

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 21 December 2022

Meeting held via Teleconference

ATTENDANCE

PRESENT

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

ABSENT

- 1.

EXCUSED

1. Tim Ihle, LAWA Airport Operations

Meeting Started at 1:00 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: Glad to see everyone

IV. Presentations

None

V. Public Comments on Non-Agenda Items

None

VI. Approval of Minutes

November 16, 2022 meeting minutes approved.

VII. Consent items for DAAAC Action

Item 1-Determine in accordance with AB 361 Section 3(e)(3) that this body has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the members to meet safely in

person and/or state or local officials continue to impose or recommend measures to promote social distancing.

Motioned to continue.

Ms. Cabanban: Ms. Cass do you want to quickly let everybody know what we or you mainly found out for this item?

Ms. Heredia: I spoke with the city attorney to get some guidance on this item. She researched it and said that AB361 is actually scheduled to what they subset in January of '24. So, without guidance or any information that specifically prohibit us meeting virtually, we will continue these meetings at least for 2023 or until further notice.

Meeting virtually approved

VIII. Regular Items for DAAAC Action

Ms. Cabanban: We are looking for nominees for the Sam Overton award. It will be awarded and announced in January. So, we're going to keep that open. We do have a nominee so we are going to keep that secret for now. If you have anyone and would like to be recognized for the Sam Overton award, please contact myself and Cassandra between now and the end of the year. About what, ten days or so.

Mr. Torabzadeh: Who would be qualified? Anybody or they should have different criteria? if you can explain a little bit more, maybe I missed it the last time when you explained?

Ms. Cabanban: The candidates is basically any employees, person, individual, company. We've had companies in the past. Basically, how they exemplify work towards accommodations when it comes to travel or even just advancing people with disabilities, accessibility, accommodation. The effort that they do towards, travel accessibilities within the transportation area.

Mr. Torabzadeh: So, it could be from an organization or it could be an independent person who is putting an effort towards improving ?

Ms. Cabanban: It has to be with the airport, right, Cassandra? Airport travel?

Ms. Heredia: Yes, it does have to relate to accessibility at the airport.

Mr. Torabzadeh: But it could be an independent person too or an organizations, right?

Ms. Cabanban: Yes. I don't know which one of you guys had met Sam Overton. I just want to make this a little clearer for everyone. Sam Overton is actually one of the earlier folks who was on this committee and was president for the longest time. Actually, until he became ill and passed away which is why for his hard work with the committee, we wanted to emulate his efforts when it comes to the airport accessibilities. That's why we established this award in his name and in his honor. We call it the Sam Overton award. Actually, in recognition of that, Sam is also one of the pioneers when it came to regulations with the state, when it came to

accessibilities. He's very well-known in the movement for the disability community.

Mr. Torabzadeh: I'm sorry, two more questions: So, this is just an, a certificate or is there any monetary involved or just the certificate? And are the members of this committee excluded from this award?

Ms. Cabanban: To the last question, yes, anyone actively on the committee is not qualified to receive the award for nomination and no monetary but we do give a lovely plaque with all the verbiage of the award itself.

IX. Landside Access Modernization Program (LAMP) Report

Mr. Ellars: Happy holidays, everyone. I am here and my microphone is now working, apparently. Reporting for the automated people mover project. I would say the vast majority of the work inside the central terminal area is relatively complete. There's work happening on central way and East way, you may see some scaffolding in some other areas as well. But the work is actually being done off the ground for the most part. Outside of the central terminal area, there's a lot of road work that is undergoing at the moment, particularly along 96th street, 98 street and whatnot. I've monitored that as much as I can. I do want to encourage if anyone does experience any difficulties, feel free to reach out directly to me or if you want to wait till the following committee meeting, that's fine as well. I really do want to try to be a resource to ensure that everything is being maintained in an accessible manner.

X. Operations Report

None

XI. Planning Report

Mr. Miranda: Since it's the last meeting, there's nothing to report due to the slowdown, due to the holidays. That's all I have.

XII. ADA Coordinator Report

Ms. Heredia: So, first item,

- ADA complaint and compliment summary. I basically tallied up since I started for the ADA office again which was August 29th. This is not a complete annual summary, it's just for the past four months. I had a total of 51 complaints, 41 of them have been closed out. We had three compliments and it was a predominantly even split for the most part between ground transportation and wheelchair service providers. We had very few complaints regarding CBP or TSA. They're doing great jobs in terms of meeting past your expectations. But we are having some challenges predominantly with passengers complaining about the amount of time it takes to get from point A to point B, that seems to be most reflected in TBIT and MSC. Ground transportation is kind of across the board. Either LAX shuttle or having some concerns about with the turnaround time within the CTA for the ADA shuttle. Outside of that, that's pretty much it for the complaints.
- Followed action from the DAAAC meetings - Myrna already brought up that I'd reached out to the city attorney regarding the consent items for continuing any virtual environment rather than having to meet in person.
- New items and planning, training, and outreach - I really don't have anything new. It's, I'm just consistently participating in the meetings for the CONRAC,

