



**Access and Accommodation Advisory Committee  
(DAAAC)  
LOS ANGELES WORLD AIRPORTS**

**MINUTES  
20 December 2017**

**LANex ROOM  
Clifton Moore Administration Building  
Los Angeles International Airport**

**CALL TO ORDER**

Acting Chairperson Cabanban called the meeting to order at 1:01 p.m.

**ITEM 1. ROLL CALL**

Cabanban called for the roll:

**ADA Committee Members – Community Representatives**

- Myrna Cabanban: Acting Chairperson Present
- Ruthee Goldkorn: Present
- Louie Herrera: Present
- Deborah Thomas: Present

**ADA Committee Member – Airline Representative**

- Joe McGlynn: Absent

**ADA Committee Member – TSA Representative**

- Danielle Bean – Absent

**ADA Committee Members – LAWA Representatives**

- Brian Haig: Present
- Heidi Harmon: Excused
- Anna Burton: Present

Rolon reported that there was a quorum of the members present.

**ADA Committee Liaison**

- Kerrin Tso – Present

**ADA Committee – Staff**

- Larry Rolon, Administrator: Present
- Secretary: Vacant

**ITEM 2. Welcome.**

a) Public Introductions.

**ITEM 3. Consent Calendar.**

There were no items in the consent calendar.

**ITEM 4. Chairperson Report.**

There was no Chairperson Report.

**ITEM 5. Public Comment**

Ms. June Kailes, Community Member asked to speak on smoking by transportation pick up locations. Ms. Kailes said on recent occasions while waiting for her ride or taking Super Shuttle, she has encountered people smoking in proximity to the Super Shuttle line between Terminals four and five.

Ms. Kailes reported that she has spoken to Super Shuttle management for LAX about the smoking, but was told that they tried repeatedly to address the matter, but it is out of their hands.

She went on to say she often waits by one of the disability pickup locations for her ride; and "it's really oppressive there in terms of respiratory issues and breathing."

She brought the matter to the Committee because there are probably people with respiratory disabilities that are indeed affected by the smoke.

Ms. Kailes is requesting advice on how to pursue this or what do we do?

Ms. Goldkorn stated that there is a smoking area between Terminals One and Two, so if a person is waiting for one of the rideshare services, they are consuming second hand smoke and vaping. The issues does need to be addressed, and smoking areas need to be better designated.

**ITEM 6. Addressing Airport Emergencies**

COMMUNITY CONCERNS ABOUT THE IMPACT EMERGENCY SITUATIONS MAY HAVE ON DISABLED TRAVELERS AT THE AIRPORT.

There were no individuals to speak to the subject.

Mr. Rolon briefly described the impact the loss of power had at Atlanta recently. He said there was an apparent failure to provide adequate service to persons with disabilities. Disabled passengers were abandoned and relied on assistance from other passengers in the terminals to assist them from the departure level. Rolon explained that his office is working with wheelchair service providers on ways to avoid similar situations from

occurring at LAX. He further explained that Emergency Management works closely with airlines and tenants to identify potential situations, and exercises the potential issues, in the hope of avoiding negative consequences should an incident occur.

Ms. Goldkorn asked if there is a manual override on toilets so that they can work during a power outage. Rolon responded that he was told there is no override on the toilets.

Ms. Goldkorn asked if there were evacuation chairs for evacuating persons in wheelchairs? Mr. Rolon explained that there are evacuation wheelchairs in the international terminal, and that there are plans to add evacuation chairs to the two story terminals, even though the fire code does not require them.

Ms. Goldkorn said that part of the lawsuit against Sacramento Airport required that training for vendors and others who have contact with the public, since an emergency would be an "all hands on deck situation. Mr. Rolon explained that Emergency Management Section has been working with tenants on procedures to follow during emergencies; and what their obligations would be in an emergency situation. The ADA Office and Emergency Management teach a joint class on terminal evacuation and how to address the needs of persons with disabilities during evacuations. Because incidents around the country and the world often point out new issues, the training process is in constant flux.

## **LESSONS LEARNED FROM RECENT STORMS IN TEXAS, FLORIDA, AND PUERTO RICO.**

- a) Observations on issues faced by the DFN (Disability and Functional Needs) communities.

Ms. Kailes said she that as someone who travels by air a lot, she will focus on airports. In general airports don't take into consideration the location of disabled travelers in terminals. Most airports don't realize what a huge population the disability community is: Particularly when it comes to emergencies and we have people with limitations in hearing and walking, moving to locations, remembering and understanding what is being said.

