

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 16 August 2023

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

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

#### ABSENT

1. Mark Frank, LAWA Administration
- 2.

#### EXCUSED

- 1.
- 2.

**Meeting Started at 1:01 p.m.**

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

Ms. Cabanban requested a roll call from Ms. Bradley. Quorum present.

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

Ms. Saldivar -Chavez: My name is Catalina. I am with Guest Experience, with LAWA. I have been with LAWA for about 20 years and prior to Guest Experience I did sound insulation and grants for sound insulation.

Ms. Cabanban: Welcome aboard. We are glad to have Catalina join us as a member so that we can get information and be kept abreast on how the guest services are coming. This is in the effort to incorporate a lot of different departments within the airport and with the committee. Welcome again.

### **III. Chairperson Report**

Ms. Cabanban: In your packages for this meeting, you got copies of the latest by laws that we have. Hopefully, you all look it over. This is actually in preparation. We want to familiarize the committee members with our bylaws. I think it is important to do that. The second thing is since the AB 361 Sunset is in 2024, January, we want to make sure we are also prepared if we want to continue the virtual meeting that we've been having. Of course, that started through the pandemic occurrence. It has to some point proven to be quite convenient to a lot of the members attending the meetings. We want to be able to continue this I believe.

We are going to create a committee to review any kind of suggestions, revisions or

comments to the current one. I will be appointing a couple of us to do this. Last time we did this, I think still was with Larry, obviously before the pandemic. We made changes and we increased. We added a number of the community members to the committee. This could be other issues that we can address in that. So, I will contact a couple of you. If you are interested in becoming a member of the group, please contact me. Then we will work on it from there. We want to get this done before the year ends so that we can actually prepare for whatever might be coming in January.

Mr. Torabzadeh: Can you talk about the new committee you are going to form? What would be the responsibilities or this would be a soft committee right?

Ms. Cabanban: Yes, and it would just be a couple of members. Last time there were about three of us. In fact, I know Ruthy was there. It was me, Ruthy and Sam when we had last revisions to the bylaws. It will be with that same spirit that we will look at the current bylaws we have.

Mr. Torabzadeh: In case there needs to be any updates or modification is that the goal?

Ms. Cabanban: Yes, and also, the AB 361 which has been allowing us to meet virtually instead of in person on our monthly meetings. As I mentioned, it is giving us some kind of benefits, I think with ease, especially for us to travel through the airport area. That might be something, we are just trying to see. Nothing is set in stone. So, we want to get those kinds of opinions and comments and then we will come back to the committee to present any changes or comments. To that end, we will of course have to go through ratification before we put anything again.

Mr. Torabzadeh: I think it is a very good idea to look at the pros and cons of continuing the way it is or change it. So, I totally agree with that.

#### **IV. Presentations**

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

- Terminal Evacuations – Justin Pierce

Mr. Pierce: Good afternoon, everyone it is great to see you again. My name is Justin Pierce. I am the director of Emergency Management here at Los Angeles World Airports. I thank you so much for inviting me and giving me a little time out of your agenda and meeting today to discuss an important project we are working on right now at LAX. Starting in late May and early June we kicked off an initiative to update the LAX terminal and evacuation repopulation plan.

The original plan was developed and published in 2018. Since then, we also developed a standalone terminal evacuation repopulation plan for the midfield satellite concourse or what we commonly call now TBIT West.

We had two separate evacuation plans since the plans were developed. The built environment has changed at LAX with the construction projects going on, in addition to a lot of new thinking and lessons learned from real world evacuations, we wanted to incorporate into our updated version.

We started with an initiative to update the plan. That plan was to one, consolidate the two standalone plans into one single evacuation and repopulation plan for all of

the terminals at LAX, number two, to update our evacuation maps for each of those terminals. Then the third piece is to develop a training for our first responders who would be assisting in either a controlled or uncontrolled evacuation and then incorporate lessons learned as I mentioned from real world evacuations, we experience here at LAX the past couple of years.

In terms of our project timeline. The goal is to have the complete project done by early November. Right now, we are in phase three which includes the plan development process itself is when we are actually writing the updated plan. I just got back from another piece of phase three which is site walk throughout the terminal with all of the response stakeholders to identify evacuation routes and discuss any challenging issues in that process for each of the unique environment that is the terminal presents our first responders.

So, some of the areas that I wanted to bring to your attention is that we are discussing adding to the updated plan. Specifically for those individuals with access and functional needs is one, within our incident command structure within the command staff. This is an instant command terminology. We want to or are going to add AFN coordinator position in the incident command structure when we set up an incident command post. Number two, we've accomplished this, all of the emergency public address system pre scripted messages have been recorded in English and Spanish. We are working with the IT folks to upload those into the system so we can send those messages in a more expedited way in the event of a term evacuation.

Three, we are going to add areas of refuge or areas of refuge assistance or another piece of terminology is evacuation area of assistance locations and each of the terminals to the evacuation maps. Those can be reference by our first responder when they are coming onto a scene.

This items I want today get the groups feedback on is terminology. We are trying to get the piece of terminology right and that is identifying what do we call those locations that individuals can go to for assistance during an evacuation. Within the California building codes there are four types of safe areas in terms of technology to be used. Those are areas of refuge, exterior areas for assisted rescue, refuge areas and safe dispersal areas within the California business code. Each of them has their unique definitions. One of the recommendations that we have had is the to use area of refuge or areas of refuge assistance for those indoor spaces for locations for those individuals who is need assistance during the evacuation process and use exterior area assistance for rescue for outdoor spaces.

