

**WEDNESDAY, MARCH 18, 2015  
LOS ANGELES WORLD AIRPORTS A.D.A. ADVISORY COMMITTEE MEETING  
6661 W. IMPERIAL HWY  
LOS ANGELES, CA 90045**

The meeting was called to order by the Chairman at 1:00 p.m.

**Larry Rolon called the roll.**

Danielle Beam	Mark Simmons was present in Ms. Beam's place
Myrna Cabanban	Present
Ruthee Goldkorn	Present
Brian Haig	Present
Louis Herrera	Present
Jeff Lenham	Absent
Sam Overton (Chairman)	Present
Heidi Harmon	Present
Joe McGlynn	Absent
Cassandra H	Present
Jody Schinnerer	Absent

Larry Rolon reported to the chairman that a quorum was present.

**Opening Remarks**

Mr. Overton:           Announced that the Westside Center for Independent Living is searching for a new executive director. Interested persons can go to the website for more information.

The chairman stated that the Uber report is being worked on. He hopes to have a draft for review by the April meeting.

**Approval of the minutes**

Inasmuch as the committee had not had time to review the minutes of the February meeting, approval was postponed until April.

**Bylaws Update**

The committee was reminded that a subcommittee comprising of Ms. Goldkorn, Ms. Cabanban, and the chairman was working on the initial revision of the bylaws. The committee will try to work on

the bylaws via teleconference so that a draft can be brought to the committee.

### **Report by Committee Member Cabanban on the Education Summit held at Loyola Marymount University**

Ms. Cabanban Reported on a summit she and Mr. Rolon attended at Loyola Marymount University (LMU). The summit was sponsored by the School of Education. The theme was “Yesterday, Today, and Tomorrow”. The focus was on the disabilities movement from the early days, the present and what still needs to be done. Ms. Cabanban stated “I was blown away...First the energy was just so positive during that day...” A speaker was Tony Coelo, who was a member of congress and a principal writer of the ADA. Judy Humen who is the appointed advisor to the International Human Rights and Disability Rights ... was also a speaker.

She explained there’s a lot to be done by the movement. The move is now on technology.

Mr. Rolon Added that he wrote down ideas that can possibly be used at LAWA in the future, and expressed the hope in partnering with LMU in the future to try out technologies for persons with disabilities. He specifically pointed out his desire to improve wayfinding for persons with vision loss.

Ms. Goldkorn Asked, whether or not through Mr. Rolon’s office will be involved with any of the programs being developed? Would the committee be invited to participate in or be observers as the technology develops? Is the ADA Office on a list to receive notification of projects being developed? Was Mr. Rolon able to make connection with the technology folks at LMU during the conference?

Mr. Rolon We didn’t make a connection at the conference because the technology work is being developed by the engineering school. We also did not identify anyone from the engineering school. What we intend to do is ask if we can partner with the university to try new technologies at LAWA. This would require input from end users who are persons with disabilities.

### **Ontario Tram Service in Lots 2 and 4**

An overhead presentation showing the new trams being used at Lots 3 and 4 at LA/Ontario International Airport (ONT), was made by Mr. Rolon

Mr. Rolon

Observations made during a site visit to see the trams was given.

- a. The driver of one tram was asked if they accommodate wheelchairs?

If a person has a manual wheelchair, and has limited mobility, the wheelchair is folded and laid on the luggage area in the back of the tram. The individual takes a sit on the tram until they reach the desired destination. If a person with the wheelchair has an electric chair, the person cannot be accommodated by the tram.

- b. The floor space between seats is approximately 12", making it difficult or impossible for some people to utilize the tram.

- c. When asked how persons with disabilities who cannot access the tram are accommodated? The response was that based on the driver's knowledge, employees have not been given a policy addressing reasonable accommodation regarding the tram.

Mr. Overton

Asked Ms. Goldkorn if this was the vehicle that she pointed out in the February meeting?

Ms. Goldkorn

She answered no. Ms. Goldkorn stated that her comments concerned shuttle bus service from parking lot 5. She added that all lots should have shuttle bus service; and all buses should have accessible lifts.

Mr Overton

Inquired if the service at parking lot 4 was a new service and asked if the vehicles are new? He also asked Mr. Rolon if this was a new service or vendor? He asked if Mr. Rolon had looked at the contract to see if there was special approval to allow the use of the trams?

Mr. Rolon

Mr. Rolon stated that to his knowledge the service and vendor were new. Mr. Rolon went on to say he only found out about the trams by chance when he attended a recent airline meeting where the trams were brought up. Upon learning of the new trams, he posed

a number of questions relating to accessibility. However, the trams had already been received by the airport.

