

**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
LOS ANGELES, CA
15 JULY 2015**

Meeting started at 1:00 p.m.

Roll Call was called:

Sam Overton	present
Danielle Bean	(Kevin Lett standing in)
Myrna Cabanban	present
Ruthee Goldkorn	present
Brian Haig	present
Louis Herrera	present
Joe McGlynn	present
Jody Schinnerer	excused
Heidi Harmon	excused
Cassandra Heredia	excused
Larry Rolon	present
Kerrin Tso	present

The committee had a quorum.

Special Guests

Ms. Kika Victoria – United Airlines

Chairman Overton Called the meeting to order noting that a quorum was not present.

Ms. Yamamoto Gave an update on the Special Olympics. She gave an overview of what the airport had done in preparation for the Special Olympics. She said that the actual dates of the Olympics were from 25 July –

2 August, with the busiest period for the airport would be the time prior to and the time right after the games.

Ms. Yamamoto went on to provide some quick facts and figures Special Olympics. She said that Mrs. Obama, Governor Brown and Mayor Garcetti were co-hosts for the games. The games were going to be broadcast on ESPN for the first time, with most sporting venues being at USC and UCLA.

Chairman Overton Asked if Reliant Medical Group was participating in preparations, in the event of medical needs?

Mr. Rolon Said they have participated in past meetings in preparation for the event.

Ms. Yamamoto Indicated that over 10,000 people were expected to pass through LAX, with the heaviest arrival dates being 21 July and 3 August. She mentioned that LAWA had been working with CBP, TSA and all the wheelchair providers and all the groups within LAWA to make the process go smoothly. Ms. Yamamoto said “it’s one of the rare moments where everybody actually wants to help. So it’s been very, very rewarding.”

Mr. Rolon Introduced Ms. Kika Victoria from United Airlines, who he commended for outstanding service to a family traveling with a disabled family member and service dog. Mr. Rolon gave details of the issues the family has had in the past when traveling between LAX and Hawaii. He then went on to say “ever since Kika has been involved with the assistance for this lady, we have heard nothing but positive remarks...I received an e-mail saying how wonderful the service as, the fact that everything worked perfectly...”

Mr. Rolon concluded by saying that United has been consistent in addressing the needs of people with disabilities when the need is brought to their attention.

Ms. Victoria Provided an overview of the families issues when traveling and explained that the main concern was with access to an animal relief area and making it back to the gate on time, before the plane closes its doors.

Chairman Overton Told Ms. Victoria “I think the whole committee would want to acknowledge you and thank you for that effort. “

There was applause in recognition of Ms. Victoria’s actions.

Ms. Cabanban It just goes to say that communication really is all that is required.

Ms. Cabanban mentioned that at times, when people call the airline 800 number the airline representative does not know the answer and simply responds no or we don't offer that service.

Ms Goldkorn Asked if there is a systemic estimation to determine how mistakes are made and people answering phones or answering questions are answering them incorrectly? And providing additional training and series so that the work "NO" doesn't come out of somebody's mouth right away. Is there a systemic evaluation happening with United?

Ms. Victoria Yes we do have an individual. Her name is Rosalie Crab and she pretty much is the go-to person for customers with disabilities, that is kind of like her department.

Chairman Overton Ruthee and Myrna are on the bylaws committee and will continue to work up a second draft and fill in details, debate kind of issues about terms and elections and things like that.

Larry will have to get a sign-off from the airport management and we will also need to get an approval from the Department on Disability who along with the airport management negotiated the original bylaws.

Mr. Rolon Notified the Chairman that the committee now had a quorum.

Mr. Rolon Mr. Rolon announced that Aero Ports Services (APS) very kindly provided an assortment of pastries for the committee and guests.

Mr. Overton Thanked APS for their generous contribution.