People are still imagining that persons with disabilities are a very small group, when it is actually huge and undercounted and under recognized. "My focus on the airport is not the little things." She goes on to say, "It is the big emergencies that are really on my radar that I think where we are not only have a huge disability population, but we have people who suddenly acquire -- because of these events or because of the increase anxiety, ...airports have an obligation under the ADA. and the policies and procedures that includes emergency response."

Ms. Kailes pointed out that knowing where the evacuation site is, and how to get someone to the site is important. Knowing where to take someone out of the departure level when there is a power outage is important, and often lacking in airports. Airports

need to have emergency messaging for people that don't see or speak English or understand the language well.

There is a magical thinking that is still in place and that goes something like "if there is an emergency, we will have the police and fire and designated airport officials on scene to respond." The reality is that people will be overwhelmed and we have seen it over and over again. Ms. Kailes emphasizes that "We've seen it in Fort Lauderdale, and Atlanta, and Las Vegas, ..." She says, "we need to really attend to much greater focus on all of the passenger service workers playing a role in what is their role and how will they communicate with the airport personnel. What will the communication be like? What are the expectations?" It should not be one training and check the box to show we did the training. It needs to be ongoing drills .

We need to recognize the importance of passenger service workers [wheelchair chair attendants and others who assist passengers], in assisting with evacuations, and other emergency related matters. It must be acknowledged that this important resource has a high turnover and is in constant flux; which further supports the need for ongoing training and drills. Ms. Kailes feels that LAX really needs to look at turnover of passenger service workers and the training.<sup>1</sup>

Ms. Kailes points out, "I don't think the evaluation is we trained 300 passenger service workers; so we are set. It is, could they safely evacuate you in a stairwell; Do they know how and where to deploy that?" She further says, "It really needs to increase our play bench. And I don't want to diminish anything that you do because you are great. The truth is, we are fooling ourselves."

Ms. Leigh McCroden (G-2 (Wheelchair service provider at T-4))

Ms. McCroden mentioned the employees who received training at LAX by SEIU were employees of G-2 Secure Staff working in Terminal Four. She further said that a number of G-2 employees attended emergency response training with American Airlines about eight months ago. One of the questions that came up was when there is no power, how do we get wheelchair passengers out on the ramp when we need to evacuate and the stairs are steep?

Ms. McCroden further said, "my people are not capable of caring people downstairs. What we, unofficially, determined, until we get something in writing, we will provide the emergency response personnel and fire fighters and police, et cetera, with a list of names of all of our wheelchair customers or any customers that are within our care and their location so that they can assist with the evacuation of them. If there is not power, we can evacuate. If there is no power in terminal four, you have to take an escalator or elevator to get out of the building from the gate area and it did not include maintenance workers in that. It included custodial and customer service."

Ms. Goldkorn asked what is the procedure for deplaning someone in wheelchair when the jetbridge is out inoperative due to a power outage? It was explained that there are

various lifts available including the Special Assistance Vehicle the will come to the aircraft's door to deplane wheelchair passengers.

b) Florida hands on experience

The speaker was unable to attend the meeting.

### **CITY OF LOS ANGELES ROLE DURING AIRPORT – EMERGENCY MANAGEMENT DIVISION AND DEPARTMENT ON DISABILITY.**

Speaker: Mr. Richard Pope. The Department on Disability (DOD) stands ready to assist in the event of evacuations, sheltering, repopulation, any sort of messaging that might be necessary. It also provides sign language interpreters when requested.

During city-wide emergencies they put out information on the web in compliance with Section 508.

During an airport emergency, they respond when requested by the Airport or ADA Coordinator. They assist by providing sign language interpreters, working at the various department operations center, incident command post or other locations assigned. They are also a conduit with obtaining city resources under their control.

### **LAWA EMERGENCY MANagements ROLE IN EMERGENCIES AT THE AIRPORT.**

Speaker: Ms. Brandy Welsh. Emergency Management Section is not a first responder. It would be sending a liaison to the airport's operation center, who in turn would be responsible for making sure that the city's emergency management department is kept up to date on the incident. The liaison would also make requests for resources through the city's emergency management department.

Most of the work Emergency Management does comes before the emergency happens by focusing very heavily on preparedness, planning, training, and exercises.