- Mr. Overton Asked if the vendor owns the trams or the airport?
- Mr. Rolon Said that he will need to research the answer since he did not know.
- Ms. Goldkorn Inquired about the height from the ground to the step on the tram.
- Mr. Rolon Stated that he did not take measurements so he cannot answer the question at this time.
- Mr. Mata\* Mr. Mata said he would not worry about the height, if the of the aisle is really not appropriate for a person that is ambulatory in a sense, because they won't have the stability to be able to maneuver into that aisle (even if you can step on the step). Mr. Mata stated that, that's been his experience when he travels with crutches.
- Mr. Overton There are some disabilities that are very highly reactive in hot air. (This statement was made in reference to the fact the trams are not enclosed in a controlled environment).
- Mr. Overton stated that it was good to have photos of the tram available for the committee to see.
- Ms. Goldkorn At 102 degrees lot 5 is a better deal at \$9. Lot 5 also has covered bus shelters, which lot 4 does not. She went on to say that no other lot but 5 is served by the accessible shuttle. So we're segregated (persons with disabilities) to lot 5 if we are a wheelchair or scooter user. We don't want to spend the extra time circumventing the perimeter of the airport to get to the terminal. It is a much longer ride. So we don't have any options.
- Mr. Overton Also, there's no place for potential passengers to sit undercover. Like, people with walkers and canes and crutches or braces.
- Mr. Rolon (In reference to lot 4) Based on what I was told, there are no bus pickup areas, with the exception of the main drop off/pickup point in directly across the street from the terminal. People walking to the terminal simply flag the tram for pickup.

\*Mr. Mata is the City's Department on Disability (DOD) liaison with the committee.

Ms. Goldkorn The idiocy of looking at this and thinking this is a good mode of transportation for an airport without thinking about who the users are going to be. You are excluding people with disabilities and excluding families.

### **Lifts**

Mr. Overton The issue of LAWA shuttles was raised by Ms. Goldkorn at our last meeting. Basically, there are vehicles that replaced, earlier vehicles that used to have a different brand of lift and internal radius for people with wheelchairs to turn and not sit inside and get locked down. The vehicles currently in use have what maybe considered a defective or less desirable lift. They don't kneel and they don't have adequate space inside to position a wheelchair.

Mr. Overton further stated that the Federal Highway Administration has sanctioned Ricon for selling defective lifts both to private and public entities and continuing to do so after they knew about the defective lifts.

Mr. Overton asked if we have had time to determine if any LAWA bus has the recalled Ricon lifts?

Mr. Rolon All shuttle buses at LAX are articulating buses (kneeling buses). Therefore they would not have lifts. The ADA Vans at LAX do have Ricon K lifts. Ricon K lifts and Ricon S lifts were the two lift models that were recalled. Ontario has four Ricon buses.

Mr. Overton Suggested that City Attorney's office be made aware about the defective lifts.

Mr. Rolon Pointed out that the committee had a copy of the letter sent by Ricon to their customers about the defective lifts.

Mr. Overton Eventually some recommendations to management about how before letting these contracts that they have a veto on equipment to make sure that it's been properly tested, it's safe and they understand that they have to get recall notices to corporate people who would be designated very promptly.

### **LAWA ADA Website**

Mr. Overton For the newer members, you've all been encouraged to look at the LAX and Ontario websites and I hope you have, and have had time to fiddle with them to see how usable they are.

The generation particularly at the LAWA website has been revised by this committee over a period of time.

Mr. Rolon Introduced Ms. Susan Roth who was instrumental in designing the website we will be presenting to the committee for its input and approval. Mr. Rolon said that Ms. Roth had done an exceptional job in organizing our new proposed web page based on the ideas that were previously submitted by the committee. He also gave credit to Ms. Barbara Yamamoto, LAX Graphics Office and web design section of the information technology office.

(The online presentation was not able to be shown to the committee because the web was not able to be accessed.)

Mr. Rolon said that one of the goals of the redesigned site is to group information based on the type of disability to make it easier for end users to locate information that is most useful to them without maneuvering through material that is either not applicable or of interest to them.

Mr. Herrera reiterated a previous concern about the font sizing. He went on to say that he is willing to help by pointing out areas where persons with vision loss may have difficulty accessing information. He said he welcomes the opportunity to discuss particulars with LAWA's web design office or other appropriate personnel.

Mr. Rolon Pointed out that based on Mr. Herrera's previous suggestions, a text sizing button was added to the site. We value Mr. Herrera's input, suggestions and testing of the website for accessibility by persons with vision loss.

