

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 15 November 2023

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Seyed Torabzadeh, Community
3. Julia Mockeridge, Community
4. Louis Herrera, Vice Chairperson
4. William Miranda, LAWA Planning
6. James Corpuz, TSA
7. Tim Ihle, LAWA Airport Operations
8. Janaye Cobb – on behalf of Carlos Alvarado, TBITEC

#### ABSENT

1. Mark Frank, LAWA Administration

#### EXCUSED

1. Brandy Welch, Community
2. Kathleen Barajas, Community

**Meeting Started at 1:02 p.m.**

#### **I. Call to Order/Roll Call**

Ms. Cabanban requested a roll call from Mrs. Perez. Quorum present.

#### **II. Opening Remarks and Introductions**

None

#### **III. Chairperson Report**

Ms. Cabanban:

- Sub-Committee for bylaws revision – AB 361 Sunset, January 2024  
Jilliann will resend the draft to the committee. Myrna will give the committee until the end of this month to revise, otherwise unless there's any comments received from there or corrections, we will adopt the bylaws and vote at the December meeting. Myrna just wants to make sure that everybody does take a look at it. It's very important. Otherwise, we will vote and adopt it by the December meeting because the 361 is sunseting January. Thank you.
- Sam Overton award-  
Myrna is happy to report that we did receive two nominees for the Sam Overton award for 2023, and we are going to send out a Survey Monkey. Cassandra will try to have a survey monkey in place so that Jillian can distribute tomorrow.

#### IV. Presentations

"Because of the extent of information relayed for this agenda item, the full transcript is provided, with minor edits.

- Auxiliary Curbs Project

>> CASSANDRA HEREDIA: Good afternoon I'm going to have our designer who we have hired for this project, which is HNTB, and Yvette is going to run through the presentation for us.

>> Yvette: Hello everyone thanks you very much for having us. My name is Yvette A, I am the design manager for the consultants on this project. Joining me on the call today are also some of our colleagues from the contractors Sherwiner, Carlos V. Harry Lu is also on the call. And Nira. Aslam is our design manager. From LAWA. I would like to start off by sharing where the project sites are located. We have two sites in total. Highlighted in yellow here ITF west and ITF east. ITF stands for intermodal transit facility. This is just so I can see where it is in relation to the main LAX campus. And then following through here it's, this project is actually a part of the land side access modernization program otherwise known as LAMP. Some of you may be familiar with that. It consists of the ATM guide way. ITF west shown in gray is now known as the economy parking structure. Our sites are shown here in blue. The other part of the LAMP program is also the con RAC building where the rental car companies will be moving to. LAMP consists of some other roadway projects in the area. LAMP is designed to revolutionize the traveler's experience by providing easy access to the airport and metro's regional transportation system. It improves reliability and mobility while reducing congestion and emissions.

The other part of the slide that I'd like to share is LAX highlighted in green. This is the existing location where Uber, taxi, Lyft currently go and pick up passengers. That is moving over to ITF west, our facility will be providing access for taxis, ride share companies such as Uber and Lyft and it will also take shuttles so the shuttles \$that normally go in the central terminal area, the CTA such as shuttles for hotels, employee shuttles, and then off airport parking shuttles such as the parking spot, Wally parking, ride share companies and taxis they will be moving to ITF west improving congestion in the area. ITF east is for private vehicle pick up and drop off. So that's your family member, your friends, your acquaintance who is picking you up or dropping you off at the airport, those passengers can now take the APM, people moving and then go through the two and two quarter mile area of guide way, and they get over to ITF east if their family or friend to pick them up.

And then the red areas right here are the different stations along the way. Then we have some zoomed in areas where the project is located so starting off here with ITF west surrounded by airport Boulevard on its east side. Its northern border will be 94th street which we will be extending as part of this project. Its southern border is currently under construction by a separate project on 96th street. And then on the last is the LAX economy parking structure. The ITF east side is located adjacent to the con RAC building, and it's surrounded by aviation Boulevard and concourse way.

