

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 19 October 2022

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Julia Mockeridge, Community
3. Kathleen Barajas, Community
4. James Corpuz, TSA
5. Seyed Torabzadeh, Community
6. Suzana Ahmed, (TBITTEC) Airline Rep.
7. Brandy Welch, Community
8. Tim Ihle, LAWA Airport Operations
9. William Miranda, LAWA Planning
10. Mark Frank, LAWA Administration

ABSENT

1. Louis Herrera, Vice Chairperson

EXCUSED

- 1.

Meeting Started at 1:04 p.m.

I. Call to Order/Roll Call

Ms. Cabanban requested a call roll from Ms. Bradley. A quorum is present.

II. Opening Remarks and Introductions

None

III. Chairperson Report

Ms. Cabanban: Welcome everyone.

Ms. Cabanban: Thank you, Ginsler. We'll do a side-by-side presentations from our point of view and theirs.

IV. Presentations

- ADA and Airports – Melisa Wu, FAA Office of Civil Rights

Ms. Wu: Thank you for inviting us. We're just going to do an overview of what our office does in this presentation. I'm going to start off the first project presentation and Elisha will do the remaining presentation. This is our organization chart, our FAA Administrator Assistant, Administrator for Civil Rights, and our Director for the National External Operations program are located in Washington DC. Team lead is located in California. We also have

other team members located throughout the country. These are the regulations and authorities we follow; under section 504, the rehabilitation act, we have CFR part 27 which states, that no qualified individual with disability in the United States shall be excluded from denying the benefits from or subject to discrimination to any entity that receives financial federal assistance. This design is what we refer to as standard. The ADA in section 504 offers compliance with the standards for accessible design for projects built or renovated after 2012. For any projects completed that predate 2012, we follow the 91 standards for successful design. Our jurisdiction allows us to enforce Title II and Title III entities under Title II. Under 27CFRs parts 35, local and state government entities are subject to Title II of the ADA, regardless of whether they receive federal financial assistance. Part 36 expands the requirements, places of public accommodations and commercial facilities. CFR parts 37 and 38 offer accessible or equivalent ground transportation services. FAA order 1400.9 establishes the FAA's airport disability compliance program and assures that airport operators, airport craft sponsors and public entities comply with section 504 and Title II of the ADA and public use airports which includes the mandate for us to conduct compliance reviews. Lastly, the air carrier access act applies to airlines. The office of aviation enforcement advocating enforces this regulation applicable in the setting, and who should be addressing those concerns is by the FAA. Elisha, can you talk about our concerns and complaints?

Mr. Luyeho: So, concerns and complaints, we work in collaboration with another unit of that Department of Transportation. The office of aviation enforcement on proceedings and depending on the allegation, for example, if the complaint has to do with, boarding access to an aircraft, we will work, review the obligations under that are applicable to the airport as well. As the office of aviation and enforce proceedings would also review obligations that an air carrier has. So, there are sometimes where our complaint processes, or our jurisdiction overlaps. We do work together with our colleagues, the D.O.T.

Ms. Wu: Thank you, Elisha. So, moving on to the next slide. Our office's primary purpose is to provide guidance and to ensure that air force sponsors are in compliance with ADA and section 504 requirements. For compliance reviews we evaluate lease agreements and other contracts. These are airport operator tools for ensuring compliance by other parties like concessionaires and air carriers. We review the leases and ensure the language fully captures nondiscrimination requirements. As a public entity, airports are required to have a complaint procedure in place, publish the procedure and complaint form on the website for members of the public. We would be ensuring that information is available on the airport's website and if it's an accessible and consistent format. We also look for the FAA unlawful discrimination poster. The poster set throughout the airport terminal where the general public has access to. In the airport emergency evacuation plan, the plan must address needs of

individuals with disability and describe the procedures the airport has in place in case of emergency evacuation. The next thing we assess is the airport structural accessibility. We look at the landslide operations as well as the structural layout of the airport terminal. This is primarily done by a brief walk through of the airport to assess and detect any barriers. We also review ground transportation operations.