The challenge with this is that our current signage in the terminals uses the term areas, evacuation assistant areas. The goal is that our plan reflects the actual terminology in the terminals. Signage in the terminals that is the conundrum that we are in where the terminology doesn't necessarily align with the California building codes as it does our current signage in the terminals. So, I would just pause there to see if this group had any recommendations or thoughts on that particular terminology that we use?

Mr. Straniere: Geoffrey, compliance officer for the City. I want to bring up let's consider signage and other elements as the starting point and baseline as long as we meet with CBC. Let's go with best practices and beyond. I would like to make that recommendation to the group. Thank you.

Mr. Herrera: Two things, number one is the terminology referring to a rescue assistant. I don't recall the exact wording that you used but it makes it sound like there is somebody there on standby waiting. An assistant waits to go assist. Not a location

for assistance. That terminology in and of itself once I show up and nobody is there what am I supposed to do? To me it is just the term assistant. The language itself needs to be changed somewhat. From assistant to assistance.

Mr. Peirce: If I misspoke, I apologize but in terms of the California business code the two terms that would work in this instance are area of refuge or area of rescue assistance. The challenge we have is current signage and terminals is not consistent with terminologies in the terminals. It is evacuation areas of assistance. I don't want to speak for ADA coordinator and I know we have Cass on the line and her recommendation has been to use is the plan terminology used in the on our existing signage which is evacuation assistant areas.

Ms. Heredia: The conundrum that Justin is facing is that we have nine terminals that don't consistently apply the same types of signage and terminology. So, the standard, even though it is not fully compliant, but the one that comes closest to the design construction handbook for the Tom Bradley International Terminal. Not the MSC but TBIT indicates a sign with the logo and on those signs are with these back lit signs with the map. All the signs in Tom Bradley say area of evacuation assistance. So, as you go into those areas, which again, the caveat is that they are not fully compliant, but we have ways to make them compliant. You go into an area and there's an emergency call button. There's plenty of space. Technically if person with a disability go in there with or without their caregivers, there is an audio means to notify airport police dispatch. We are working on the visual, but that's TBIT and those are like I said, that is the better standard of the rest, compared to the rest of the terminals. To try and have a unified effort on what the direction is to assist persons with disabilities when they need to evacuate a terminal that is why Justin is trying to go get some feedback on is there a terminology that this entity and this committee would recommend? I recommended since the area of evacuation assistance are already installed at Tom Bradley maybe that is an appropriate name. But I didn't want to supersede what everybody else had to say.

Mr. Herrera: Thank you for clarifying that. I am okay with the terminology. The concern that I have is how would somebody who can't see the signage, is going to know where to go or how to find this area. How would somebody like myself, I mean I can start to follow the crowd and perhaps will end up in the right location but in event of an emergency I can guarantee you I will be ignore and had have to fend for myself. But if I don't know where to go and have no real description plus once I get there how am I going to find the buttons? Are they going to have signage in braille or large markings? How is this going to be differentiated from anything else that would be just as misleading or confusing for somebody who is not of the original persuasion. Somebody who may be blind or have a degree of vision loss.

Ms. Heredia: The signage in TBIT does have braille and again there are some standards that need to be improved. And again, you make a good point. At practically every gate at Tom Bradley at every single gate there is an area of evacuation assistance and the signage is not only back lit but it is in braille. When you push through that door there are other indicators and there are other types of signage to indicate where the emergency call button is. But it does need to be improved and that is going to be in my wheelhouse to try and make those areas appropriately functional. While Justin is tries to figure out at least from the standpoint of how to make it termed appropriately. But I presume public address

announcements and visual messaging is going to be part of the plan. I think that part is covered but once you get in that area that becomes my wheelhouse to make it right.

Mr. Herrera: Justin, one quick question before I forget and thank you for explaining this. My concern is this, I came back from Washington DC and I travel with a colleague who is deaf. It made me think about how much information this person wasn't getting that was being broadcast over the speakers. The PA system is great for somebody like me who doesn't have to look at the KIOSK or any type of screen. The idea is clear. However, what about if you have somebody who is deaf blind doesn't hear or see and uses a braille display. Are these announcements going to be broadcast digitally in general within the parameter of the terminal so that a person who may be deaf blind, who is traveling at the airport will be able to be accommodated?

Mr. Pierce: I understand your concern. The piece I was going to add to what Cass was saying is one of the initiatives of this project is to include these evacuation areas. These locations for rescue assistance or evacuation assistance whatever terminology we go with on our evacuation maps. Once we have those on our evacuation maps, we can train our badge holders and make them aware of the locations. So, during an evacuation they will know where the locations are and can help guide individuals who do need assistance to those locations.

Mr. Herrera: That is fine. But I am just concerned because you are going to be broadcasting through a PA system and messages will be posted on your displays but what about those travelers who may be deaf, blind, can't see or hear. Some use braille displays to communicate and be informed on things. This is not something people deal with on a regular basis. They need to be accommodated under Title 3 of the ADA.

Mr. Pierce: I am completely tracking what you are saying. I think that is why it will be important that we train our badge holders to know these locations to provide assistance to those and show these individuals where these locations are located during a terminal evacuation. Any other suggestions on how to address your concern that you have brought? We are all ears for better or different ideas.

Ms. Barajas (Chat): I think the terminology that Cassandra Heredia mentioned is the most understandable. Rescue assistance or refuge is not.

Mr. Straniere: Audible alarms. That are sequenced towards refuge area.