- the ATM, MSC South just so that those projects and those programs as they're going forward they have a perspective from an ADA coordinator standpoint.
- On-call CASp support self-evaluation finally was initiated and we get our first walk-through for some client-related items, I believe the week before last, to assess our ticketing kiosks in the Tom Bradley terminal and in 1.5. We have some improvements to make. I'll be reaching out to Louis as part of our process but overall, what we determined is that the on-call task, because they won't have sufficient time to do a whole transition planned for the airport which we clearly owe to the FAA and has been overdue for some time, I will work on the self-evaluation part with the transition plan, what we're doing is a preliminary assessment. We are going to go to TBIT and MSC to do what they're going to call sampling. They'll go into different restrooms or ticketing areas or different types of areas and take a sample between TBIT and MSC, kind of as a comparison. TBIT is at least ten years old, MSC is brand new. They'll be taking a look at the report in part that we put out on the MSC about the accessibility issues there. Once they provide a preliminary assessment from sampling those areas and they give us that report, we're going to end up having to use that as a foundation to go to the executives and say we need to do a full transition plan for the entire airport footprint. That will be quite hefty in terms of requiring funding, especially now that we have the CONRAC APM going online. We're not entirely sure how that impacts a transition plan, but I could see that it would take, even if we were to have funding, at least 12 if not 15 months to do a transition plan for LAX. But it is underway. Tim championed that effort to at least get the CASp online for now. My understanding is that Doug Webster is very supportive of this type of effort so, hopefully we'll get the funding and hopefully get the completion in part.
 - Wheelchair service provider -I was taking a look at the wheelchair service report and because it's not the end of 2022 yet, I anticipate that I'll probably see close to 200 reports that I'll just have to cross match and compile. So, I'll probably have those for the February meeting.
 - New meeting invitations and calendar 2023- Hopefully, everybody saw, I know some of you have already accepted it, but I sent out the recurring meeting invites already for 2023. I sent in the request for the sign language interpreter and for the captioning. I'm going to hope I did all that correct. We'll find out in the next couple weeks is my guess. I think that's all I have, Madam Chair, to report. Unless anybody has any questions.

Mr. Ray: Just two comments that I wanted to share. First I want to say that I very much appreciate the support services that have come through, but I ask that American Airlines not provide me a wheelchair after I had already notified them that I am deaf. I don't need a wheelchair. Again, I reemphasized that I am not in need of a wheelchair, I am not a wheelchair user. Sure enough, when I arrived at North Carolina, I was offered a wheelchair. This time I did not put my cochlear implant on the wheelchair. I've done that in the past so I was a little bit nicer. Just wanted to share that.

Then for TSA services here in L.A., TSA is by far and away the best, compared to many other cities that I have been to. I really like the way TSA works with me. I also appreciate how they run the queues, the lines, how they balance things out. I have seen some changes and I really compliment the TSA for how they really stepped up their game.

Ms. Heredia: I'd like to make one recommendation that maybe we can address in a future meeting. Richard, it does make sense for us to notify American. Across the board, and I know everybody here has probably had the same observations, but I found that while wheelchair service provider agents on the ground here at LAX are predominantly above average or excellent, that when you try to get education out to the actual legacy carriers, it falls on, I'm sorry, I hate to say deaf ears, but it does. So, when I'm trying to reach out to American and tell them, "Please don't tell your ticketing agents that somebody has to come to the ticket counter to get a wheelchair because that's not legal," it doesn't go anywhere. So maybe we can consider the option of drafting a letter that we can then send to the different offices.

Mr. Ray: Yes, so the person that is providing the wheelchair service, it's been fantastic. My concern is the airlines and I sent the correspondence to American airlines myself and let them know please do review carefully, I was very clear in my explanation I do not need.

Mr. Herrera: Following along with what Richard is talking about, this is interesting that it's a very common thing, when getting assistance. I went to Washington DC recently and the Alaska Airline person not only were they talking, but they also brought a wheelchair. They said it was easier for them to guide me in the wheelchair. I said no. I walk. I am not physically disabled. I happen to be blind; my feet work fine and I do not want to be confined to a wheelchair. Plus, I have a guide dog. So, what makes it even worse is that when they come to assist, they're too busy engaging with the agent instead of talking to me directly and making decisions how they're going to handle my needs without taking into consideration that I'm the person requesting the services. Why should they have a decision on how to best serve me without consulting with me? This is something that needs to be cleaned up, there need to be better training to educate these people on how to assist people with disabilities.