We work very closely in collaboration with the airlines so we have something that we call an emergency working group. It is something that was started at SFO after the Asiana Air incident and it's a collection of airlines, the airport operations, emergency management, our law and fire, T.S.A., CBP all of the other acronyms we have here at the airport along with our concessionaire representative, Westfield is very big in this group, our wheelchair provide exercise all of the other, the ramp folks, all of the people that are providing services. We come together once a quarter and talk about emergency planning issues.

We are responsible for all of the airport emergency plans, making sure we have annexes for the specific hazards and that every division within LAWA understands with their roles and responsibilities are and that we can quickly recover. Because that's really where emergency management comes in we're always looking ahead and making sure we can try to anticipate advantages and making sure we're focused on the recovery of our

travelers, all of the LAWA staff the family of those travelers who may be involved in something, and training.

We do a lot of training with airlines, Larry provides a lot of various A.D.A.-related trainings, we've done sign-language trainings we're doing training with the wheelchair-service providers and things like that and learning from incidents.

After the November 1st incident<sup>1</sup>, we've placed pods, these 20 by 25-foot storm containers all around the airport and they have comfort supplies and things that we might need for an emergency so we can quickly get to it. We've attempted to place the pods strategically so that they can be deployed as quickly as possible where needed. The pods include water, chairs, nutritional food bars, and other items that may be needed.

Emergency management recently produced a terminal evacuation guide that is based on our terminal evacuation plan. It is intended for anyone who would be called to help during an evacuation. The guide also has a section on assisting disabled individuals.

Emergency messaging monitors have been installed in terminals where pertinent information can be broadcast by the department's operation center.

There was discussion on how information would be communicated, which Ms. Welch explained.

Ms. Kailes stated that getting on the buses during an evacuation needs to be policed (managed). She pointed out the rush to get on the buses can be a nightmare. Ms. Welch acknowledged the fact. She said that if buses are deployed they would work with airport police and terminal operations personnel on having a boarding plan in place.

Ms. Thomas asked what the plan is to address the needs of wheelchair users who have no mobility? Ms. Welch explained that it depends on the situation. In some cases it is as simple as taking wheelchair users to an adjacent terminal. It may require assistance from the fire department. It depends on the situation.

Ms. Goldkorn inquired about what happens to peoples specially equipped wheelchairs if they need to be evacuated without their chairs? Her second question asked if anyone knows what happened in the terminals during the Asiana emergency in San Francisco?

Ms. Welch explained LAX's family assistance process during incidents at the airport. The airport is looking at ways personal equipment and belongings can be reunited with their owners in a quick manner after an emergency is secured.

Ms. Goldkorn pointed out that "There is a collective brain trust on the committee you can tap into."

---

<sup>1</sup> Shooting on 1 November 2013 at LAX.

## **LAFD'S ROLE IN EMERGENCIES AT THE AIRPORT.**

Speaker: Capt. Oscar Scott

Capt. Scott explained that in an emergency at the airport, the fire department primary responsibilities are: life safety, rescue of victims, distinguishing /abating the situation; and providing assistance.

On arriving at the scene a unified command is set up where control of the incident is managed. It is from the unified command that situation awareness, communications and setting up an Incident Command System (ICS) takes place. The ICS is pretty much able to support an incident, bring together fire, law, maintenance, ADA, among other key players, to give you a brief understanding of the airport and other information you may need.

During the Christmas holiday, we're anticipating 250,000 people maybe per day. Locally we have five fire stations serving the airport. Fire station Five, located on the north side beyond the airport fence, is responsible for fire, life and medical with a paramedic and battalion chief assigned. This station is also recognized for search and rescue.

On the South side we have Station Eight which in addition to fire fighters, has medical and a paramedic. They also specialize in hazardous material so in the event of a hazmat incident, they can be on scene in five to 10 minutes. Inside the airport you have Station 51. Station 51 personnel specialize in putting out aircraft fires. Paramedics are also assigned to this station, and respond to medical emergencies in the airport on a daily basis. 80 percent of our calls are for medical response.

The fire department is working to improve its footprint in the airport. Three months ago we started a cycle team that includes a nurse practitioner. The cycle team is deployed from 6:00 a.m. to midnight daily, operating in the busier passenger areas around the airport. They are housed in the first aid office located in Tom Bradley International Terminal.

There are also two bike paramedics who ride around the central terminal area on bicycles. They respond to medical emergencies around the terminals.

The fire department's goal is to be on scene within two minutes of receiving a call.