Ms. Goldkorn: Thank you for the presentation. I know the issues. I am well aware of the problems with the office of emergency services and the gaps in services to people with disabilities particularly the deaf and blind communities by the OES and Vance Taylor at OES. Have you been in touch with them? Direction from the state office and Vance on any of these? I have to tell you that when this design of areas of refuge was broached many years ago, we packed the committee room. We challenged the State Fire Marshall to clarify the reason for this concept. People who survived the MGM grand fire testified, people who survived other emergencies in high rises and I believe there was one from an airport situation. We jokingly say, these are not areas of refuge. People don't show up. People don't help. There is no assistance getting to or sitting there forever waiting for someone from EMS or

someone from the airport who is a badge employee.

This is a huge issue for us. Every single area of this process should include members of the disability community. This is why the DAAAC exists. We are your primary resource. Who will train your badge people how to assist people with disabilities? You don't push a wheelchair just because. The training has to be extremely specific and comprehensive.

Since you have a bit of a transient employee base that you work with, people come and go. Training has to be continuous. What experts are you bringing in? You have been in touch with Vance, which is great. What about other languages? This is an international airport. Signage or announcements? How many? There are, I believe, seven recognized, there may be more, languages by the state for official uses. How are non-English speaking people going to be addressed? Thank you for letting these comments come in. Understand that we have a long history of being abandoned or left behind. I was in a situation in a hotel a few years ago. It was absurd. A firefighter started directing the evacuations. No one knew what to do. The hotel staff wasn't trained. The Fire Department didn't know what to do. We have a long history of situations that have put us in jeopardy. This is a long-term project.

Ms. Heredia: I talked to Vance. He is interested but has no direction or guidance outside of our current efforts.

Mr. Ray: Thank you for your presentation and your comments. I appreciated that. There are three things that I wanted to bring to your attention for your consideration. The first is on slide number four regards to people, the public address system, PA systems. I strongly recommend you include American Sign Language. For an audience who can see the message and understand what is going on. Some do not speak English or have limited English proficiency. I would highly recommend sign language for those announcements. Louis Herrera talked about blind people. I agree and support his comments. We need to develop a text message system that can be designated to a specific area. The tech is there. It is available to target specific locations.

I don't understand why we couldn't use that as a messaging system. Third comment is in terms of having signage in written English including graphics rescue areas so people that don't speak English and cannot speak other languages, we can utilize those universal symbols. I would recommend you include those three recommendations.

I would like if possible to have a dialogue with the information tech division to make that information as accessible and inclusive for everyone as possible. Including deaf, hard of hearing, and blind individuals. Thank you.

Ms. Heredia: For some context on some comments, Ruthie, language accommodation, we have to work on. The state may only recognize seven. The FAA expects us to put it out in 17 different languages to support the LEP population. By the time you put this out, how do you do that without putting any particular audience at a disadvantage?

Catalina Saldivar Chavez, can you speak briefly to the language interpretation project that Tommy explained? That may help us bridge some of this gap if we find a way to do it.

Ms. Saldivar Chavez: We will start a pilot with a company called Poisy video translator. Two hundred forty languages and American sign languages. What is attractive is it is video. You can pick the gender of interpreter. It is a simple process.

We are working on how to get it so it is the simplest way to log on without having to log onto too many things. Hopefully, we will incorporate it into our application. We hope all the people, including our partners in the airfield, all of those will be able to access this through their phone or through an iPad. We can designate the languages.

We may need 17. Possibly more. I can give you an update as we get started. We just had our first meeting, trying to get this started. Next week we will meet with some more LAWA people to try to plan it out. How we will roll it out, limited roll out.

We are incorporating our PR and some operation. Some of our custodial staff, information people, they know how to do it. They will be able to use their phone. Very simple. We have tried it. You go on, pick your language. You can designate based on culture, then you can speak, the person asking the question. Then hand it over to the guest you are assisting.

We have high hopes for it. We have a two-month project pilot. If all goes well, we will incorporate into LAWA LAX process.

Ms. Heredia: Thank you. Just as an additional context, that will be on top of the efforts that we are putting forth with our IT to utilize our application for the web-based application. I think we are moving forward to make some improvements.

Mr. Corpuz: There is a link in the chat. ADA standard that sites International Building Code and International Code Council. The international standard I know we started the California Business Standard, but as someone pointed out, that this is an international building and would you take into account more than just the California code if possible, and that there's already standards out there? The one I saw is that actually affiliated with the only international community, but also the ADA, DOJ and DOT.

Mr. Pierce: I think the international code is their terminology, area of refuge.

Mr. Corpuz: I've noticed signage for that too in Braille and so forth that the located based closer stairwells have all the requirements in there. I just want to provide some resource.

Mr. Pierce: I appreciate that. My sense is we will have to reference the California code. Our first responders know the distinction between the two.

- Capital Improvement Project II (CIP II) – Terri Mestas

Mr. Schultz: I am not sure if she is on yet. I am Robert. I am with the planning unit. I will get started in the interest of time. Thank you for having us. The Airport Planning Unit is one of several sections in the development group at LAX. We have a \$15 billion capital improvement program. Rebuilding LAX to deliver the gold standard we think our city and airport users deserve. Like any large program, we have a series of goals summarized in the slide here. I will read bullet by bullet. Some of the undertones will improve the user experience. Improving the sustainability of our operations. Making the journey to and through LAX more predictable and intuitive. We will touch on some of that as we highlight some main projects.

What you see is a summary of the 2018 capital improvement program That was a 10 year look ahead of the terminal improvements, landside improvements and other small programs we have throughout the campus. We made a lot of progress on the

2018 CIP, kind of the hallmark really being our new automated people mover that most of you have probably noticed creep in through the sky of LAX. With so much of that work under way, we reset the clock and looked another ten years ahead in 2022. That allowed a series of new capital improvement programs, our airfield and terminal modernization program or ATMP. We wrapped up the entitlements a few years ago. In short, it includes a new Concourse 0, a new Terminal 9 and a series of airside and landside improvements to support those two new terminals on our growing campus.