It is also important for us to develop an understanding of the responsibilities of the airport staff as well as the tenants. This is partly done through conducting interviews. This would give us an understanding of what the lease and service providers understand and how they interpret a rule or a policy stated in the contract. In the next, these slides cover what elements during the compliance review. As indicated on this slide we review parking, transportation services, passenger loading and unloading zones. Since airports are constantly building or redesigning, we should be referencing the most updated version of the standards for accessible design. Some notable changes from the 1991 standards 2010 standards are the loading zone requirements. One loading zone is required for 100 feet as opposed to having one per drop off area. The minimum requirements for van accessible spaces increase from one out of eight to one out of six. We also review service animal relief areas and relief policies. In December of 2020, U.S. D.O.T. published updated guidance under the ACA, The Air Carrier Access Act, allowing support animals to be a service animal. This allows airlines to recognize support animals as pets and not service animals. The ADA definition in airport facilities is specifically a miniature horse or a dog. On the slide on the right-hand side, we have a picture of a miniature horse and right below it we have a picture of a dog. On the left-hand side we have pictures of service animal relief areas. If an airport guest is accompanied by a service animal the only questions an airport airline staff can ask one, is it a service animal and two what tasks or services it is trying to perform? However, if the service animal is out of control where the handler cannot control the animal and if the animal is not house broken, the airport sponsor has the ability to deny access. These are additional elements we look for during a compliance review.

On the upper left-hand side is a picture of water fountains which we frequently flag as protruding objects if there's protected barriers around it. On the right-hand side, we have a picture of a jet bridge that appears to be in compliance. On the lower left-hand side, we have a picture of a concession. It appears that the concession wants to maximize their counterspace, but they are blocking the use of the lower service counter which is not in compliance. So, they're not in compliance. On the right-hand side, we have pictures of exposed sink pipes which is also not in compliance because they're required to be insulated. These are additional elements we reveal.

On this slide we have pictures of informational signage the airport map showing service areas and the flagged information display system. We have noticed a trend that is happening in airports. They're eliminating the use of

pay phones all because everyone has their own cell phone. So, if the airport does not have the pay phone, they're required to have TTD. One other element we want to note that we will start looking at kiosks. 25% of kiosks at each location must be accessible by December 12th, 2022. This is shortly approaching requirements for airport sponsors with more than 10,000 complainants.

On the next few slides, we're going to cover airport operators and sponsored obligations. In this slide we provide the regulations we use to determine compliance of accessible design, which airport sponsors should also be familiar with and refer to these guidelines when building or renovating.

Airport sponsors are required to designate an ADA section 504 coordinator. The regulations that specify the coordinators the amount of employees. Safe to say that even small airports have more than 50 employees. So, all airports should have a designated ADA section 504 coordinator. They're also required to have a complaint process, follow the appeal process, follow the process standards, and have an equitable solution. This is the next slide.

Airport sponsors are required to conduct their own periodic self-evaluations for best practices. We highly encourage airports to conduct a self-evaluation every two to three years of their programs, services, and facilities because airports are constantly changing. If the airport finds items are not in compliance, then they should have a transition plan to implement corrective actions.

This is our unlawful discrimination poster. I hope everyone's seen it when travelling. I know that text is pretty small to see, so we're going to move on to the next slides so we can see the text better. This is what it says in the unlawful discrimination posters. This poster is provided by the FAA to all airports. The posters are required to be posted in hard copy or electronically throughout the airport. The poster provides notice to passengers of their nondiscrimination rights for both Title VI and ADA. There's no specific requirement of where exactly it has to be posted but it should be in high traffic areas and we recommend posting them on the secure and non-secured sides of the airport for example near water fountains and information booths near entrances and exits. The only change that can be made to the poster is the overall size of it but it cannot be smaller than 8.5 by 11. The contact information for Title VI and ADA and additional language is based on the airport's needs. The remainder of the presentation, I'm going to hand it over to Elisha.

Mr. Luyeho: This slide is a separate requirement that is similar to your complaint process but it has to do with providing reasonable accommodation or modifications to individuals with disabilities. The requirement is that based on whatever policies or practices that an airport has in place; you have the ability to be flexible so that you can provide a modification as requested. Depending on the type of service, the location of the service, there's sometimes where you can arrange the system or otherwise put together your service in such a way that you take into consideration potential needs of individuals with disabilities. The requirement

here is that you must ensure that you essentially provide a request unless doing so results in an undue burden. You have to ask yourself, based on the request you have received, does this request create an additional burden for you as an airport? The other question would be: Does the request or does providing or responding to the request alter the type of service you are providing? Then the third exception is you may not provide it, you may not comply with or providing a request if doing so results in a direct threat to the safety of the requester or the public at large. Those were the three exceptions that are applicable in terms of you need to go through when you're trying to determine whether or not to grant a request. It's important to consider here how does the public make the request and how do you receive the request and then how do you respond. From our vantage point at the FAA, we are not so much concerned about do you respond or do you comply with every request you get? No, we are primarily concerned about the process. Do you have a process in place? Is the public aware of how to make the request? Are your staff and your tenants trained on how to respond to such requests when they come? Not so much about the outcome. Next slide. Slide number 17 again, this reviews the transportation, ground transportation in an airport setting you pretty much have two large classes you can call them of ground transportation providers. First are public entities, you know, transportation provided by a public entity. So, in your instance, this would be LAWA provided transportation or private entities that will provide transportation on behalf of LAWA. And then the other sort of large bucket of providers would be your private transportation licensees. These are entities that you permit to pick up and drop off at the airport such as your hotel, shuttles, rental car shuttles, or other, you know, taxis.