This is an image at ITF west which faces the southwest direction. You can see here the ride share companies entering the site. I have a better slide coming up here in a second to show the circulation. But this is just a visual representation of what the site will look like adjacent to the parking structure and in relation to the APM guide way. And then some of the circulation for the curb islands for the shuttles and the taxis.

And here is a slide that I wanted to get to in terms of the circulation. So, let's start with how you get here. So, passengers will get here via the APM guide way from LAX

after they land, and they will arrive at ITF west APM station. And then they will take the elevator once they get off of the train down to the ground level and they would cross over if they wanted to get to where the shuttles pick up or where the taxis pick up they would head east, following the red dots. And this is where they would get picked up.

Conversely, if you wanted to get to the airport, you would be getting dropped off along where the orange dots are shown, travel through the plaza area, head to the elevator and up to the APM station. The site is accessible from the public right of way on the blue dotted area along airport Boulevard. Here in 96 Street. If for some reason you were parking your car in the parking structure or up here along 94th street if there were passengers up there, you could cross through the parking structure site that's all accessible and then have access to the APM station or to our site as well.

This slide shows the passenger loading and unloading areas. We provide passenger loading and unloading areas every 100 feet or fraction thereof. The main area that we had started to work on, on this project was, was over here highlighted in red. And recent additions to the project have included adding passenger loading zones over to the south, south of the economy parking structure. This project is currently under construction by a separate contract right now, but we will be adding the passenger loading zones.

I have a couple of different images right now of what the curb ramps would look like. We had started off with the image on the left of a very standard curb ramp. We believe we're going to be migrating with the curb ramp that looks something more like the image on the right hand side here. The 20 feet long is a vehicle length, so the vehicles would pull up and then access the site via this curb ramp.

One other quick thing to note right here is that there is an existing pet relief area that's also accessible from all areas of the site.

Over here we have shown some of the amenities on the site, so we have crosswalks with a detectable warning surface shown in yellow. You can see the ones closer to the APM are a little bit lighter. We have done some passenger movement studies. These warranted to be a little bit wider to alleviate the congestion of the passengers. The blue areas right here are the canopies that we are providing, shade structures 40 feet by 10 feet wide. You can see them throughout the site. The other thing to note here too is the red rectangles, those are the seating areas that we have. Also sprinkled throughout the site.

Some palm trees have better 3 D image here too, facing to the north here that we'll get to but basically passengers would be able to just easily identify where the crosswalks are located for ease of movement.

And then going to ITF east here, very similar to ITF west in terms of the amenities provided. This image is facing the southeast. I didn't talk about this at ITF west, but this facility has that as well. At the crosswalks we have bollards that will protect congregations of passengers. Then we have blue phones we have coordinated with the police department on, and item number 6 here is passenger lighting just to make it more obvious that this is along with the palm trees this is where the crosswalks are located. This is the flow diagram like ITF. The site is accessible from the concourse way and aviation Boulevard. Access to this site from the APM station like ITF west in that it's an elevated station where you would take an elevator through crosswalk to access the site.

And then continue south if you were getting picked up or getting dropped off. One thing that is different about this site, you will see we have a parking lot in this area. It's not meant to be long term parking by any means, it's just for if anyone is familiar with the premise of a waiting, cellphone waiting lot which is where you enter, you park your vehicle and you take your ticket at a gate and basically you wait for your passenger to give you a call so that you can exit the site.

Circulate and then go pick them up. With the size of this lot, we have provided accessible parking areas, and a pet relief area over here that's accessible via the public right of way. Amenities on this one as well, blue canopies, red for seating, crosswalks here are shown. And then the passenger loading areas are shown here with this number 4 bubble. This site also provides an accessible pet relief area at the northeast corner. And some more images to close out the presentation recollect this is facing to the north. Palm trees lighting, highlighting the main crosswalk. A view underneath the canopies. Plan view of the canopies showing the color. We have some charging stations with each one of the canopies and we also have seating with back rests. Railing at the back side of each one to discourage people from crossing where they are not supposed to be crossing, meaning not at a crosswalk. View of a canopies here with some seating. Way finding signage throughout the site for both passengers and vehicles. Zoom in on this very quickly, just some dimensions on the seating, the reach height for things like the blue phones that I was mentioning, also the charging stations for the phones. Dimensions on turning radii for wheelchairs, and reach. Requirements that are met with the project. And then a summary of the features that we have that we've been discussing. And with that, does anyone have any questions?