Mr. Rolon a letter was written to the Department on Transportation by a group called "Autistic Self-Advocacy Network" they urged DOT to address the issues of autism as a disability. They suggested that it be included in the regulations because it's really not mention per se as it stands now. What is being proposed on the airport end is that we approve a resolution to request management or suggest to management that a letter be written on behalf of the airport in support of this request by Autistic Self-Advocacy.

Chairman Overton It would be appropriate for us to suggest to management that they support these regulations in furtherance of making access for people with Autism and their families a broader reality.

Chairman Overton Larry has provided a draft resolution for this committee which was sent out to committee members to read.

Chairman Overton Chairman Overton called for the vote. Motion passed unanimously

The chairman indicated that there is a position where the member has not participated for several years. This matter is not covered in the existing by-laws, but this matter will be covered in the next set.

- Chairman Overton Chairman purposed doing a site visit at Ontario Airport in September.
- Mr. Rolon Mentioned the committee had received documents with a variety of questions for their review. The questions are going to be distributed to LAWA divisions to fill out as part of the self-evaluation process. We want to know if the committee has suggestions for additional questions they would like to have added to
- Committee Committee members said they had not seen the document.
- Chairman Overton Asked that the documents be sent our again. The chair said that it was not clear as to what the committee was supposed to do?
- Mr. Rolon Passed out documents and reminded the committee that there is a lot of construction going on, on the upper level in front of Terminal One.
- A problem was identified where persons with disabilities are being dropped off at Terminal One Southwest. What is occurring is that shuttles have been dropping people off further up closer to Terminal Two. This causes difficulty for persons with disabilities who have luggage to carry in addition to pushing their wheelchair for example.
- A directive explaining drop off procedures was prepared by the disability office and distributed to all shuttle companies, traffic offices and other affected parties. The program appears to be working.
- A new problem in front of Terminal One involves federal government and police parking their cars at the curb in front of terminal one, which further restricts shuttles access. The ADA Office is working on correcting this.
- Mr. Rolon Met with airlines at Ontario Airport. Southwest and American Airlines have indicated they would like to participate in the self-identification program.
- Mr. Rolon Stated that there are people who experience anxiety attack when they're going to fly. The ADA Office is starting a program at Ontario to address fear of flying. Ontario was chosen because it has a plane we can use to hold classes. The class will be taught by a license psychiatrist. The class date has not been scheduled.

Mr. Lett Reported that the TSA was “good to go” for the special Olympics and said TSA will be mostly involved with the departure side of things.

Chairman Overton Asked if anyone had questions for TSA?

Ms. Goldkorn Had a question about the Civil Rights Roundtable held by TSA at LAWA earlier in the year. One of the issues she brought forward at the roundtable which she felt was very important, was having the “1 800 T.S.A.” care signs posted in front and back-end of all of the checkpoints so that people can get immediate attention if there’s an issue. She was asking the status on that request.

Mr. Lett Sad he did not have any information on that but would take it back to Danielle Bean and ask her what the status was?

Ms. Tso LAWA, had entered into an agreement with the plaintiffs in the Milov and Ochoa case in the Van Nuys Flyaway Shuttle Bus (which she reported on in June). They had sued the city and primarily had sued our contractor Bauer’s Intelligent Transportation for failure to have operational ramps. Therefore, Bauer’s was contracted to, in fact, defend and indemnify the city for all damages. But due to the Bauer’s delay, the city then was sued in the first amended complaint for facility violations. We entered into settlement agreement which was approved by our board of commissioners and the city, Bauer and the plaintiffs, and that was accepted. However, there will be retention for jurisdiction in the federal court in terms of allowing the city two years to remediate the parking lot to conform to proper slopes. The city also has an outstanding action against the designer; AECOM services as well as the contracts there Tutor Perini. They, in fact, Tutor was successful in filing a motion to dismiss against the city arguing the city could not in fact sue them for indemnification because of federal preemption law and ADA and rather than, once AECOM read the order (that’s our designer) they wanted the same results. So AECOM’s attorneys agreed to, AECOM order to dismiss would be the same terms as what was set forth in Tutor Perini and the operation was the same as set forth in Tutor Perini in its resolutions for Tutor. They issued the same order granting our stipulation. The reason why we’re doing this, we must have a final judgment in federal court in order for the City of Los Angeles to pursue an appeal. With respect to the TTYU, the telephone situation at Van Nuys, the drop in for the phone, drop in and the City of Los Angeles entered into a settlement for that in which Drop agreed to pay the city \$5,000 as