On slide number 18 there are a number of requirements that are explicitly required as a minimum level to be compliant with the US D.O.T. ADA transportation requirements applicable to ground transportation providers. It is important that drivers or entities operating the service announce the route and stop announcements. For example, if you have a hotel shuttle, say, hotel A, B, C as a shuttle, the driver gets to the airport, the driver needs to at least say, this is hotel ABC shuttle service, ABC. You may think of it as a service requirement but it's actually required under regulation. Also, the use of accessible elements and maintaining accessible elements is required. So, this depends on the seating capacity, the type of entity operating the service. Is it based on the transportation or not, the type of service, fixed route or the service operated along a prescribed route based on a certain schedule? Is it demand responsive and a key feature of demand responsive is that a rider has to call or otherwise make a reservation vehicle is dispatched? It is important to note that under these specific regulation's transportation drivers are trained to promote efficiency, this is explicitly required. Not just drivers but every staff member or contact that is involved with providing transportation must be able to be trained in terms of interacting with the public to make sure that they meet certain service requirements. Slide

number 19, there are additional specific requirements that are applicable to the vehicle itself. 49CFR part 38 has a number of technical specifications that are applicable to the accessible elements of a vehicle. So, under 49CFR part 37, it simply requires the service be accessible as applicable. Then under part 38 you get the specific requirements. For example, how much force should a lift be able to support and those types of things. Very specific detail you find that in part 38. Also, vehicles may need to be accessible depending on whether they were purchased as a new vehicle or a used vehicle. New meaning generally straight from the manufacturer, you would be the first entity having a title on it whereas used means it's been titled before and you're now getting it, second owner.

Number 20, there are a number of requirements that you need to consider and this may not be quite readable, but we do have it as a separate handout to provide. The red boxes basically indicate decision points and the two circular rectangles at the top are starting points. This sort of flow chart helps individuals to walk through a number of requirements in terms of if you have a provider, a private entity that is primarily in the transportation business. Are they, yes or no? Is the vehicle a van or a bus, yes or no? If the answer is yes, then you have to ask whether the vehicle was acquired new or used. If the answer is yes, then the next type of service, is it fixed route? No, it's not fixed route, you get to the middle red box that says the vehicle does not need to be accessible if equipped while service is provided. On slide number 21 for public entities, it's more streamlined because here generally speaking, services provided by public entity need to be accessible unless they are demand responsive.

Slide number 22 covers elements. Factors that are considered to make sure the service is demand responsive. The primary element gets violated a lot. It has to do with the response time. For a service to be equivalent, it should be similar to that of inaccessible vehicles. With the hotel ABC. I show up to an airport. I need an accessible vehicle. If the hotel says they can send one that is not accessible in 15 minutes. If I need an accessible shuttle, I shouldn't wait for 15 minutes. Not an hour or two. These are the various factors that have to be met.

On slide 23, that addresses emergency evacuations. Try to ensure that you include the needs of individuals with disabilities. Exploring the possibility of having drinking water in case someone needs to take medication. Ensuring the terminal is accessible. If you have the option of using the route that doesn't include stairs, that is a lot better. You train your staff to make sure they are aware of their responsibilities. That concludes it. If I have time for questions, slides number 24 has a number of resources, links with resources, if you need any. A number of advisory circulars that are applicable to airport accessibility.

Ms. Cabanban: Thank you for that presentation. Any questions from the members at this point?

Ms. Heredia: I would like to know whether or not it is possible for me to reference your presentation as I am briefing ground service transportation providers about requirements around the airport.

Ms. Wu: Yes, some are on the connect system.

Ms. Cabanban: I noted a few slides. I think this was on your presentation. They should all be accessible by December 2022.

Ms. Wu: For airports that have ten persons or more.

Ms. Cabanban: The presentation was not an example of an accessible kiosk.

Ms. Wu: I didn't put it together.

Ms. Cabanban: Someone with a wheelchair would have a problem with a front approach.