>> CASSANDRA HEREDIA: So it might be a sidebar but the blue phones that you indicated would be part of the amenities, I've seen the same blue phones at the con rack and while they do provide audio option to connect with airport police, there is no visual option, so what I had proposed when we were out there with the AOR team and the project managers was possibly providing some type of signage that at least allows persons who may have either a hearing or a speech disability to contact APD via text. There's already nomenclature on the phones so again this may just be a sidebar for that, but we need to be able to provide some type of visual option as well as the audio.

>> Thank you for letting me know I'm writing notes and I'll coordinate.

>> CASSANDRA HEREDIA: Great, thank you.

>> MYRNA CABANBAN: Thank you. Any other questions from the members first?

>> JULIA MICKERIDGE: Thank you for the presentation. Just a quick question about will there be any auditory notifications for path finding included in the planning?

>> At this point the project site does not have paging I think is that what, another way of understanding what you were asking. Sorry.

>> JULIA MICKERIDGE: Maybe, yeah. I'm just thinking for somebody that maybe needs additional source of information for path finding and whether or not there's any auditory signals planned.

>> Nayera: At this time no there is not.

>> JULIA MICKERIDGE: Okay, thank you. Sorry, this is one other question this is from history, Kathleen I know she's not here. The bollards that are present currently planned, they will only be along the areas of the walkway, is that correct, and not across where maybe shuttles and vehicles are parked so that people can get on and off those?

>> Nayera: That's correct at this time the bollards are located as you see them here with locations at the crosswalks, but we are working with LAWA planning group and threatened vulnerability group to provide more deterrents along the way.

>> JULIA MICKERIDGE: I note there have been challenges when those are up in areas where people are getting on and off the shuttles and the different vehicles that those may not provide appropriate space or require the shuttle bus drivers to have such accurate parking in order to deploy the ramps and things like that. I know that's been challenging for community members to keep that in mind.

>> This is the design manager. At present we are just having the bollards at the crosswalk themselves. Any other type of deterrent wouldn't be a bollard for that reason

because we are conscious of how the CTA works, pick up and drop off and to make sure that all the curbs accessible regardless how they need to get in and out of vehicles so bollards just at the crosswalk for now.

>> JULIA MICKERIDGE: That's great thank you for the time.

>> MYRNA CABANBAN: Thanks Julia, any other questions from our members? Just a couple of questions for myself. I did see the picture with the benches, and I was glad to see at least on the ends of those were the free handle ones so someone who needs to transfer in and out of a chair may be able to whether they are transferring to a chair or not. But then my question for someone like me for example who would be in my chair, is there enough room for us to park near the bench and not extending and taking space out of the pathways and stuff like that as well? I couldn't tell it from the picture.

>> Nayera: Yes, definitely. Here we go. I think this is what you were referring to.

>> MYRNA CABANBAN: Is the picture below.

>> Nayera: Sure.

>> MYRNA CABANBAN: That one. On that one it shows five seats so but if I were just to park near it because I wouldn't be transferring to the bench and I'm waiting for somebody, is there enough space for me to oh so I'm not in the pathway of anyone or blocking the pathway as well.

>> Nayera: Definitely you would have room underneath the canopy structure. I think this was more of an image to show the style of the seating showing that we had the rest in between the, to prevent someone from not laying down on them but also to your point to show that on the side here there is not that blockage, they are not actually this wide. They are on the smaller side. We have a couple of two-seaters and three-seaters throughout. If you're interested, I could provide you, I could email you the exact dimensions from the post to here. If you are interested in that, it's about five feet.