### **Self Identification Program**

Mr. Rolon Mr. Rolon pointed out that the LAWA and its airport community partners have a number of initiatives in progress. One is the self-identification program. The self-identification program is intended to give families with autism the opportunity to self-identify. This will alert airline, airport and police that the person they are approaching has autism and not some issue such as drug abuse, mental illness, being disruptive because of anger, etc. By self-identifying, if the wearer creates a disturbance, staff are prepared to work with the parents or caregivers to help calm the situation.

The program is scheduled to commence on 1 April. We are simply waiting for receipt of the self-identification brochures which are scheduled to arrive any day.

Mr. Rolon explained that a pin was ordered showing LAWA's Autism design and the wording We Fly Together – Los Angeles World Airports. These pins will be given to personnel who attend a

one hour session that teaches about the self-identification program, the Flight Experience Program and a short introduction to issues personnel may encounter when assisting families with autism.

The Flight Experience Program was also explained. The program will give families with autism the opportunity to experience being in an airport environment. The experience will start when they receive their boarding passes and conclude with experiencing what it feels to be in an airplane having experienced pre-flight.

Mr. Rolon pointed out that American Airlines will have the inaugural flight experience on 18 April. Media is being invited as well as dignitaries. Families from LeRoy Haynes Center will be the inaugural participants. The first flight will accommodate 70 passengers comprising of family members with autism.

We will be considering adding other disabilities to the flight experience program at a later date.

Participating airlines in the self-identification program and flight experience program are:

American Airlines	United Airlines	Southwest Airlines
Copa Airlines	Air New Zealand	Virgin America

Mr. Rolon invited committee members to the popular Autism training given by LeRoy Haynes school, scheduled for Wednesday, 25 March.

### **TSA Report**

There was no TSA report since Mr. Simmons left unexpectedly.

Mr. Overton                      We'll put this item on the agenda for next month. We're disappointed in the current support we're getting from TSA. We had traditionally, a very good relationship with them. But the latest representative is actually never shown at any of our meetings. Mr. Simmons was replacing that person temporarily as I understand it?

### **Engineering/Improvement Projects**

Ms. Harmon                      ADA accessibility improvement projects have been underway for a while. I managed the designing construction of phase one and it was completed last month. Phase two is in the hands of John Fronda, who will give me updates to report. Currently phase two has seven projects which include work at Terminal Four, parking structure Four and TBIT curb ramp. Curb ramps at Terminals Six

and Seven began last November. The curb ramps at Terminals Six and Seven should be completed in April of this year.

Mr. Overton What's the nature of the work in the parking structures?

Ms. Harmon They are putting in truncated domes.

Mr. Overton So, warning devices at the stairwells?

Ms. Harmon They put in hit-and-run truncated domes to serve as warning devices in the stairwells.

Mr. Overton And the terminals themselves?

Ms. Harmon A lot of ramps are being replaced and passenger loading zones are being installed...signing isn't in yet.

Ms. Goldkorn Asked if there will be an increase in the number of accessible spaces? Is that on the punch list or not?

Ms. Harmon I'm not familiar with details of the parking spaces. I think all the parking was addressed during phase one.

Ms. Goldkorn Asked about paths of travel?

Ms. Harmon Phase 1 addressed the primary path of travel from the front door of the corresponding terminal. So phase 6 consists of work in the commercial medians throughout the central terminal area, and it's begun.

Mr. Overton Commercial medians that would be where the private shuttles pickup?

Ms. Harmon Right.

Mr. Overton As to the commercial items we've had complaints for a quite a while about the fact that there's just not enough room to get around pillars for some people with disabilities or with service animals or things like that.

The medians get crowded. Is there anything that's been addressed in that regard in Phase 2 for the islands?

Ms. Harmon There should be new ramps to get your from the commercial islands to the terminals without having to go around them.

Mr. Rolon Do you know of one I can go take pictures of to show the committee?

Ms. Harmon They're all done.

Mr Overton (To Mr. Rolon) You should take pictures of an island.

Ms. Goldkorn Stated that she was dropped off at Terminal One and then transversed herself through to Terminals Two and Three to reach the Flyaway bus to get to the taxi area. She was looking at the islands and wasn't seeing curb cuts.

She stated that there are no curb cuts to the islands at ONT, which is frustrating.

Ms. Harmon Some of the crosswalks at LAX stand out better because they've been installed with thermoplastic. The old crosswalks are a little faded and they haven't gotten the same attention because if the crosswalks weren't moved, they were not repainted.

Mr. Mata Either the crosswalk at Terminal Six or Seven, that leads to the parking structure.to transverse to the sidewalks in front of the parking structures, they do not. They were not in compliance.

Ms. Harmon The signals are part of phase 2. They're about to be replaced. They're taking longer because it involves moving Department of Transportation equipment that involves special signal designs and that takes longer.

Mr. Mata Stated that outside Terminal One, there is now more space to transverse to the islands.