Captain Scott pointed out that getting resources to a terminal can be a real challenge during busy periods. It can take 10 minutes or more to reach a terminal because of traffic. By having the new bicycle response teams that can maneuver through traffic is going to increase your chance of surviving a heart-attack or some major emergency.

He went on to explain that a nurse practitioner is allowed to assist our medics in clearing patients, doing sutures, writing prescriptions but mainly in anything the average passenger that comes to L.A.X. doesn't want to go to the hospital for.

The Committee talked about large incidents where resources are overwhelmed. To address this, the fire department reached out to emergency management about offering Community Emergency Response Training (CERT)<sup>2</sup>. A new class will be starting in January, with additional classes being offered throughout the year. The largest number of volunteers to take the training has come from airport maintenance staff.

Captain Scott pointed out that in regard to ADA, all rescue ambulances have different chairs, heavy lifted gurneys, smaller lift gurneys, air stair chairs, you name it. We also do have a lift truck at fire stations. In regards to the future, training on disability sensitivity is a big part. He continues to work with emergency management as well as LAWA's ADA Office in regards to try to improve our service

He addressed Ms. Goldkorn's concerns about having firefighters better trained in addressing the human needs of persons with disabilities who may find themselves in a triage situation. There has been training to improve the fire department's customer service when treating people. Captain Scott said of the Committee, "You guys have done a great job in regards to improving a lot of the customer service at the airport."

There was discussion that pointed out that most people tend to size a disabled person within a matter of seconds and assume they know how to best address the needs of the disabled person, when in fact they have no idea. It is necessary to inquire from the person with the disability on how best to assist them without assuming.

## **LAXPD'S ROLE IN EMERGENCIES AT THE AIRPORT**

Speaker, Captain Mike Scolaro. He explained that the police department's primary function is to maintain order at the airport. In an emergency, once it is contained the focus moves to more of a recovery phase with the goal of stabilizing the incident. At the end of the day airport police are responsible for security at the airport.

One of our main issues during emergencies is coordinated with emergency management, the fire department, and other entities within LAWA. During repopulation much of the work done by police is support.

Airport police trains regularly with L.A.F.D.. We pride ourselves on that, inasmuch as there's nowhere else in the city that trains together that regularly. We train to address catastrophic events with a major impact on the airport and is going to affect the traveling public or our employees.

Airport police are active participants in the safety working group that is coordinated by Emergency Management.

---

<sup>2</sup> The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. CERT offers a consistent, nationwide approach to volunteer training and organization that professional responders can rely on during disaster situations, which allows them to focus on more complex tasks. Through CERT, the capabilities to prepare for, respond to and recover from disasters is built and enhanced.



So even within this group or speaking of these things we have Officer Alejandro (APD Liaison to the Committee), I hope he's been great we've committed someone from our organization to be part of this and continue on working together with that.

Airport police participate in a number of LAWA ADA events. Among them are the Autism Flight Experience Program, and in July, the Families with Disabilities Day. The Flight Experience Program is a program that has taken hold and we are glad to be able to be participants in that.

We have a lot of coordination with the Disability Office through Officer Alejandro. The Disability Office is also involved in some of the training we do for our officers.

Ms. Thomas asked for clarification on what Captain Scolaro on when police take the lead and who else may assume the lead?

Captain Scolaro explained that when the emergency involves public safety, law enforcement would take the lead. Once the situation is stabilized, police step back and the lead is assumed by the group best suited to manage the next phase. For example: For repopulation, Terminal Operations would take the lead. He explained that during an event a unified command is set up that includes law enforcement, fire, ADA Office, airline representatives, and other key personnel associated with the affected terminal or location. Anyone who is associated with the incident site is brought into the unified command. During an incident there are a series of conference calls that take place to keep people in the loop as to what is transpiring.

When we have an incident we will open up a bridge line to send out updates on Everbridge for subscribers to be updated on the incident. Everbridge is maintained by airport police. In the Airport Response Coordination Center (ARCC), a unit is dedicated to sending information to message boards around the airport. Additionally, email blasts and cell phone text messages are sent out to key person in each organization.

### **LAX STAFF SUPPORT IN EMERGENCIES AT THE AIRPORT**

Speaker, Ms. Marie O'Kelly-Green. At LAX we have a number of groups to provide assistance. There are approximately 300 volunteers who provide information services to our guests. There are approximately 75 therapy dogs who operate in our terminals, which helps bring a little comfort and joy in what is, otherwise, a stressful situation. We also have approximately 150 paid guest services staff that are generally in our federal inspection area (Customs area). They can be deployed anywhere on our campus or immediately outside of our campus depending on the emergency.