>> MYRNA CABANBAN: I'm more concerned that if I did have my own chair, I would be able to park next to somebody on that bench and not be in anybody's way.

>> Nayera: Definitely through here or here, right. Confirmed, you would not be in anyone's way.

>> MYRNA CABANBAN: Okay. Thank you.

>> Louie: Hi there. Two questions. Please, sorry but I had a power outage, and I lost my internet service but I'm back. In terms of bench sitting are those benches equipped or set up in such a way that somebody with a service animal can set the dog under the bench so they won't get stepped on and if so, my other concern is in the past I had attempted to have my dog lay under the bench and I was told by others that it was filthy underneath and I'm wondering do these, will these areas be cleaned regularly so service animals aren't exposed to a filthy environment that could cause them issues?

>> Nayera: Will there be room under the seating the answer to that is yes. As far as the maintenance of the site after we build it, I may need some help from the team answering that.

>> At this stage Louie the design manager from LAWA we haven't fully determined exactly what the maintenance schedule would be in these locations but just based on how the exit works and the amount of foot traffic and amount of traffic we have going through LA exit we would envisage a similar maintenance schedule for these facilities as well but that hasn't been determined just yet. But I do completely understand your concern and so we will make sure that we are considerate of that when it comes to working with the LAWA facilities and maintenance group on determining the maintenance schedule and how that works exactly on these two sites.

>> Louie: Thank you.

>> MYRNA CABANBAN: I saw James's hand pop up. James, are you still?

>> JAMES CORPUZ: Yes, quick question. Regarding the presentation, thank you for the

presentation. Unfortunately, my father who used a power wheelchair has suffered two falls due to uneven transitions. I'm curious I notice there's the perforated grate by the benches and underneath the canopies are those getting addressed so there's not much I guess room of possibility for wheels getting stuck or any type of hardship for wheelchairs?

>> Nayera: It's interesting you asked about that. We're in the process of switching this out to something that's not grated.

>> JAMES CORPUZ: Okay I know some of the grates are so intrusive they affect the mobility of these wheelchairs.

>> Nayera: Understood. This will be flush, and we'll have the downspout going into the pavement and then exposing through the curb face underneath that section.

>> JAMES CORPUZ: Thank you.

- T6 Redevelopment Project – Postponed

## V. Public Comments on Non-Agenda Items

NONE

## VI. Approval of Minute

- October 18, 2023, DAAAC Meeting Minutes – 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. ("AGENDA - Orange County, California")

Virtual meeting approved.

## VIII. Regular Items for DAAAC

NONE

## IX. Landside Access Modernization Program (LAMP) Report

NONE

## X. Operations Report

>> TIM IHLE: Passenger statistics for the past year. From January through September 2023, we've had 56,161,845, basically a little over 56 million passengers' year to September. Comparing that with last year, in the same period, January through September, we had 48 million passengers. The difference of a little over 7 million passengers increased over the previous year.

2019 was our busiest year at LAX before the pandemic and January 2019 to September 2019 we had a total of 66 and a half million passengers. Basically, in summary, we're about 7 and a half million more passengers this time of year than we were last year but we are still 10 million passengers down from what we were at our peak in 2019.

## XI. Planning Report

>> WILLIAM MIRANDA: MSE staff is currently under construction. Last time I talked about how we flipped airside to landside portion for the offsite construction, and I believe MSC staff will be getting steel delivered to start the erection of the building.

## XII. ADA Coordinator Report

"Because of the extent of information relayed for this agenda item, the full transcript is provided, with minor edits."

>> CASSANDRA HEREDIA: So, before Bill has to drop off, I just wanted to give him a bit of a shout out CBP get a shout out. One of the items that I've been addressing with the help of everyone is the wait times regarding passengers getting processed upon arrival at Tom Bradley getting through CBP and they have just been some challenges because the volume has increased significantly and so when wheelchair service provider agents are trying to get these people from point A to point B, there were some challenges and one of them happened to be that you must have a custom seal to be in that customs area and customs initiated a way for kind of an expediting access to that area. It's temporary and Bill had talked to me about it a year ago. It has made a significant difference. I was at a quarterly meeting with the wheelchair provider held with the air carriers and I did bring that up and they were very thankful. So, Bill, please take that back to your leadership or whoever, it really has helped quite a bit with the passenger experience and the throughput so thank you.