Mr. Luyeho: Yes, that's correct.

Ms. Cabanban: Excellent. I was hoping that was not. I think this was under your presentation for reasonable accommodations, for the undue burden and fundamental alteration, could give an example of those?

Mr. Luyeho: Undue burden would be, one instance, airlines with sky cap service. Having individual or staff or contract staff at the curb area to pick up or assist arriving individuals who are departing. The sky caps at the area may be there. Let us say, for example, if you are approached as an airport operator and said, the airline is no longer providing sky cap service, can the airport operator start to provide that? They either have a pay for that service or direct contract to subsidize the staff at the curve. That would be number one to undue burden on the airport operator. Also, it would be in the fundamentally altered service. You don't provide that. The ADA does not require that LAWA provides the service. You don't have to go out of the way to provide it. You have your security people that patrol. Asking them to lug luggage around, you have altered the service they are providing. Security. You don't have to go to that extent. If someone asks the same personnel, I need to contact someone, I am flying United Airlines, can I get in touch with them? The security would have to do something to try and say, I have the number right here. You can dial them for someone to come and pick you up here or to notify them that you are here. Providing the number is reasonable and expected. Saying you have to now help with my luggage, that is altering the nature of the service there.

Ms. Cabanban: Thank you

Ms. Goldkorn (chat) : Is there a standard for the interior animal relief area? It means a wheelchair user cannot access it to clean up after their animal. This does not show any bag or waste disposal. Is this required as well? If so, what are the standards?

Ms. Wu: Thank you. They are just pictures provided for the slides. I believe the service animal relief areas are required to have some trash to remove the waste. Let me go back. This service area is required. Some airports have it outside.

Mr. Luyeho: The picture is a way of seeing earlier on, that is not an accessible service animal relief area. The requirement is an airport sponsor work with the tenant airlines and a training organization in terms of developing and designing the relief area. The space must comply with the ADA standards. The example here, elevated area, as well as having the fake fire hydrant is a barrier. It is important to work with a tenant. These are things we would look for. We would ask for documentation for evidence showing that the airport did meet with the service animal training organization with the airline in terms of developing the design and location of the service animal relief area.

Ms. Goldkorn (chat): Thank you to Tim for investigating the shuttle service operators as a contractor a 0 accessible vehicles and the notice of this.

Mr. Ray: Thank you. Both of your presentations were great. I found them interesting and informative. I want today to talk about TDBs. The government agencies believe that they are still a tech used today. That is not the case anymore. At the time that Title 2 was enacted. 35.161, it talks about TDBs in that area and other communicational technology. At that time, when that was written, people thought TDBs meant we met the legal requirement. People still think that today. That is not true. A lot of deaf people don't use that equipment anymore. I don't even own one. It is becoming obsolete. So right now, they are trying to work with the Department of Justice in making sure that Title 2 is updated where it focuses on other communication technologies such as telecommunication technology. We are trying to make it more inclusive and SMS messages in real time. There are different elements to be considered. These are all in existence right now. We have voice checks, video, data. We are shifting in that direction. Talking about transportation. If we are required to contact service providers for pick up services and they are not offering that as standards for everyone. If there is not a set route, you do need to include other communication technologies as well. SMS, real time texting, you can't rely just on voice. That is happening a lot now. People are making a lot of voice calls to request services. I personally have experienced challenges in the LA area. They will say we have text messages. I don't get a response. We need to consider that as well. I wanted to bring that to your attention. Thank you so much.

Ms. Wu: We will note that. Currently Title 2, AD has not been updated. Visual paging, a number of airports are using it in conjunction with audio announcements. That is best practice. We don't have a tool to enforce that. Wheels of justice are moving. Not as quickly as you wish. We will note this and be able to work on it. That is one element that is important to ensure that the communication is communicated. You are able to reach individuals who may be deaf or individuals who may have low vision or are blind. Those are two groups where we ensure or ask entities to make

sure that the communication is effective in terms of reaching everyone. Relying on that alone does not provide effective communication for others.

Mr. Ellars: SARA requirements are identified in Appendix A of FAA Advisory Circular No. 150/5360-14A (scroll down to PDF page 34 of 44 linked at this page): https://www.faa.gov/airports/resources/advisory_circulars/index.cfm/go/document.current/documentNumber/150_5360-14 , Waste bags are required by A.10 #2; a waste receptacle required by A.10 #3; and signage locating waste bags and receptacles is required by A.11.1 #2.