Hopefully, some of you have experienced some of our new facilities like the midfield satellite concourse now simply known as the West gates at Tom Bradley or maybe you've processed through our terminal 1.5 core, the extension of Terminal one and in the past year we've even started opening the new terminal 2-3 head house operated by Delta Airlines. I think we are over \$10 billion on reconstructed or new terminals between the two CIPs. The APM, consolidated rental car facility, and infrastructure improvements.

Diving into landslide access, maybe for this group, I will say when the APM opens, there will be three new stations on Airport. Three red boxes you see in the central terminal area and three stations off Airport. One at the new economy lot. This will be our transportation facility. This will be the hub for busses, shuttles, and operators with nowhere else to go. The CTA can now pick up at this new kind of ground transportation hub. To the east, we have another intermodal transportation facility. We will connect to the new metro extension Green Line and Crenshaw. The new consolidated rental car facility this is combining, over 20 rental car operators that currently each operate their own independent shuttles, getting them all under one roof and getting rid of the shuttles entirely. A free train coming every two minutes from this consolidated rental car to every terminal at LAX.

Looking ahead to the next phase, the ATMP includes concourse 0, terminal 9. It's about 18 lane miles of new roadways, some at grade, but many of them elevated Freestyle, overpasses to separate airport traffic from local traffic. This will make a world of difference. Getting airport traffic isolated from people who are trying to just move north and south on Sepulveda.

This group will probably be particularly interested in our wayfinding enhancement program that will involve kind of renaming and renumbering a lot of the terminal and gate facilities at LAX. Finally, the LAX landscaping program includes a series of new kind of outdoor public spaces called plazas. That especially not just for passengers, but even employees having some attractive commercial spaces exterior of the CTA.

Ms. Heredia: Can you give us more information on the auxiliary curbs? I am not sure what these mean.

Mr. Schultz: I think it was 6 months ago the board approved a new progressive design build contract. For auxiliary curbs. At the economy parking lot and somewhat to the right of the screen, we will have a series of new rotaries. I don't want to compare it to LA exit. It will be a series of lanes with several 1000 feet of new curbside pickup and drop off areas. These are permanent installations. Long term things like weather protection, charging stations, dynamic signage. That way we can reassign different modes of transit. Shuttles, busses, TNCs to these different locations to better balance traffic between our central terminal area and these two new off-site facilities.

Ms. Heredia: Basically, what we would have the shuttles that go in and out of the



CTA and take people to these auxiliary curbs where they can be picked up and dropped off.

Mr. Schultz: No, actually good news when the automated people mover opens, there will be no need for any shuttles between the central terminal area and these pickup drop off areas. Unlike LAX sit, there will be a free train coming every two minutes from every terminal at LAX to these two new pickup drop off locations.

Ms. Heredia: So those so that just eliminates traffic in the CTA and people can go straight onto the APM from these auxiliary curbs or there's a pathway or whatever.

Ms. Mestas: Thank you, Robert, jumping in here, I apologize, everybody for being a bit late, but it's a pleasure to be here and thank you for having me on your call today.

I am sure Robert explained the 2018 capital improvement program has a value of 15 billion. This one does as well. \$15 billion program in total. Going down some bullets on the slide, most of the program, 70 percent of the 15 billion is allocated for the first big bullet; the airfield and terminal modernization program four primary elements our new concourse 0, terminal nine, roadways project and our work on the airfield. There is a very long list of projects that we are and embarking on and the subsequent bullets that you see there're starting with the auxiliary curves. I think Robert was talking about how we're shifting all the shuttles, Ubers, taxis and lifts out of the CTA. The curbs project will allow us to relocate LAX it as we know it today and reduce the vehicle traffic had coming into the CTA.

This shows you a site plan for that airfield and terminal modernization program. The big projects occur. Concourse 0. That is an extension of terminal one. The footprint of that will be right where LAX it is today. Another reason to LAX it. On the other side will be terminal nine across the street, a large terminal. I think we have some slides that show you more detail on these projects. The airfield enhancements are some runway rehabilitation as well as some new taxiways that will conform with FAA standards and allow for increased safety. Then we have a new roadway system that is going to reduce some of that traffic. Not only coming into the airport, but we believe it'll help alleviate traffic in the region.

One of the exciting new projects is MSC South. This is an extension of MSC North. The architectural context is different. It will be built in segments. Being built off the airfield side. This provides us with lots of benefits. Faster to build these segments. It allows for more local workers to support this project. It reduces impact on our day-to-day operations. It'll be a lead certified building with some small concession space and then some other amenities. Here is a slide on concourse 0. It will accommodate nine narrow or four wide body gates. There is about 665,000 square feet, three levels. It will be able to accommodate both domestic and international travel. A lot of great concession opportunities and southwest is leading this effort. So, in this particular case they're the ones we bring on the contractor and the designer working closely with us here at LAWA to design and build the project.

Next one is terminal nine. I should have mentioned MSC south is in construction and at the early stages and we were ground break not too long ago. Concourse 0 is 25 percent to 30 percent design. Terminal nine is earlier in the stage. We finished some planning documents and deliverables and we are about to embark on a procurement to bring on the design entity, Going through a few of the stats here on the bullets on the right-hand side of the slide this is a large terminal approximately 1.4 million square feet and contains a lot of different components and not just the terminal itself. It will also have a train station and the automated people mover

Robert was talking about there will be a new station located specifically here for terminal nine and also have new roadways that will bring cars right into the terminal as opposed to have going around all of the CTA as well as some walkway and pedestrian access. We are looking at building a physical bridge that will connect terminal 8 to 9. This is on secure sides and people can choose to walk across the bridge and enter the terminal that way and concession opportunities and a lot of other innovations to build in the project. Like I said we are very much in the early stages.