Also, quickly to TSA, to James Corpuz just so everyone is aware, on occasion I get requests from passengers who are anxious about traveling for the first time, either they a cognitive issue or mobility issue. We now have a passenger that reached out and it will be the first time that she's going to travel with her service dog. And she's anxious about doing that, so she asked for a run through to be able to be familiar with the setting, and how she navigates with her service dog. And James, when I reached out to him and the wheelchair service provider for delta, he was the first one to come back and say absolutely, we'll assign a passenger. He had a particular term for it, James, I'm not remembering it passenger assistance specialist or something. So, we will accommodate by giving her an opportunity to show up with her service dog and understand what that looks like. Thank you, James, for doing that.

>> JAMES CORPUZ: You're welcome. Real quick it's called a passenger support specialist and the reason I'm saying that is because we were mandated by Congress any passenger can request for passenger support specialist. If you're at a checkpoint and you need assistance, you can ask for a passenger support specialist, and we will provide that person for you. An officer who is trained specifically and more so to assist those who require additional assistance. Please keep that in mind. It is PSS, passenger support specialist. Thank you very much.

>> CASSANDRA HEREDIA: I know anybody that reaches out to me because they are anxious regarding travel, I do recommend they make reservations through TSA cares to give them some added confidence or about what that screen process is going to look like.

- Debrief on presentation to the TBIT community

>> CASSANDRA HEREDIA: As of October 31st, we were over 1.3 million assists at LAX overall. For context that was roughly our total number for all of 2022. So based on my math, which I think I did it correctly even by modest estimates we'll have a 20% increase in demand for the services when we tally up everything in 2023. Which my guess is somewhere around 1.9 million assists. So, we will clearly at this pace surpass 2 million assists in 2024. I want to make everybody aware of all the communities so we can start putting additional resources into place to support our past dues with disabilities and they don't have some increase in wait time.

- Update current corrective actions
  - ADA loading zones -TDG CASp usage (94th Street, northside, southside)

Curbside assistance I kind of gave them the run down just everyone here is aware I'm trying to work on this for some time. The phase I'm in now is the formal assessments and formal report is being generated by the on call certified access specialist through TDG. He already assessed different areas he's going to give us a report because even though I can go out there with a wheel and make a determination where we need ADA loading zones it's best for it to come from a certified access specialist. So he's basically checking my work, providing a report, and the intent is to have kind of a revamp of all of the ADA loading zones on upper and lower levels so we will have additional ADA loading zones. The ones in existence will be compliant. And we will have signage for QR codes so people will have option to correct to wheelchair service dispatch for their terminal if they need curbside assistance there will be additional other ways if people don't have scan on their phone but I did want to kind of bring everybody up to speed on that and I will provide a service provider directory with all that contact information that's basically what the cover is going to look like.

- Status on common use kiosks – *pending update from project coordinator*

>> CASSANDRA HEREDIA: Because kiosks just so everybody is aware I did provide an update on the kiosks status. They are expected to be installed sometime over the course of the next 60 days. Tim if I have that wrong let me know that's the last bit of information I have and the vendor has been making them all compliant with California and federal standards. I did get everybody a heads up with assisting persons with disabilities as part of daily operations. I brought up curbside assistance again I brought up we cannot tell people who come to the ticket counter specifically at TBITEC they have to go to what is called the mobility assistance area. They need assistance beginning at the ticket counter or at the curb that's where they have to receive the assistance. I also briefed everybody on the new concerns about durable medical equipment unfortunately being left behind at screening points. How to expedite the reunification of that with the owner. Just so as TSA brought up on a number of occasions we don't want people departing without their DME. Doug and Tim basically told me to go ahead and get things generated so we will have DME tags that will be available so anyone that wants to go ahead and tag their DME in case they get separated it that will look different so it should be a visual cue that item needs to be completed differently and expedited for reunification. And I gave them some just reiterated information ground transportation. I gave them information for 24/7 dispatch which I think I've told everyone about here already. We did have some issues with a number of elderly passengers and such emailing me they don't have to get on the LA exit shuttle they don't have to go across the street we'll move to our taxi stands are now they have the option to call 24/7. Our 24/7 taxi dispatch and picked up in a ADA loading



zone trying to ensure they have they are aware of the access they have for ground transportation.

