35 opportunities at LAX for not just the disability community but for everyone, because if
36 you're doing it for us, you're doing it for everyone.
37

38 Mr. Rolon proposed a possible agenda for a public forum. He said he would present a
39 more detailed plan at next month's meeting.
40

41 Mr. Rolon stated that he spoke to Prof. Steve Barth at USC last week. He told the professor
42 that one of the things lacking is a survey that looks at the needs of travelers with
43 disabilities. We understand the general public as they journey through the airport, but
44 we do not understand travelers with disabilities and their experience and needs. Ideally,
45 the survey would be done in the summer and the results would be presented in October
46 during a public event.
47

48 The Chairperson stated that some of the students from USC who have been working with
49 LAWA had been contacting committee members for input. The Chairperson explained
50 that she told the students they need to expand their sampling of persons with disabilities a
51 little bit more. Based on their presentation to the committee, they were just looking at
52 specific experiences of one or two people – generalizing the data from that which didn't
53 quite represent the larger community [with disabilities]. The students were very receptive.
54

55 Ms. Goldkorn feels that the program [at USC] is going to grow, and suspects the professor
56 was quite surprised at the level and the depth, breadth of knowledge, and information
57 sharing and collaboration that committee members have of the disability community.
58

59 The Chairperson said "I think if we focus their energy and their mindset it really would be
60 to our benefit."
61

62 The Chairperson told members that October is coming right up. She would like to see
63 something really big in October, something that will show off LAWA. We need to start
64 planning for this now.
65
66

67 **VII. By-Laws Review and Vote.**

68 (This is item 6 on the agenda). Ms. Goldkorn moved to approve the by-laws. The motion
69 was seconded by Mr. McGlynn. The Chairperson called for discussion. After clarifications,
70 and minor grammatical edits, Ms. Goldkorn entertained a friendly amendment to approve
71 the by-laws as amended. The motion was made by Mr. McGlynn, and seconded by Ms.
72 Guevara. The motion to approve the by-laws as amended passed.
73

74 **VIII. Year End Statistics.**

75 (This is item 7 on the agenda) Mr. Rolon reported that in 2018, there
76 were over 1.5 million requests for wheelchair service. It is believed that in the international
77 terminal, 40% of wheelchair requests were fake, while in the domestic terminal the figure is
78 around 25%. Using the estimate of \$45 per average push, the cost to airlines for fake

79 pushes exceeded \$20 million in 2018 at LAX. Fake animals claiming to be service animals
80 are in the increase too.
81 There was discussion on wheelchair service abuse and the problems it causes for legitimate
82 people who need wheelchairs.

83
84 Mr. McGlynn pointed out that the airlines at TBIT are concerned about LAWA's desire to
85 have white courtesy phones that passengers can pick up and request a wheelchair. So
86 there's concern that signs will go up that say "Need a wheelchair? Pick up the phone."
87 People who need wheelchairs are going to be disadvantaged even worse because there
88 are going to be all these people that say, "yea, I could use a wheelchair."

89
90 Ms Goldkorn pointed out that "it is only going to get worse because the opportunity to fly,
91 the availability of flights, the expansion of airports and services are tremendous. And so,
92 this problem is only going to get bigger."

93
94 The Chairperson stated that the problem is going to increase. There will be increased
95 demand as more abled bodied individuals abuse the intent of the wheelchair service. The
96 problem is that people do not have to provide proof that they need a wheelchair. People
97 who really need wheelchair service can be at a disadvantage because we can't serve
98 them in a timely manner on account of the fakers .

99
100 The chairperson added that every time we hear the numbers [of abusers] it gets more and
101 more incredible. We will wait for Larry's final numbers in April.

- 102
103 **IX. LAMP Report.**
104 There were no TSA representatives present at the meeting. No TSA report was given.
105
106 **X. TSA Report.**
107 There was no TSA report.
108
109 **XI. LAWA Projects Report.**
110 There was nothing to report.
111
112 **XII. LAXPD Report.**
113 There was no LAXPD Report. Mr. Rolon reported that Ofc. Alejandro was out of the area on
114 special assignment.
115
116 **XIII. City Attorney Report.**
117 City Attorney's Office has nothing to report.
118
119 **XIV. Customer Service Report.**
120 Mr. Rolon reported that there would be no Customer Service Report. Ms. Willard
121 transferred from that office.
122
123 **XV. Emergency Management Report.**
124 Mr. Rolon reported that Ms. Welch was away. He asked the committee members if they
125 know anyone who would like to volunteer to participate as a victim at the AirEx, to notify
126 Brandy.
127

128 **XVI. ADA Report.**

129 Mr. Rolon reported that the office continues to receive inquiries about services provided
130 by airlines, but continue to be told that the airline does not provide the service when they
131 call the toll free number.

132
133 Mr. McGlynn asked if the matter has been brought to the attention of the airlines?
134

135 Mr. Rolon responded that he has brought the matter to the attention of airline executives
136 at conferences in the past, and has made mention of the problem to airlines at TBITEC
137 airline meetings before. He said he will be preparing a general advisory for the community
138 on the matter.

139
140 He worked with Air France to accommodate the special accommodation needed by a
141 passenger traveling to France for surgery.

142
143 Mr. Rolon reported on the FAA Appropriation Bill that passed Congress in October 2018.
144 He then went on to report on provisions of the bill on disabilities.

145
146 Mr. Rolon reported that DOT is creating an Air Carrier Access Act Committee to advise the
147 Secretary of Transportation on matters of disability and the Air Carrier Access Act. The
148 committee will also look at changing the rules that apply to service animals and comfort
149 animals.

150
151 Mr. Rolon reported that the committee would be receiving a proposed brochure on
152 wheelchair travel for their review and comment.

153
154 He reported that 67 airport community members attended course trauma during disasters.
155 The class was very well received, and was taught by Dr. Ana De La Torre from the L. A.
156 County Mental Health Department.

157
158 Classes are planned for Los Angeles Fire Department personnel assigned to LAX on
159 assisting disabled persons during emergencies at the airport.

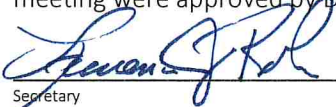
160
161 **XVII. New Business:**

162 The chairperson reminded committee members to refer nominees for the committee to Mr.
163 Rolon
164

165 **XVIII. Adjournment:**

166 Committee voted to adjourn at 2:35 p.m.
167
168
169
170
171
172
173
174

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 17 April 2019 for approval. The minutes of the 20 February 2019 meeting were approved by DAAAC.


Secretary

17 Apr 19
Date