The next project is way finding and enhancement program. Signage and way finding is always challenging at a complex facility and especially an airport and buildings and campuses that are built over time. This project is looking to create what we believe is an innovative and uniform way to provide way finding with static signs and digital signage around the airport. This is both on the guest side and front of house as well as back of house. There is a lot of complexity to it. We have to tie all of the building systems into the signage. The signage and the way finding needs to be looked at not only obligation to improve the experience but also because we are going to be renumbering the terminals in light of the new additions. I talked about and introducing the automated people mover create as need for more signage and how we are going to guide people from the train around and the airport and also looking at other creative ways to guide people whether it is through architectural features or other ways to create really accessible and easy way to navigate LAX. This one to mention where we are in the schedule this is in the early stages. We are in the planning stage and we are getting ready to go out with the procurement to bring on a designer and contractor to help us implement this project and it will be done in stages as well. It will be a phased construction.

This last one here or I think we're nearing the end is just to mention some of the things that we've been doing over the last 12 months to hone how we are delivering all of our work and create even more world class services of facilities to serve everybody in our community who uses the airport. So, we have been doing a lot of training twice a month. We are about to do some training on accessibility. We are about to do some training on accessibility. Coming up here as well as training on a multitude of other topics and we are refreshing what we call our design and construction handbook. That gives a lot of design and guidelines for all of our designers to follow. We are looking at how we can improve that in a multitude of different ways and as well as making it an easier handbook to navigate and find information quickly. Our new division one specifications go hand in hand with the handbook. Really targeted guidance to our contractors on how they are to build and follow processes here at LAX to be successful.

Our project delivery manual is a manual on our own processes at LAWA and how we support and manage all of the projects we do. Contractor assessment is a formal evaluation we give to all of the contractors whether on the design side or the construction side on how they are doing. It can provide valuable feedback as well as opportunities for them to enhance their services or if they are not doing as well as they should it is an opportunity for us to point that out and for them to take corrective measures. At the end of the project, we give out a final and formal contractor assessment that is used for formal past performance of future procurements they are chasing. For example, we have somebody on board who maybe hasn't done the right level of work that was needed for a project we can document that and as they are pursuing new work we could pull out the assessment and use that as a guide for our scoring and helping us select the right partners going forward. We do a lot of partnering with our contractors, designers and community partners. That is something we are open to and having conversation on how we can

do things better and make sure we are aware of any challenges and what we need to do on our side the to address those.

We are really leveraging and I think doing a better job leveraging technology. I know for those of you on the design side or maybe the construction side may be aware of this tool. It allows a multitude of different reviewers to review very technical drawings. I'm kind of in the same platform. You can see each other's comments, real time and collaborate on tools like this. That is one example we are looking at a lot of other technology that is going to help us do our work better and efficiently and have better m document control.

Stakeholder engagement-this timeline shows a typical project timeline when we are looking for involvement and feedback. This follows some of our standard and industry standard milestones. So, at the beginning of a project at around concept design, there is a presentation we would make and we would look for feedback. Before we get to the final design we make sure we address things before we finalize that phase of the project. During construction and doing things like sidewalks and look at things like the FDNY or furnishings and equipment and looking at mockups. That will be a great opportunity with is this forum to bring all of you as appropriate and as you would be willing to into these touch points. Then as we get into closeout, we would do more walks and our AR team very involved in that and making sure that everything we set off to do in the project has been completed to a satisfactory level. Questions?

Ms. Goldkorn: Thank you and good afternoon and it is nice to meet you Terry. I have a few questions. Auxiliary curbs, what kind of curbs are they? Are they 0 curbs? Are they ramped curbs? How are they being established for people with disabilities to be able to find them, know where they are, the stops for the APM? That was one question that I had, specifically what kind of curb is it? Is the way finding enhancement process that you are involved with integrated into the evacuation signage and all of the components of your emergency evacuation program that we received in the presentation on a little bit ago? Your stakeholder engagement., are those going to be open to the public? Are they going to include people with disabilities and organizations that serve people with disabilities, such as the independent living centers throughout the LA area and the circumference of influence of LAX? And training to the, the train to pick up and drop off. Obviously no more shuttles. Is that going to be something that is going to be advertised saturation wise so that people understand they are not going to need that kind of assistance? Training on accessibility, I think a presentation to this body is important of who's doing it and how they are doing it so that we can be active participants in working with those that are being trained on accessibility and how to serve travelers with disabilities. The sidewalks, are you including members of the DAAAC? We have been very, very anxious to participate. Sight walks during and after construction in order to bring very important matters to the attention of everybody involved. So, will this body and maybe others with disabilities be invited on your site walks? And those are my questions and thank you very much for the opportunity to speak to you. By the way, my name is Ruthy Goldcorn.