well as fully remediate the phones at, Van Nuys. The only one that remains is Coca-Cola Bottling Company. He failed to bring his client and he said he wanted to go look at the vending machines. So we are in a delay pattern with Coke's lawyer and hopefully, they will accept the settlement, so we can fully settle our third party complaint to settle the appeal in Judge O'Tara's ruling in dismissing AECOM.

Mr. Rolon

Passed out some information with the SOAYSO. Very important program that provides quality soccer experience for children and adult with physical and mental disabilities.

He then passed out a document that gives pointers in communicating with individuals with autism and also addresses certain behaviors people can look for to recognize autism. The fold out handout will be given out to the entire airport community. So they will be made available to our police, customs, to T.S.A., airline and service providers or anybody in the community that desires them.

Mr. Rolon

Presented a sheet called "Rate for Reference Guidance for People with Disability" these are pointers for the airport community on actions to use when trying to communicate with individuals with different forms of developmental disabilities. The sheet was sent out to every airline, and all our providers and all our entire community at the airport so they can make it available to their employees.

Mr. Rolon

Held traffic officer training over the last month. The classes covered a lot of issues including customer service and addressing the needs of arriving and departing travelers with disabilities. The traffic problems and new directive on bus drop offs at Terminal One were also discussed and explained.

Informed the committee that the scheduled Introduction to Disabilities training scheduled for this week had to be canceled due to a scheduling conflict. The training will be rescheduled for September or October. We will be holding our Basic Introduction to Signing class which is affectionately called Sign language for Dummies in August. It will be taught by Professor Richard Ray.

Informed the committee that our executive director Gina Marie Lindsey recently retired and was replaced by Debra Flint, who comes from Oakland Airport. She is looking forward to meeting the committee soon.

There is an FAA conference coming up in August 11th and 12th, in Washington D. C. The conference is going to address a number of issues pertaining to A.D.A. and it's specifically geared for airports. I've been asked to make a presentation on the accomplishments L.A.X has made on disabilities and also to speak on our experiences in dealing with various types of airport emergency, and their impact on people with disabilities. Mr. Rolon will report to the committee next month about what transpired and what was learned. It will also be an opportunity to speak to the regulators from the FAA pertaining to disability issues.

Ms. Goldkorn Would like to say that she will be attending the Pacific A.D.A Center's A.D.A Coordinators conference in Phoenix.

Mr. McGlynn Would like to bring up a point up for awareness, TBITEC Association now has four terminals at L.A.X. which I'm a part of. We have been bringing up the crosswalk issue, particularly the interior crosswalk not being marked in any way that it's a crosswalk, and cars zooming through. While it's not exactly an A.D.A. issue it could impact A.D.A. folks.

Ms. Goldkorn A.D.A. anniversary events, Dodgers Stadium at 10 in the morning on the 26th, Bauer's Associates is hoping people will help set the NIS world record for riders. Also on the 26th, at 5 o'clock, the 66er's, which is a part of a collaborative will be hosting an event in recognition of the ADA's 25th anniversary before the start of the Rancho Cucamonga Quakes game (An Inland Empire baseball team). The event will take place at San Manuel Stadium in San Bernardino. Kids with disabilities will be having a T-ball game at the event.

An organization called "Freedom to Row" will be recognizing the 25th anniversary of the ADA at an event that starts at 10:00 a.m. and runs into the evening. The event will take place at the Good Idea Studio in Hollywood.

Meeting adjourned at 2:47 p.m.