- Overview on coordinated evacuations for ADA populations – handbook, tabletop exercise, adhesive tags – will provide updates in December

>> CASSANDRA HEREDIA: Then I know that we talked about the evacuation process again. Including limited English proficiency population which is required by the FAA so I gave everybody a run down about clear communication in both visual and audio and multiple languages. The direction assistance of persons with disabilities to areas of evacuation assistance which is what we call them in different terminals I know that TBITEC has the best number of these. My understanding is emergency management is undertaking identification in other terminals. And then just some other process information like critical icon holders which are people here supposed to support evacuation repopulation that are not necessarily first responders.

So, I can share this PowerPoint if people want it but it's mostly about how I got to doing different things and then I'm going to put together a handbook and that kind of stuff. These are the areas of evacuation assistance signs that we use on the outside and on the inside. On the inside I have made a number of people aware we have to have a visual option for communicating as well as audio. I will keep everybody posted on that. And then this is the guide that I've been using to put together that handbook. That is available if you just go Google, it's only 14 pages but worthwhile. This came up recently again. Actually, when I was in the wheelchair service provider meeting earlier today, the topic of service animals and support animals continues to be confusing for a lot of people. So tomorrow during the wheelchair service provider meeting it's my intent to provide these through some visuals. You've got a service dog and you've got the ability to buy an emotional support harness on Amazon. They are different.

So, I'm providing them with information on what a service animal is, they are covered under the Air Carrier Access Act and Americans with Disabilities Act. That they do specific tasks. I will inform people that questions can be asked regarding those tasks but not what type of disability an individual has. And I will be clear with that audience tomorrow that someone may have a small dog and that small dog may not look like a service animal but if it has a service animal harness and it does something like notifies the owner, that they are about to have a seizure, that is a task that is allowable. But as we all know those emotional support animals get confused and it's difficult for persons who are not familiar with the difference to understand the difference.

So, this is again what I intend to post. You can go on Amazon and make your dog an emotional support animal and may have mentioned last month that when I was supporting some efforts and the Maui fire with the humane society, I was really frustrated seeing a number of people on Facebook that were saying I can't get my animal transported. Just call it an emotional support animal. No stop don't do that. It continues to be about education, I'm not sure how long that's going to be. So that's the end of my presentation.

- MSC South furniture / Additional proposed seating (defer to Tim Ihle)

>> TIM IHLE: We have the main area Bradley west that has been replaced with furniture. There are areas within the airport that are kind of along the walks and we were just proposing to repair that seating and put in more presentable fashion and put the seating in the areas kind of just spaces that would allow individuals to sit down that have been during that would have normally a longer walk. It's harder to do in the prescreening area because unfortunately with our benches they've become a magnet for our transient population, and they just sleep on them and take up all the space from individuals they could sit on them. We have tried to put, you know, bars and everything to prevent individuals from sleeping on them. But it has been a problem. But post screening there are areas now that we've opened like the terminal 3 connector, there's a lot of walking that needs to be done to get from one terminal to another. We want to see if we can arrange to get more seating available for those that require it to rest because they may not realize that the distance was as long as it actually is.

- Reference Materials and Announcements
  - U.S. Access Board webinar on Section 508 Best Practices: November 28, 1:00pm-2:30pm Eastern
  - Will include a review of the Architectural Barriers Act (ABA) [Architectural Barriers Act \(ABA\)](#)
  - Will also include Section 508 of the Rehabilitation Act (as it applies to virtual environments) [Section 508 of the Rehabilitation Act.](#)

>> CASSANDRA HEREDIA: The reference materials are all primarily from the U.S. Access Board, they are different webinars and information on architectural barriers et cetera.