Ms. Mestas: Those are excellent questions and I'm glad I had a pen and paper. I will work backwards. For the site walks we would absolutely invite the DAAAC to join us in doing these site walks. That is something we will work with you, meeting you for the first time and maybe work through Cass and Tim to figure out how to schedule those and make sure we are inviting you in the appropriate way for those. In regard to the training, really it's a cast certified professional who has done a lot of work

globally in the realm of accessibility and this particular training is really for him to share with us his experience. What he's seen at other airports and not so much saying, here's what you have to do as opposed to, hey, here's what other airports are doing in LAWA you should maybe consider some of these. Maybe we do a separate presentation to this body so that you can hear what he's seeing around the globe. I think from there we will have a lot of information to see how we would like to apply those applicable items to our projects here at LAX. We are not stopping there. There is a lot of other organizations and tools at our disposal. We were talking about something else earlier in the week to see how we can make our approach to accessibility more robust and that includes tying in our IT group. IAN Law is our CIO and getting him involved in this and looking at it in a more comprehensive way across the organization and I am certainly happy to have a presentation with the gentleman who is sharing with us his vast experience with this group.

Ms. Goldkorn: Having CASP, what he saw, what he experienced and what he can share, is very important. I think that hearing from those of us with disabilities in the real world and what we've experienced at airports, the good, the bad and the ugly, I think we'll also help that person as well.

Ms. Mestas: Before we open up the APM and any changes in how anyone is accessing the airport, all of that will be advertised. It will be a whole bunch of information that is put out in different forms to the public to share with them, how the people mover is going to work and the new roadways. Any of the new features we are introducing. Any of these new features that we're introducing so as that rolls out, you know if or even before that if anybody has any ideas on how to do that, you know we're all yours. We want to make sure our communication is as effective as we can make it. For stakeholder engagement I think for the timeline I showed you with the touch points, I would envision that the DAAAC would be involved and we make presentations to you for your awareness. You are able to comment and share your information to us to better enhance our projects and address everything that we need to address. We are looking forward doing that with you on a multitude of different projects.

Way finding in terms of emergency signage. The way finding is more about way finding for guests and communities and anybody entering or exiting the airport outside of emergency signage. >>: That is obviously per code and we have to have certain signage in place. There may be opportunities to enhance that as part of this project. This is a little bit of a different lens of way finding.

The curbs themselves are the curbs for the Uber, taxi and lifts for people to pick up the vehicles. This project is in the planning stages. We just brought on the designer not too long ago. All of the projects including auxiliary curbs will be accessible and I could imagine the curbs will be one of the projects we bring to you so you can comment and see what they are doing there. You can provide your great experience, knowledge and thoughts. I think I covered all of them. Everything I jotted down on my list. Thank you.

Mr. Torabzadeh: Good afternoon and thank you for the presentation. My name is Amir Torabzadeh. I am one of the six members of the committee. My comment and strong suggestions are to involve of this committee at the very early stages. Not when it is all done and completed, as we experienced that in the past. When we went for our site walk and found out that a lot of accessibility issues were not considered in the design stage. As we know it will be very costly to fix those deficiencies and it would be much better to have this body involved at very early

stages. Maybe even at the design stages so, we don't have to face fixing when it is all completed.

Ms. Mestas: Thank you, Amir and a pleasure, to meet you virtually here. I totally agree with you. Right now, in the one slide I showed with the typical schedule, we are envisioning there is going to be at least three touch points with the DAAAC. We know early on during the concept, midpoint and then towards the end to make sure we address everything. We are hoping to get a lot of great discussion out of those touch points.

## **V. Public Comments on Non-Agenda Items**

Ms. Goldkorn: My question has to do with the next air X. There was not a lot of participation in the last one. It takes a while to plan an air X event. I know a tabletop generally is between the actual event that is put on. Can we know what the schedule is for air X? The tabletop and actual event so we can make sure participation is optimal and not minimal. Thank you.

Ms. Heredia: The next air X will be in 2025. It is triannual. There won't be another one until then. I recommend you bring this comment up in January. Prior to 2020, yes, we were having tabletop exercises in the off years. Then air X. I don't believe that emergency management has a tabletop for the air X scheduled in 2024. They are doing exercises that tie back to the automated people mover as well as other capital improvement projects. Check back in January or make that note for when Justin comes back with an update. He would be the best person to bring that up to. That is two years out. I don't think they know.

## **VI. Approval of Minute**

- June 21, 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**

Ms. Cabanban: I would encourage everyone to do the tests that Cassandra Heredia had requested on the websites so we can offer some good input and comments on those websites. We don't complain about it.

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

NONE

## **X. Operations Report**

Mr. Ihle: The main items I wanted to mention were focused on North terminals. Previously there was no connection between terminal 1/2 and three and now connection point is open. An individual can go seamlessly through start at Terminal 1,

go all the way to Terminal 3.

We just got the temporary certificate of occupancy for the Terminal 3 Connector which will connect Terminal 3 to Tibet. Once that opens, then a person will actually be able to walk completely from Terminal 1 all the way through the North terminals through Tom Bradley Terminal and all the way to the South terminals through Terminal 8. This will be the very first time that the whole airport will be interconnected on the sterile side of the airport.

North will be returning. They are a European's low-cost carrier. They'll start up operations in a couple of weeks and then Frontier is returns to LAX.

Terry mentioned that MSC South of Project now construction is underway.

Mr. Herrera: Who is responsible for maintaining the service animal relieving area?

Mr. Ihle: That would be LAWA construction and maintenance team. If you come across an area that you believe didn't meet your standards, let me know.

Mr. Herrera: I flew to Washington DC. I was on Southwest going to the Baltimore Airport. There was a bad odor in the dog relieving area. My dog didn't want to go in there. Whatever it was, I am concerned whether or not it is sanitary-compliant to take a service dog in there. I don't want a dog to get sick.

Mr. Ihle: Understand. When I go to the terminals, I will make special attention to that facility to see if there has been a change. I usually walk the terminals once a week. If we are notified immediately, that would be good. I don't know if there are signs in there. I think they have signage that has a telephone number to be called when a person experiences uncleanliness conditions. I will make a point to check in on the pet relief areas too.