Mr. Ilhe: Thank you for all that. I want to thank them for doing the presentation. I had been wanting to get it on the agenda. Melissa has been responsive in answering our inquiries. They do important inspection. Sometimes they do it annually. They will do physical inspections. They investigate complaints and make sure they have been fully investigated. There are lot more they do that they didn't brag on. I want to thank them. Also, for them to see the committee and what we do daily. Getting members to discuss issues. I think it is a great forum for all. I think it is truly an asset for LAX.

Ms. Wu: This is my first disability community. This is great.

Mr. Ilhe: Maybe you want to brief her on the DAAAC.

Ms. Cabanban: DAAAC has been about 10 to 12 years in. It is a collaboration between the city and the airport. We all know a big airport and service expands quite far. We want to make sure our airport is one of the very accessible and accommodating and be used by everyone who can travel. We encourage travel. We want to encourage this work that we include everyone that has difficulties traveling. We want to be up to date with regulations. That is why your presence is an addition to our armory. We now have you as another resource. I appreciate your presence. I hope we will see you again.

Mr. Corpuz: The pet relief facility in terminal three has the bags for pets. It is a good sign. I am glad they are compliant. Some of the passengers tend to stock up to bring home. They run out of bags quickly. Terminal three is compliant.

- **Architectural Planning Observations Terminal 3 – John Circenis, Gensler**

Ms. Cabanban: Do we have John and the group on?

Mr. Ihle: He may not have been able to make it.

Mr. Cabanban: The group that did the walk through, I wanted to get their input. We gave them a lot of our input. We wanted to see how they were on the other side as well. We will get them back on. comments on non-agenda items.

V. Public Comments on Non-Agenda Items

No public Comments

VI. Approval of Minutes

Motion passed for September 21, 2022 meeting minutes

Ms. Cabanban: Any comments, corrections, discussions?

Mr. Corpuz: When I responded to waiting on the line, I stated I experienced that. My family waited 50 minutes. It was 15. I didn't want to disparage my own agency that much. 15-minute wait time.

September 21, 2022 meeting minutes approved.

VII. Consent items for DAAAC Action

Approved to meet virtually

Ms. Goldkorn (chat): The governor has announced the emergency will be called to conclusion in February and she wanted to know, would these continue to be offered through Zoom or- Microsoft teams.

Ms. Bradley: I could say we're working on that decision. I could speak with Cass. Someone else asked about the meetings going on Zoom. I haven't discussed that with Cass yet.

Ms. Cabanban: Yeah, I know the other agencies are beginning to look at some kind of hybrid form of the meetings going on these days. So, we will definitely, carry that. But that's February, you never know what happens

VIII. Regular Items for DAAAC Action

None

IX. Landside Access Modernization Program (LAMP) Report

Mr. Ellars: Well, for the automated people mover project, we are continuing construction. I think most of what you're likely to see around the airport area at this point is going to be up in the air. I don't know that there's a whole lot of things that are happening down at the ground level other than the last of the pedestrian bridges going up between Tom Bradley International and the new, what would be the new West station. Other than some disruption of the drop off area in front of TBIT, I don't think there's anything happen below in the area. You might find the drop off area is closed in the next couple of weeks. I don't know the exact schedule. But it's been closed for a couple weeks. It may open, it may open this week, you never know. For the most part, everything is happening at the stations now. I had a chance to look at a couple of the stations and I think it will be revolutionary of the airport experience, getting in and out of the airport. I hope everybody is looking forward to it like I am.

X. Operations Report

Mr. Ihle: , I actually wanted to mention it's actually been a year, a year ago October when I was assigned to be the ADA coordinator for LAWA. A year has passed by and recently though, Paul Herrera as many of you know served as one of the LAWA representatives on DAAAC. He moved on to be the Van Nuys airport manager. With him leaving, I assented into his role as the manager. In doing so, I handed off the ADA coordinator responsibilities as well as the DAAAC coordinator responsibility to Cassandra Heredia. Many of you know her, When Larry retired, she worked with Larry, shoulder to shoulder upon his retirement. She took on the interim role. Now

that I've been moved over to take on additional responsibilities, I still have ADA under me, and it's something that I've learned a lot through this committee over the past year. I hold it very important to me. You know, over the last year there's a lot of things that I didn't know about that have now really focused my attention. I think that's even going to make me a better terminals manager because of the high-profile visibility that I have and knowledge that I've received from the DAAAC committee. I'm very appreciative of that and I hold a soft part in my heart for that and that's because I still want to be able to participate in just a different role but I want to be as supportive as I can and I take a very strong role in this group as I did, as the DAAAC coordinator. But with that like I mentioned, Cass will be doing the day-to-day responsibilities.

