

**LOS ANGELES WORLD AIRPORTS**  
**Disability Access and Accommodation Advisory**  
**Committee (DAAAC) Meeting**  
**LOS ANGELES, CA**  
**Wednesday, 16 January 2019**

---

**ATTENDANCE**

<u>DAAAC MEMBERS PRESENT</u>	<u>DAAAC MEMBERS VIA TELECONFERENCE</u>
<ol style="list-style-type: none"><li>1. Myrna Cabanban, Chairperson (Acting)</li><li>2. Ruthee Goldkorn</li><li>3. Heidi Harmon, ADA Compliance</li><li>4. Brandy Welch, Emergency Management</li><li>5. Louie Herrera</li><li>6. Janice Guevara, Airport Administration</li></ol>	<p style="text-align: center;"><u><b>AUTHORIZED ABSENT</b></u></p> <ol style="list-style-type: none"><li>1. <u>Joe McGlynn</u></li><li>2. Larry Rolon</li><li>3. Kerrin Tso</li><li>4. Mike Tiampo</li></ol>

---

1    **I. Call to Order:** The Disabilities and Accommodation Advisory Committee meeting of Los  
2 Angeles World Airports was called to order at 1:02 p.m. by acting chairperson, Myrna  
3 Cabanban.

4  
5    **II. Introductions/Roll Call:** It was established that six (6) voting members were in physical  
6 attendance (Enough voting members were in attendance for a quorum).

7  
8    **III. Consent Calendar:**  
9 No items on the Consent Calendar at this time.

10  
11    **IV. Chairperson Report**  
12 The Chairperson welcomed students from the University of Southern California's Iovine &  
13 Young Academy. The students made a presentation to the committee.

14  
15    **“Insights to Action” presentation by students with the Iovine & Young Academy at the**  
16 **University of Southern California (USC)**

17 Presenters included: Jacob Surovsky, Angela Wu, Pedro Salles, Hal Pan, Arthur Johnston,  
18 and Prof. Steven Barth.

19  
20    Jacob Surovsky gave an example of a recent interview of a traveler who happens to be a  
21 deaf travel blogger. The blogger had requested special assistance prior to reaching her  
22 destination. Waiting at her destination was a wheelchair which the blogger did not want  
23 or need. She declined the wheelchair assistance. She told the interviewer that she has  
24 been yelled at, talked to like a baby in the past because people don't know how to  
25 communicate with people with disabilities. These experiences are always embarrassing  
26 and have caused her to stop requesting assistance when traveling by air.  
27

## DAAAC Committee Meeting Minutes

28 Mr. Surovsky explained that the travel experience should be more than the width of doors  
29 or lowering counter tops; it's about making traveling through the airport an enjoyable  
30 guest experience.

31  
32 The USC program is focused on user-centered design. We always start with the problem by  
33 the people impacted by it and what their needs are; they then develop a solution going  
34 forward.

35  
36 Mr. Salles stated that the group discovered disabled travelers have many of the same  
37 needs as other passengers. So by making the customer experience more enjoyable for  
38 persons with disabilities, one is making the customer experience better for everyone. They  
39 have a three-fold approach to accomplishing this.

- 40 1) Increasing access to information;
- 41 2) Improving one-on-one interactions; and
- 42 3) Redefining feedback systems throughout LAX

43  
44 Ms. Wou said (1) that access to information and the ability to navigate information is  
45 crucial to the LAX experience. A lot of maps are outdated or missing information, and  
46 signage is also poor. By updating maps and making signage legible would provide a  
47 more pleasant experience for everyone. (2) Information content and links on the LAX  
48 website are unavailable. (3) Improving technology and decreasing the learning curve  
49 for applications would benefit the disabled.

50  
51 Mr. Salles sees a big opportunity to improve the access to information at LAX by  
52 implementing a unified content strategy that tackles both the content that's created as  
53 well as how we push this content out. Content creation starts with determining what  
54 airport information is most valuable to the traveler with disability, and synthesizing the  
55 information that's already available because online through blogs, websites.

56  
57 Ms. Yamamoto explained to the committee that LAWA has been working with the team  
58 from USC for about one year. We have been giving them access to data about the  
59 guest experience and guest satisfaction scores. They have quite a bit of background to  
60 work with.

61  
62 Committee members express their willingness to work with the team from USC.

63  
64 Mr. Herrera pointed that during their evaluation of programs the team failed to mention  
65 the blind community. He also wanted to know how training will be implemented for the  
66 airport community, especially with high turnover?

67  
68 Mr. Herrera gave an example of a recent experience he had on arrival at LAX where no  
69 one seemed to know where he could catch his Access Services ride. He suggested that  
70 the team look into issues faced by persons with limited sight and those with loss of sight.  
71 He told the team that he would be more than happy to discuss the challenges faced by  
72 air travelers with vision loss.

73  
74 Mr. Bushman advised the committee that LAWA hopes to have a program in place by  
75 April whereby airport community employees will need to take a web based class on  
76 disabilities before they can renew their airport badges.

77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100  
101  
102  
103  
104  
105  
106  
107  
108  
109  
110  
111  
112  
113  
114  
115  
116  
117  
118  
119  
120  
121  
122  
123  
124  
125

Ms. Cabanban told the team that the committee welcomes them to return with their findings or with questions. She made it clear that the committee is here for the team and is pleased to assist them in any way they can.

**V. PUBLIC COMMENTS**

Ms. June Kailes asked to speak.