Mr. Herrera The biggest issue I've ever had, and I don't know if it was part of the airports plan or not, is, I take the Flyaway bus into the valley from here and it's always a guessing game as to where I'm at because nobody seems to know?

The question is, at one point I think I made a suggestion that they should put some sort of signage identifying the location a person is at, for example: Bus Stop, followed by a list of destinations buses that stop at the island go to. Posting the information in Braille, would help blind persons who are independent travelers.

Both Mr. Overton and Mr. Herrera suggested that signage could be placed on an existing pillar.

Mr. Rolon Inquired if the request included a bus schedule or simply the listing of the bus destinations of the buses that stop at the islands?

Mr. Herrera Responded that schedules are not necessary. What is needed is identification in Braille and large print indicating that the location is a bus stop, and a list of the buses that stop at the location. The requested signage helps assure a person with vision loss that

he/she is not at the wrong location waiting for a bus that does not stop there.

Ms. Harmon Inquired if a person with a visual impairment would know a plaque is there because someone pointed it out to the user?

Mr. Herrera I would know it's there if somebody told me about it or if it's publicized. There are ways to reach out to the visually impaired society to make us aware of what's out there. So disseminating information is not the issue. The issue is having something there.

Ms. Reskof\*\* Even the website's designing could list the fact the signs are posted at bus stops.

Mr. Rolon Stated that he will work on a sign concept and will bring it to the committee for discussion.

He stated that the signage does not have to be anything fancy, and will be in Braille.

Ms. Reskof Suggested that the sign should also be in large print with good contrast.

Mr. Overton Requested a report on the progress of having Braille and large print signs identifying the bus stop and bus destinations from the location.

Mr. Overton would like this item placed in May's agenda.

### **City Attorney Report**

There was no City Attorney Report given.

### **ADA Report**

Mr. Rolon Demonstrated where and how the autism self-identification sticker placement goes on clothing.

There was some general discussion on the stickers and their intended benefits in creating a better environment for families traveling with autism.

### **New Business**

Mr. Overton Asked if there was any new business?

\*\*Ms. Reskof and Mr. Richard Ruda are Jr. Blind of America liaisons with the committee.

Ms. Heredia Reported that she went to the Disabilities Access and Functional Needs meeting at Emergency Management. She explained how and why the committee was formed, and the fact that the city has a new policy on comfort animals in emergency shelters. Ms. Heredia went on to explain that the city will not differentiate between comfort animals and service animals for persons that go to shelters. The Red Cross was not in favor of the policy, but has decided that shelters set up by the Red Cross for the City of Los Angeles on city property, will allow service animals and comfort animals in the shelter.

Ms. Heredia stated that on returning to the airport from the meeting, she sent out copies of the city's animals in shelters policy to appropriate LAWA divisions.

Ms. Goldkorn Asked if this policy applies to the City of Los Angeles only?

Ms. Heredia Yes. The American Red Cross said, for example, if we needed to utilize space in El Segundo, it would be a case by case decision.

Ms. Goldkorn Asked if this applies only to the L. A. Chapter? She went on to ask if Ms. Heredia will be addressing the matter with the Inland Empire chapter regarding Ontario Airport?

Ms. Heredia Said she will be addressing the matter with the Inland Empire Chapter. Since Ontario Airport is governed by LAWA, a City of Los Angeles department, sheltering at Ontario Airport would come under the same city rules.

Ms. Goldkorn Suggested that the Inland Empire Chapter be contacted since she suspects Ms. Heredia will have a fight with the Chapter. Ms. Goldkorn said that the Empire Chapter does not even allow service animals into their fire evacuation sites without a fight.

Ms. Heredia Stated she will let Ontario Airport know as well as reaching out to the regional director for the American Red Cross. If they're going rogue like that, they're not going to listen to me. They will need to hear it from someone higher in the food chain.

Mr. Overton Asked Ms. Heredia to keep the committee informed on what happens.

Mr. Mata Stated that he was asked to observe Red Cross training assimilation of setting up shelters. "Those folks are in dire need of understanding how to set up shelters that are accessible to people with disabilities."

**ADA Rug**

Mr. Rolon                      Showed the committee a rug with a large international symbol of accessibility on it. He explained that the rug will be placed close to the speaker's podium during major events so that a reporter in a wheelchair can be in a position to ask questions without struggling to be seen or heard. He said the idea came to him from seeing one in a picture during the Special Olympics in China.

One rug is being housed in the ADA Office and a second rug was given to Media Relations for use at news conferences.

Mr. Overton                      Asked that the TSA be placed on April's agenda.

Asked to have the ADA webpage back on the agenda in April.

Meeting Adjourned at:        2:35 p.m.