All of these groups, generally, have CPR training. They have basic disability service training that Larry makes available to us. On my staff, I have one certified sign language provider. Although, I understand there are a couple of employees that consider themselves able to assist.

My staff speaks 28 different languages. They are able to assist most of our guest in the language that they are most comfortable speaking in. We participate in what we call the trump-top trainings. We participate in all of the full scale and the table top exercises that the department does.

Ms. Thomas asked what the evaluation process is? Your staff are going through training yearly. How do you evaluate the knowledge? Do you do pre-post? Did you go through the training? What did you gain from that or add to the previous knowledge to the particular training?

I say that because I am a professor, and I have students that sit in the class the whole semester and take the final and can't pass it. There is some kind of way to figure out, did they get anything from it or just went.

**MARIE O'KELLEY-GREEN:** Much of the training -- we all hope, we never use. When we are evaluating how prepared or ready we are. We are doing it through regular drills. And we have some fun activities as well. So, for example the airport response team had an opportunity to have an online quiz and then they could get a Starbuck's gift card or something like that if they answered the questions successfully.

Again, we again drill, and drill often. Because it is through that practice where I will understand whether or not I have an employee who he knows what their responsibilities are.

Are they comfortable? They may be, but are they comfortable being placed in the situation where they're going to have to make a decision or act? Measuring learning, as you know, is very difficult.

But, again, it's even more difficult when you are trying to measure learning against something that has not happened. So, while I have trained on what to do in a 7.0 earthquake and we drill on what to do in a 7.0 earthquake, and we take quizzes about B what to do in a opinion .0 earthquake, the final exam is the 7.0 earthquake.

And, we haven't had that test yet (knocking on wood).

Ms. Thomas added, basically I'm not into learning component knowledge, and with knowledge you don't have to go through the process, itself. It's what's already in your head of the steps that you need to take. And that's all because I know often times people go through training and they say oh I'm competent am this and I can do this and I can do that. When the emergency arises, they can't remember what's left and -- now sometimes because of the stress of the situation, and sometimes it's because they really don't know.

Ms. O'kelley-Green responded, because we're not first responders, we have the luxury of having a following instruction, and so for the large number of people that are on my staff, the one thing that I am confident of is that they follow instruction in times of calm and in very Harrying and crazy times.

So, they may not remember, you know, where is the exit door in Tom Bradley? They may not remember that at that time but they are clear, I have a radio and I can ask that question and they know where to get the answer. So, on that piece I am confident that all 700-and some odd, except maybe the four-legged ones will be able to respond and respond appropriately to the situation that's happening.

## LAWA ADA PREPARATION/ RESPONSE TO EMERGENCIES

Mr. Lawrence Rolon identified the type of resources that his office would bring into play. For example: Utilization of ADA Vans to transport wheelchair users off airport property, arrange with Reliant or other off site provider to make resources available, arrange with paratransit company to provide resources if emergency is at LAX only and not city wide. Arrange for sign language interpreters, etc.

He went on to say wheelchair providers cooperate in providing assistance when and where needed during emergencies. These processes are included in Emergency Management drills.

Rolon also mentioned that the ADA Office puts out material advising disabled persons what to expect and what they should do during an emergency.

Ms Kailes, said we have to figure out how many evacuation chairs are actually needed and where they're needed because we know some of the wheelchair. What we're struggling is how do we take those metrics and somehow come up with a reasonable formula for the number of, and placement of evacuation chairs in the terminals?

I think that's a cutting-edge question that we really need to do a deep dive with so weigh -- got some reasonable way to do that.

The Chairperson thanked everyone for their attendance and wished everyone a Merry Christmas.

There being no further business, the meeting adjourned at 2:55 p.m.

<sup>i</sup> Ms. Kailes referred to emergency procedures training provided by SEIU to wheelchair service attendants who are members of their union.

<b>Access and Accommodation Advisory Committee (DAAAC)</b>	
<b>Minutes were presented to the DAAAC Committee at its 17 January 2018, meeting for approval.</b>	
<b>Minutes for 18 October 2017 were approved/not approved.</b>	
 <b>Secretary</b>	<u>17 Jan 18</u> <b>Date</b>