- (1) Traffic. Ms. Kailes asked the committee to reschedule discussion on central terminal traffic at a future meeting. As a frequent user we know how things are getting worse. She said that Ms. Jameson (LAX representative who spoke on traffic in the December meeting), gave a quickly presentation at the last meeting, and the information she provided was hard to digest, her slides were tiny, and the problem is huge.
- (2) Reminded the committee that they have a large constituency that they are responsible for, not just in L. A. County. She asked the committee to think about where it is going to have the biggest impact in terms of limited time. " She expressed her concern that awareness events only really help the fortunate few who get to the events. Events do not reach the millions who may benefit from the information. Ms. Kailes suggested that the committee should consider a wider reach. For example: the website. Is it really good enough? Does it need attention?
- (3) Video. Ms. Kailes feels the committee should have had more say in the development of the training video.
- (4) Emergency management. We never go deep in terms of how people are included in evacuation plans and exercises and drills in the APM plan. How are plans and exercises being monitored by the committee? There is much building happening. There are so many things that will affect the broad community that you are responsible for.
- (5) How can you better monitor some of that in terms of being more of a proactive plan reviewer rather than reactive after it is done? These are things that I ask you to put on your 2019 list.

**VI. COMMITTEE OBJECTIVES FOR 2019 (discussion and recommendations)**

Ms. Cabanban reported that Ms. Goldkorn and she had discussed programs last summer and came up with the following ideas: A public event to coincide with disability awareness month in October. We have enough time to put this program into place if we want to do it. The public event is intended to provide information, education, motivation, about the LAX community. We would invite speakers to come and talk about issues related to air travel and impact on persons with disabilities. There could be concurrent sessions and information booths to answer attendees questions. Other organizations could include Wheelchair service companies, airlines, airport police, Department on Disability, other organizations.

Work with a university on a survey of travelers with disabilities at LAX. We can use the data to develop a report on for management. The report can be issued as a public event in October.

Hold a public forum on disability travel issues for persons with disabilities.

126  
127  
128  
129  
130  
131  
132  
133  
134  
135  
136  
137  
138  
139  
140  
141  
142  
143  
144  
145  
146  
147  
148  
149  
150  
151  
152  
153  
154  
155  
156  
157  
158  
159  
160  
161  
162  
163  
164  
165  
166  
167  
168  
169  
170  
171  
172  
173

Fill the two community positions that are vacant.

Schedule a bimonthly tour of the airport for persons with disabilities. It will give travelers with disabilities the opportunity to experience the airport environment.

Ms. Goldkorn suggested taking advantage of the ADA website where event announcements and videos can be posted.

Mr. Ray feels that the committee needs to push for assistive listening systems for all terminals. He also stated the need for accessible messaging for emergency notifications which includes the signing community as well as texting for persons with cognition disabilities.

Chairperson Cabanban asked that the committee finalize the list at its February meeting.

**VII. Review & Editing of the Bylaws**

Was moved to the February meeting

**VIII. LAMP Project Update**

Mr. Michael Ellars reported that ground had been broken on the project.

**IX. TSA Report**

There were no TSA representatives present at the meeting. No TSA report was given.

**X. LAWA Projects Report:**

There were no ADA related projects to report on.

**XI. LAXPD Report**

There was no LAXPD representative present at the meeting. No LAXPD report was presented.

**XII. Customer Experience Report**

There was no Customer Experience representative present. No report was presented.

**XIII. Operations/Emergency Management Report**

Ms. Welch reported that the department is focused on the upcoming AirEx. We are working through the scenario and working through the objectives that the airport wants to test. Ms. Welch reminded the committee that the airport is looking for volunteers to take part as victims. We always want to include members from the committee to be able to help us test various access and functional needs. The exercise will be held on 17 April 2019, and will run from roughly 8:00 a.m. – 12 noon. We will expect volunteers to arrive earlier.

Wireless emergency alert known as WEA messages, is something we just received federal approval to transmit from the airport. Prior to the approval the airport would have to go through downtown, who in turn go to the sheriff's office to transmit an alert. With the

DAAAC Committee Meeting Minutes

174 federal approval, in a true emergency that requires action, the message can be  
175 immediately transmitted to everyone in the terminal who has a telephone. Additionally,  
176 we continue to improve visual messaging systems to notify passengers with hearing and  
177 cognition issues.

178  
179 Ms. Kailes asked how WEA interface with Everbridge?  
180

181 Mr. Bushman responded. There are two different types of messaging we are talking  
182  
183 about. You need to opt in to receive instant notifications. You can tailor notifications to  
184 be alerted of traffic accidents, if parking structures are full, airfield alerts as examples.

185  
186 Everbridge message for all 60,000 badge holders is strictly fire, life safety messages only,  
187 which we'll direct you to do something to stay safe.

188  
189 WEA messages will go out to everyone in the airport's footprint.  
190

191 There was additional discussion on clarifying communications.  
192

193 **XIV. City Attorney Report:**

194 There was no City Attorney Report.  
195

196  
197 **XV. ADA Report.**

198 There was no ADA report.  
199

200 **XVI. New Business**


201 Chairperson Cabanban reported that she wished to end the meeting with a positive  
202 note before adjourning. She said she'd received positive feedback about the Access  
203 pick-up sign around the central terminal area. One frequent traveler said the signs are  
204 "awesome." It was suggested by committee members and a person from the public  
205 that the signs be a little higher, and that the signs be placed on both sides of the sign  
206 post.  
207

208 Chairperson Cabanban also reported hearing from people who recently traveled  
209 through Tom Bradley International Terminal (TBIT). They were pleased with the service  
210 they received in the terminal.  
211

212 **XVII. Adjournment.**

213 Committee voted to adjourn at 2:28 p.m.  
214  
215  
216  
217

Minutes were presented to the Disabilities Access and Accommodation Committee (DAAAC) approval at its regularly scheduled meeting on 20 February 2019. Minutes of the 16 January 2019 meeting were approved by DAAAC.

 20 Feb 19  
Secretary for Date