For the terminals report, there's really not a lot to mention. Terminal three did open up in its full glory. Now the gates have opened up and we went there only several gates were open at the time but now it's completely open. We'll also have terminal 5.5. It's just basically the head of house where the APM connections will start meeting at the front terminals, I think that's nearing completion as well. You know, there's basically the front of the house, the terminals are changing as they get ready for the people mover to come in. Then I believe in November we have new airline, Breeze starting, four cities, somewhere in Utah and I think three destinations on the East Coast. So that's pretty much all I have as for my report. Once again, thank you, all, for your knowledge and kindness over the last year. Much appreciated.

Ms. Cabanban: Thank you, Tim. Congratulations! And welcome back, Cass!

XI. Planning Report

Mr. Miranda: Nothing to report

XII. ADA Coordinator Report

- **September ADA Complaint/Compliment Summary**

Ms. Heredia: Hello, everyone. I'm going to try out a format hopefully it's something that you guys will find valuable. I'm trying to kind of reset myself and see what information is considered valuable by the DAAAC and anybody else that attends. The format that I'm going to be using is set up for basic areas that I'm going to report on for each month. The first will be complaints. Second will be any commendations or compliments we received. The third will be follow-up requests from previous DAAAC meetings for information. Then the fourth item will be any new items I have. So, with that let me start. Since I wasn't prepared with the format last month, let me try and play a little bit of catch up.

For the month of August, we had 13 complaints. Three of them are still open. Three of the complaints were for ground service transportation or parking. Seven of them were related to wheelchair service requests. I found that two of them were not valid, I'll get back to that in a minute and then three of them were other related complaints. One for pet relief area, one for lack of TTY lines. I find that the presentation the FAA gave today was timely. Then one on a complaint regarding wayfinding signage not being appropriate or not being sufficient.

Regarding the two complaints for the wheelchair service requests that I found not to be valid, one of them was pretty distinctive in that a woman took a wheelchair for her child without getting it from an actual wheelchair service provider. She didn't request assistance, she came off the air carrier, she saw a vacant wheelchair and she put her child in it. When she was approached by a wheelchair agent, basically

questioning her use of the wheelchair, she was not happy about that. So that was one that I found to be not valid. I did do the investigation but she hasn't requested use of the wheelchair. She just basically walked away with it. Another one was where a woman who had requested assistance had actually been requested to use but be put on one of the carts of the trolleys that ATM uses which is fine, but when her daughter who does not have a disability could not ride with her on the cart, she also was not happy about that. I had to explain to her that the cart is specifically for people who request assistance and are not meant as, like, a courtesy cart for people who don't request assistance. She was not happy with the response. So, it did I believe get forwarded to one of our executives, Tim, I don't remember who it went to. Maybe it was Doug Webster. But in any case, she just, she wanted to make the case that we were not supporting her but that was not actually the case. She had received assistance; she just wanted her daughter who was 21 years old to be able to ride on the cart as well. Those were the two of the five that I found not to be valid.

As I said, we had three complaints from August that were open because I needed to get information from different entities. I'm addressing those. So August was relatively busy with 13 complaints. September by comparison had eight complaints. They're all still being investigated. We also got two commendations. There were, a report for excellent customer service, one for a driver and one for a wheelchair driver, people from online. So that was pleasant to say the least. It's always nice to get compliments on our customer service outside of our regular complaints. That being said, out of the eight complaints in September, there were none for ground transportation. There were five for chair service. She said the other three, two of them were for customer service complaints and one traffic officer who did not allow someone to park and pick up someone who has a disability. So that complaint is obviously still being investigated.

Outside of that, on the follow-up requests from last month's DAAAC meeting, I did want to respond. I think James from TSA, brought up a question about the 300-foot perimeter for evacuations when APM goes online and whether or not those platforms are 300 feet away from the terminals in case the terminals need to be evacuated. The answer to that question is yes. I reached out to William who has APM responsibilities and he supplied me with a diagram. TBIT is just on the edge of that but all other terminals exceed the 300 foot. So, we may have to take into consideration from an evacuation standpoint how TBIT might be impacted if we have to evacuate the terminal. Additionally, he did bring up that if we had a circumstance such as, you know, for I think just for everyone's edification, they'll be APM taking over distribution of passengers at the upper level, the lower level will have a roadway. We had this before, we had a suspicious vehicle parked in front of the terminal on the lower level, that might also impact evacuation depending on the decision of any of the law enforcement responders. So that is something that we'll have to address and part of the APM and CONRAC contingency plan, I'll have eyes on how that, those SOPs or those procedures get drafted and implemented. Just wanted to make sure everybody knew about that.