### **XIII. Transportation Security Administration (TSA) Report**

>> JAMES CORPUZ: For TSA we had three complaints related to persons with disabilities or persons with disabilities related complaints for the month of October. It is relative to the 9 complaints we had in September. October is the start of the fiscal year so off to a great start. The complaints: one was wearing adult diapers and did not like being tied down because of something generated by the machine. Another did not want to be patted down because she indicated she has autism she should be exempt from being patted down and a third just didn't like the process all together. But good start to the fiscal year.

Just to let you know, overall, for LAX we had a record number of reduced complaints. Since 2017, we had the lowest number of complaints received per 100,000 passengers which is 1.06 complaints for every 100,000 passengers screened.

The closest one was in 2019 when we had 1.16 passengers. We implement the QR code, which asks for feedback from passengers, especially those who use TSA cares and how we address their needs. That has been very, very beneficial for us. The QR code generated by LAWA and hosted by LAWA on their site accounts for approximately 51% of what we receive which is fantastic and accounted for 71% increase number of compliments we received which is really good. Speaking of compliments from a 7-year standpoint, we received a total of for FY23 ending September we received 875 compliments overall which beats the record we had last

year of 187. So almost a four- or five-fold increase in our compliments. Again, I can't stress enough that we are making a concerted effort to become better, more professional, more attentive, more responsive. It doesn't mean we don't hiccup; we do but we still keep at it and try and become much better than we were last year or the year before. And that's where I ask you, number one, please use TSA cares, promote that as best you can. And number 2, if you have any feedback, good, bad, indifferent, please relate to me and one more thing if you don't have my cell number and my email address it can be added on to the minutes. Please call my cell number should you have any difficulties going through screenings I would rather put in the work prior than after. And we can mitigate certain circumstances where your experience can be much more because you called me and certainly, I'm willing to assist.

Cell: Mobile: (310) 482-8007

Email: james.corpuz@tsa.dhs.gov

#### **XIV. Customs and Border Protection (CBP) Report**

>> BILL HICKS: We like to do some statistical information like everybody so for the month of October, in terms of arriving international passengers we had a little over 900 and 3,000 which compared to 2019 where we had almost 972,000 right about 93% recovery. So that's actually really good. I've been talking to some airlines, especially that originate in China that are looking to resume activity to LAX and I think once they get fully in swing, we're going to meet if not exceed where we were in 2019 before the pandemic.

I've been talking for several months about our facial recognition biometric exit progress. I'm happy to report that we are currently at about 44% saturation in terms of the overall number of flights that are utilizing some aspect of biometric exit. And in terms of overall passengers, we're at about 33%. So again, those rates are much better than they were several months ago.

We at CBP, one of our main focuses now, and nothing of particular concern to any particular community, but we've had a number of security breaches in which people have unauthorized entrance or entrance to or exit from the CBP controlled areas and we're working very closely with airlines to figure out what combination of extra staff or extra signage or extra physical barriers may be needed to help all interested parties and stakeholders to maintain that integrity of passage so that we don't have domestic and international passengers getting mixed up or anybody wandering into areas where they shouldn't be or leaving a sterile area into the public areas before they've been processed by CBP.

That's going to be one of our focus areas going forward and we've been working with the stakeholders in LAWA and very closely with all of them. Lastly, I just wanted to say, again, we're getting a new port director in January. His name is Andrew Douglas currently coming to us from Detroit but acted in El Paso and Laredo so we're looking very much forward to having him here as we've been having an acting port director for several months so we're happy to be welcoming a permanent port director for CBP.

#### **XV. New Business**

NONE

>> MYRNA CABANBAN: Please pay attention to the survey monkey, we do need your response to it and then the bylaws and the amendments that are coming. Get your comments to me by the end of the month, please. Otherwise, we will adopt it in the