Mr. Corpuz: Richard, I owe you a gift for the holidays for your comments. Nice to hear we are doing well and seeing some progress. We have a new photo security director, customer service and internal customers. My past job, I was a contract manager for American Airlines. All those contracting personnel, it is hard to train. There is no such thing as a passenger service contract. The wheelchair pushers, they make money off their wheelchair runs. When anyone asks for other needs other than wheelchair, that is all they know. If I can help, I will. Reach out to me. Thanks for the positive comments. I owe you an LAWA gift.

Ms. Heredia: When we initially did the one-hour computer-based training at LAWA, we came up with modules. It is required for every badge holder to take. Roughly an hour. The modules are individual segments. ADA etiquette. One for those with cognitive issues or invisible disabilities. Maybe there is an opportunity to offer those videos to other corporate entities. Treating people with respect. Making sure they are not doing what Louis Herrera is pointing out. Why is someone not asking what he needs? Why are people being put in a wheelchair when they say they don't have a mobility issue? I feel like I want to hand everyone around the airport a stuffed animal and say put this in your wheelchair. Maybe that is an option. We can talk about that in a future meeting.

XIII. Transportation Security Administration (TSA) Report

Mr. Corpuz: : My apologies. Not much happening. Our fiscal year started in September. We closed out very well. Highest number of compliments in the last six years. The lowest of complaints in the last six years. We still have work to do. I see the complaints and compliments. We have work to do. We have a number of officers, 2200. Getting the training to stick is an ongoing process. We do continue to do that. In the month of November, we did have four complaints regarding people with disabilities. One for autism. Two for general complaints. One was for medically necessary liquids. The complaint was that people were condescending. The autistic person was having a meltdown. We are training the workforce on customer interaction. Promoting the TSA care to assist people with additional needs. I hope you will see the fruits of our efforts. That is all I have. Unless you have questions for me.

Mr. Herrera: Just a quick comment to do with me going through LAX with my guide dog. Can they pat your dog down? Is that necessary? He has a harness and collar. No pouch to set a flag. I did say he was a service animal. I wasn't going to give them the leash. I have to be in constant touch with the dog in case I need to move. That insisted they had to pat him down. Is that a new standard?

Mr. Corpuz: : I don't think so at all. It would be great to have specifics. If there is an alarm, it is probably the leash. Not the animal. I don't know why they would say that. Is it a random alarm? Was it because of the collar? They need to provide additional communication rather than say we need to do a pat down. That is not a new process. I would like to know what terminal. I can address it with them.

Mr. Herrera: I was trying to fly to DC on Alaska Airlines.

Mr. Corpuz: Terminal 3. Feel free to call me. 310 482 8007. I would rather address it there. It is something, we had an employee travel out with difficulty hearing. The person wanted to separate the animal. A former employee. Did everything we don't do. It is a constant training effort. We have to keep at it. This is valuable. Feel free to use my number as well.

Mr. Herrera: One more thing. People mean well. Sometimes their approach is interesting. I have a metal implant. When someone wants me to move it is a certain direction, they will grab me and point me. I don't appreciate it. Who would appreciate that? We will go back to awareness and training. Asking someone, can I guide you to a safer location? Something that would be acceptable. Other than grabbing me and saying, you have to move this way. That means nothing. That is like at the store. I have no idea what they are pointing to. If there was a way to make awareness about etiquette, it would easier and safer.

Mr. Corpuz: Situational awareness. My wife will tell me something related to two hours ago. I don't know what she is talking about. Same thing. I will put more emphasis on the airlines. The officers do switch terminals. It is continuous training. I don't know, if we get a lot of complaints, it would be airport wide training. Everyone is not necessarily value to them at the time. Keep up with the feedback.

Ms. Heredia: We have puzzle piece backpacks that once upon a time we tried to

partner up with TSA to supply some. I spoke with a passenger's daughter today. She reminded me about the sunflower lanyard. If people want the option, we provide them with some option and do that. Everyone is aware they need additional assistance.

Mr. Corpuz: Whatever helps. . I like that LAX has been proactive. Especially those. We will get together after the holidays to see what we can do.

Ms. Cabanban: I know they think they are helping when they grab you. People sometimes do that with my chair. I am like, where are you going? Then they realize how heavy it is.

XIV. Customs and Border Protection (CBP) Report

None

XV. New Business

None

XVI. Adjournment

1:47 P.M

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 18 January 2023. The minutes of the 21 December 2022 meeting were approved by DAAAC.

<u>Tracy Bradley</u>	<u>01/18/2023</u>
Secretary	Date