Finally on my new items, I have about half a dozen. The first one is that we have a new flyaway provider that is starting up on November 1st. Tim and I have been on a number of calls with LAMP operations, LAMP permitting procurement to ensure that that flyaway provider is going to provide equal access, not just in terms of the vehicles themselves from a ground transportation standpoint. Our initial understanding is that they were going to try though, entirely paperless for tickets and we're not sure that satisfies equal access, so we're asking that question.

I am going to restart the wheelchair service provider meetings. I know that Larry was very good about holding those. I'll be doing those. I will have ones for this year as kind of a relaunch or kickoff. During that wheelchair service provider meeting which I hope to have the week before Thanksgiving, you know, before the holiday season starts, I'll present them with a meeting, like, a meeting or scheduled calendar for those meetings in 2023. Then I'll just report back any information from those meetings that's relevant to this committee.

Finally, presentation on accessibility requirements to transportation service providers has come into my queue. That was the reason that I'd asked Melissa and Elijah if I could use their FAA presentation. Next week I've been asked to provide information on how to be in compliance with accessibility to different types of transportation service providers. So, I'll be relying heavily on that FAA presentation that was provided today for that. The new meetings for this committee, I will take over the invitations, I had a conversation with Tracy already. About taking over the invitations for 2023. I don't know that we have the ability to provide those meetings on Zoom because LAWA's licensed and pays for the license for MS Teams but I will ask our IT group whether or not this is an option because I don't want to make it too complicated. But I will ask the question.

Two quick items that I'll brief out on probably early, 2023. I do want to restart the self-evaluation efforts, the ones that Melissa and Elijah mentioned for LAX because, you know, we were offline quite some time for COVID. I do want to initiate the self-evaluation for LAX. That will be slated for 2023 but I don't have any particular timeframe for milestones or project plan for that yet. I want to connect with the wheelchair service providers air carriers and TSA regarding distribution of puzzle piece backpacks that we had purchased just before COVID hit seeing if we can distribute those or make those available prior to the holiday season start. Okay, that was a lot for me. It will be shorter next time.

Ms. Ahmed: I just want to update you that our 1.5MSCADA wheelchair contract went out September 28. I just wanted to keep you up to date. APM's the service provider but we sent out an RFP. The contract is up for renewal. So, there's seven service providers that registered for the ADA contract for terminal 1.5 at MSC. So just wanted to keep everyone in the loop if you would like to review or see our RFP, it's available on our website password protected but I can provide the password for specially Madam Chair and Cass or if you want to review.

Ms. Heredia: Suzanna are you going to be part of that?

Ms. Ahmed: Yeah, TBIT. I will be part of that and the rest from LAWA, and airlines. Their subcompanies from the RFP, the G2, pacific aviation, getting others, who else? Just quickly. Global express team, catalog, and 18 more companies. So quite a bit of seven companies but doesn't mean that they're all going to be. Once you submit a selection committee will go through it. I just wanted to let you know.

Mr. Ray: Thank you so much for your presentation, Cassandra. I think it was summarized beautifully. I really appreciated it. Just as an FYI, almost all modern smartphones do have a TTY built in already in it. It's in the operating system and it can be used. Now, I honestly do not remember ever seeing a TT -- no, wait, a pay phone, I should say at the airport. I mean, that's me, I don't remember seeing one, I might have just not noticed it. But if there are none, then you are not required to provide a TTY. So, I just wanted to share that information if there are no public pay

phones.

Ms. Heredia: Thank you, Richard, I was made aware of this by both Larry and Sharon, so all the pay phones within LAX have been removed. So, but I did not know that smartphones had an option for TTY. So, thank you. I did not know that part.

Mr. Ilhe: Cass, just one point of clarity. I think they've all been removed but then again, there may be pay phones in the gradually terminal. I think that's something we need to take a better look at.

Ms. Heredia: Yeah, I'll go back and take a look, Tim. But as of last year, the only pay phone that was being reported as still active -- Well, it wasn't even active, it was inactive, was a pay phone in the lower level on the south side, I think it was in T5 or T6 maybe. Shay had told me that was the only pay phone left and to my knowledge, that got removed. I mean, I'll go check. But that, my information last year was that single pay phone on the lower level was the only thing left behind.

Mr. Ilhe: Okay. I may have seen pay phones by the food court in TBIT past screening. But I could be incorrect. But on the East side of the food court, near where the children's play area is.

Ms. Heredia: Oh, okay. I'll go take a look for sure. I'll look.