Mr. Ray: The signs that provide the phone number for the dog relieve area need to have both voice and text capabilities. Can people text the numbers?

Mr. Ihle: I will have to take a better look at the signs. I will go out, take a picture of the signs. I will see about having it made up.

Ms. Mockeridge: Quick question about the website, do you mean the fly LAX website or the LAWA website or both? There are two different ones.

Ms. Heredia: If you have time. I don't know where the public is more likely to go. I don't want to pay attention to one and have the other be substandard. If you have time, that would be great.

## **XI. Planning Report**

Mr. Hicks: They did a great job covering everything for planning. There are a few more things we could talk about. Concourse 0 for the group's awareness, they are in the design phase, 30 percent. They reached that in July. Midfield has groundbreaking in June.

We had two new members of the board of airport commissioners. They started on July 13th. Something that came up this past weekend was our Chief Airport Engineer for the architecture team led discussion with the Takashi Kawamura from Japan. it's the city is Nagoya. And that's our sister city in Japan. They met to discuss the ADA process in the United States and LAWA. I thought that was interesting that we are

getting some international interest in how we handle accessibility. It looks like they want to adopt it on the historical buildings to make them more accessible.

## **XII. ADA Coordinator Report**

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

Ms. Heredia:

- Update on UserWay status and Sunflower program

The feedback that we've had about user way is positive. We are looking for a way to implement that. I will report back to the DAC on when that gets implemented, not just as a pilot on the Van Nuys website. But overall, regarding the sunflower program, Tommy Brents, Guest Experience team of which Catalina is a member, has agreed to support the ADA office on that. The likelihood is that Tommie will take the lead on making the membership purchase, getting their training videos, and finding a way to distribute those videos so that badge holders and others at the airport have access update on current corrective actions.

Next month we are expected to get a briefing on Terminal 0. Terri Mestas, the Chief Officer has offered today give a presentation on CIP. In September, right now we have it scheduled that the Fly Away operator will give a presentation. We are getting a lot of engagement from law entities and partners to ensure that the DAAAC is getting information as things go along.

- Update current corrective actions
  - QR codes and ADA loading zones

This have become its own project. After conversation with Tim and Doug Webster yesterday, my intent now is to put together a project plan with all the information that I have. The initial intent for these corrective actions is to bring the existing ADA loading zones to the required standard, so some of them have signage missing, some of them. The striping needs to be redone. I'm going to take a first pass at that and just make sure that all of the existing zones are to standard. Then go terminal by terminal to add loading zones until we are compliant. At the same time that I do that each time we put up signage, the intent is to put up these new QR codes that will connect to dispatch and the terminal. There will also be alternative means to make that notification by calling a number at the bottom of the QR code, if people don't have a scanner. The intent is to kind of implement that all as one holistic piece, which is what's taking a little while to put all the pieces together so that I'm not trying to send out people just to do striping and then just to do the QR codes and then just to do, DA signage. I want to make sure that I can put in requests to have everything done at one time to kind of streamline that or make it more efficient.

- New industry policies

I don't know if anybody had an opportunity to look at this. American Airlines is instituting AI as a way of predicting whether or not someone will make their connecting flight, which I find funny. I do believe and shared with a handful of people including Ruthy and Myrna, this has implications and you arrive and your flight is late and this AI makes a determination you can't make it to the next flight it is automatically going to cancel you off of the next flight. It does have some implications because it won't always have it correct. If you land late and your flight is now leaving late is AI taking that into consideration? I am look forward to attending the Pacific ADA conference virtually next week. I am not going to Phoenix

but will attend virtually and see what innovation and opportunities to discuss how this type of integration and how that impacts the policy and accessibility issues.

- Overview on coordinated evacuations for the populations

Justin gave his presentation earlier and as kind of a subset of that overarching collective effort he is putting forth. I am continuing to go focus on how persons with disabilities are going to be supported once they can get to that area of evacuation assistance which is what I am going to call it for now. That's the best existing signage we have. I believe it's 124 different exits at the airport. Not all of them would be considered areas for evacuation assistance. I've made some recommendations for areas where areas for evacuation assistance could be accommodated, but there's a lot of instances where there's a stairwell exit with insufficient landing, with insufficient cover, and it's just not appropriate to ask people to wait there for assistance. It won't meet the standard. So, as they go through the terminals as they have this week, hopefully they can come back with recommended areas where we can then make those areas compliant from an audio or visual a signage and a things like the floor markings.

- Status on common use kiosks

So, everybody's aware we have common use kiosks, obviously in terminals 1.5 and five. Those kiosks, I need to make compliance standards, new kiosks have been purchased, but they need to be assessed by CASp. There are conversations at the executive level of who is responsible for securing this. If the vendor promised ADA compliant kiosk, that should be the ones responsible of ensuring a cost.

- Website revision and update

if you wouldn't mind, over the course the next 30 days, take a look at the LAWA website and start coming up with some commentary or some recommendations on how to improve it. The ADA page specifically. There is a lot of information on the ADA website I feel like it is difficult to navigate. I feel like there is so much information. I don't think it is user friendly. I would like recommendations from everyone at your earliest convenience. Then what I'd like to do is set up a call to discuss your recommendations on the first end, see what I can implement quickly with it, do a follow up to that, and then make any final recommendations and see if I can get those implemented or what kind of time frame this would be on top of or in addition to the UserWay effort.