Ms. Barajas (text): Can Cass include sensitivity training related to individuals with speech impairments to transportation providers.

Ms. Heredia: I certainly can. Is there a particular, Kathleen? if you, do you want to e-mail me? Is there any type of sensitivity training in particular that you want me to have them reference or do you want me to just ensure that during the presentation that I emphasize the importance of that, or do you want me to do both? Just let me know.

Ms. Barajas: I'll e-mail you.

XIII. Transportation Security Administration (TSA) Report

Mr. Corpuz: I just want to take two things; I did want to thank Cass for the update on the 300-foot perimeter radius and support. I think LAWA, LAWA PD does a great job with the desktop drills and it would be good, I'm sure they will implement that 300-foot perimeter as well as. You know, LAMP project specified drills into their plans before they open. They're good about drilling those things. Good to know, thank you, Cass. The second thing, just really quick, with TSA we had 3.6 million passengers screened during the month of September. Out of those we had 27 complaints. Only one was related to persons with disabilities and it was regarding medical liquids brought into check points. We did get 107 requests for assistance through TSA CARES and we did get 17 compliments for the month of September. So, a really good, fairly quiet month. We're still striving towards, you know, continuous improvement. Again, if you don't have my phone number, if you're travelling through TSA, you have any issues while you're travelling that requires attention, feel free to reach out, 310-482-8007 for James Corpuz, 310-482-8007. If I can assist you in any way when you travel through screening, please let me know. Okay? That's all I have for TSA. Thank you.

Ms. Cabanban: I will request though, one thing. I know you said you had 17 compliments. You know, as much as we focus on a lot of the issues that we run into, if you could next time maybe give us a few of those compliments so we know what is being done that's good. So that we can also recognize people who are doing good, agencies, and departments like that. So, if you could?

Mr. Corpuz: We actually have a newsletter we put out and it's a good motivator. We list all the compliments that we get from passengers and it's really uplifting. I have those stats from now. Passenger appreciated TSA CARES and TSA office was friendly, customer service, as they travelled through TBIT. Officer found lost wallet and located passenger returned it, saved her vacation. Very helpful, very humble. These are the kind of comments we get. So, it's great that, I think we've turned a page and we will continue in getting those positive compliments, we tend to reduce the complaints as well. It's an ongoing project. We're not saying we're perfect but thank you, Madam Chair, for acknowledging the fact that, you know, we do get compliments and they do need to be celebrated.

Ms. Cabanban: Yes, especially if they're coming from the community that we are serving. That would really be, uplifting for us too. Gives us a bit of a report.

Mr. Corpuz: Yeah, I will share with you when we had the partial government shutdown about a year ago. We had so much outpouring from the travelling public. We weren't getting paid for about a month and a half. Passengers would travel and literally buy us coffee and bring food to the officers. Nice support from the passengers, people trying to give us gift cards and so on. We couldn't take it personally because we're government employees but just the mere thought of it was just fantastic from the outpouring. Our officers responded by even though we're not being paid for a month and a half, still showing up with a 92, 93% show rate going to work, not just staying home. So, it's, it goes hand in hand, but thank you for the acknowledgement, Madam Chair.

XIV. Customs and Border Protection (CBP) Report

None

XV. New Business

Ms. Cabanban: This is something to share. We always have problems with talking about accessibility and how hard things are to make changes. I was at a presentation this week. There was a traveler, this is in Minneapolis. They use a wheelchair. Most of the doors were all the size of what we would be looking around for. One was designated for an accessible stall larger than the normal one. This person spoke with the manager. They said that they have increased all the size of the doors. They did lose a few stalls. People travel and use the restroom with their luggage with them. We use the bigger stalls. If someone is in this, they have luggage. All their travel stuff. You see how there was a cost, a few stalls were removed. What got me is they do it for the massive population. We have to fight tooth and nail to get one good accessible room sometimes to accommodate us. When there is a need, there is a way. I wanted to share they information. There is always a solution. We can make things happen.

Mr. Corpuz: Minneapolis is the number one airport, 2022.

Ms. Cabanban: We have to dethrone them.

Mr. Torabzadeh: . I wanted to congratulate Tim on his promotion. Thank him for all his great work and support and DAAAC. October is national disability employment awareness month. Support the contribution of disability in the workforce.

Mr. Ihle: Thank you,

Ms. Cabanban: We look forward to working with you.

XVI. Adjournment

2:34 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 16 November 2022. The minutes of the 19 October 2022 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	<u>11/16/2022</u>
Secretary	Date