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

Mr. Corpuz: Good afternoon. We screened 3.4 million passengers this July. We did have five complaints with personal disabilities for the month of July. One we could do better. Probably unprofessional treatment by our officer, we'll address that. The other two, couldn't do much about them. One was complaining about the almond butter. was a medical unnecessary delight substance. Another one thought the wheelchair was being screened for drugs because we swabbed it. Fairly good month. A record number of compliments. We are using a QR code. We have been getting a record number of compliments. We are using a QR code that allow created for us and we've been getting a record number from playing, so we're compliments from that QR code, which is a good method. So, dovetail Terry is the presentation I'll be assigned to overseeing the construction and build our projects for channel appointment, Terminal 0, Terminal 9 and a 4.5. In terms of the security checkpoints, so at least you'll have one DAAAC member in that regard. Our checkpoint design guide is pretty strict, but I'll see if I can look at it with different eyes.



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

None

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

Mr. Hererra: I don't know if you read about it. Air carriers act is now looking at developing a standard lavatory for people with disabilities. The airline's disregard for wheelchairs. I had the opportunity to fly with a friend of mine in a wheelchair. In this trip, he went through three wheelchairs. Two were broken by airline personnel not knowing how to store a wheelchair. It was broken. The other got drowned because of the rainstorm in Baltimore. It is something that needs to be taken more seriously. Something needs to be done. The air carriers act requires the provider to have immediate resolution to this, when you take three or four days to get someone a wheelchair, equal or same as the wheelchair damaged. This should not be taken lightly. This is a mobility; this is something that is important. To have airline personnel are not held accountable is wrong. A violation of our civil right to be able to travel independently

Ms. Cabanban: You are right. That time factor in there is irretrievable for us. No way to get that back. The nonchalance when they say, how can we make it right? It is too late for one. Shouldn't have damaged it. Don't make me go through hoops for you to fix my chair. I wanted to end on a good note. Thanks for that. We have to keep pushing for that actually. Thank you for that comment.

Mr. Ray: I was just going to say speaking on the wheelchair, I have had to deal with airlines myself. I have come back from being out of state for a trial. I worked as an expert witness. They offer me a wheelchair yet again. LAX, it is not on LAX. It is on the airline. I was very nice. I didn't put my cochlear implant on the chair.

Ms. Heredia: I just wanted to let everyone know that as part of the evacuation planning process, I have been adamant with Justin's team that as people with disabilities are evacuated We must have a plan for reunification with DME. We can't make a presumption that people will be evacuated by LA fire and be put on a gurney or somewhere else. That the DME is not a consideration. I was clear they don't get treated like luggage. I will continue to champion that effort. Hopefully make some difference here. Can't speak to any other airports or airlines that are operating. It will be like a pebble on a rock. Maybe I will make some difference.

Mr. Corpuz: I want to put this out to everyone else. I oversee the lost and found items as well for TSA here locally. We are getting an inordinate amount of devices. Crutches. Canes. One of the main culprits is there is a hand off. The ticket counters. When they get to the checkpoint, they transfer to a different wheelchair provider. We reached out at the various terminals. Use your leverage position to explain that they need to look out for the items left behind by passengers with disabilities, medically assisted devices. Unconscionable to have them leave them behind. They don't have it with them. If you need more information, let me know. We reached out to Tom Bradley. Hopefully, they have a solution.

Ms. Heredia: I did have a conversation. We have a smaller Working Group that involved ATM and other people as needed to work out the interdependencies. Carrie Sullivan believes that the airlines should still have the option to provide tags

so people can put tags on their DME with their name and contact information. So at least this stuff being left behind, you don't know who it belongs to. How can you help? I brought that up last month on a separate call. She said she was going to actually work you or Eve to make that announcement at one of the monthly meetings.

Mr. Corpuz: A few days ago, we received a nice walker. Expensive one. It was tagged. No way to contact the passenger. We still have it. We have no way of reuniting it. If the passenger doesn't lose it in the first place, we could minimize all these occurrences of them arriving without the device.

Cass: I have to check. My understanding is they do a hand off. This is the first of doing a hand off at the security checkpoint. We have a follow up meeting on Monday. I will bring this up again. If you want me to attend future meetings, let me know.

Mr. Ihle: I think that is a good topic to discuss. The one question I would have is if it is tagged, why would an agent make a quick announcement when they see an article left behind and see the airline and know the flight is departing and try to get to them that way?

Mr. Corpuz: We make announcements. Almost every terminal now has a microphone. You can make them all you want to. It is not as effective. If we had the phone number of dispatch, wheelchair dispatch, we could call and say, we have a device here. You may want to come back to see who it belongs to. Blanket approach.

Ms. Barajas (chat): I want to share another incident. The driver could not get the lift to work. I am currently pursuing the issue.

Ms. Goldkorn: I want to make a comment since I don't separate myself from my chair and that presents its own set of issues when I get to either the curb side check in or the gate. I get a tag on my chair. The tags are available. I think at some point the wheelchair service providers have to have those available to them in their pockets or somewhere on them so that when they are putting someone in one of their chairs. From either their own chair or they are going to have their walker with them. It immediately gets tagged. If you are separated from your DME which we know too many times. It is already tagged and I know that is an extra service or an extra obligation on the third-party wheelchair servicers. That should be part of their job. Is to make sure that gate check or that ID tag that we know already exists is at their disposal and the minute they encounter the traveler and their DME tag it.

Mr. Ray (chat): If you are using a published phone number make sure that you are using both voice and text.

**XVI. Adjournment**

3: 03 PM

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on September 20, 2023. The minutes of the 16 August 2023 meeting were approved by DAAAC.

<u>Tracy Bradley</u>	<u>09/20/2023</u>
Secretary	Date