



**LOS ANGELES WORLD AIRPORTS  
ADA ADVISORY COMMITTEE SPECIAL MEETING  
APRIL 19, 2017**

**Samuel Greenberg Board Room  
Admin East - 1 World Way  
Los Angeles, CA 90045**

**CALL TO ORDER**

Chairperson Sam Overton called the meeting to order at 1:04 p.m.

**ITEM 1. ROLL CALL**

Overton called for the roll:

**ADA Committee Members – Community Representatives**

- Chairperson Sam Overton: Present (via teleconference)
- Myrna Cabanban: Present
- Ruthee Goldkorn: Present
- Louie Herrera: Absent
- Jody Schinnerer: Absent

**ADA Committee Member – Airline Representative**

- Joe McGlynn: Present

**ADA Committee Member – TSA Representative**

- Danielle Bean - Absent

**ADA Committee Members – LAWA Representatives**

- Brian Haig: Present
- Heidi Harmon: Present
- Brandy Welch: Present

**ADA Committee Liaison**

- Kerrin Tso – Present

**ADA Committee – Staff**

- Larry Rolon, Administrator: Present
- Darcy Driscoll, Secretary: Present

**Special Guests:**

- Deborah Flint, LAWA Chief Executive Officer
- Keith Wilschetz, LAWA Airport Operations and Emergency Management
- Jacob Adams, LAWA Planning & Development Group
- Justin Erbacci, LAWA Information Management & Technology Group
- Samantha Bricker, LAWA Environmental Programs Group
- Ed Bushman, LAWA Emergency Management
- Cassandra Heredia, LAWA Emergency Management

**ITEM 2. WELCOME**

ADA Advisory Committee (Committee) Chairman Sam Overton welcomed everyone to the meeting and apologized for not being able to attend the meeting in person. He said he would have liked to have met Deborah Flint, LAWA's Chief Executive Officer (CEO), in person and hopes he will be able to do so in the near future. He added that the Committee is looking forward to making some recommendations to her during the meeting.

**ITEM 3. CONSENT CALENDAR**

Consent Calendar was approved.

**ITEM 4. PRESENTATION TO LAWA CEO (TAKEN OUT OF ORDER)**

Committee member Myrna Cabanban provided CEO Deborah Flint with an overview of items that the Committee recommends for inclusion in LAWA terminal upgrades and new construction projects.

1. Adult Changing Station in each Terminal – The Committee recommends that each terminal have at least one adult changing room equipped to assist in the changing of adults who cannot take care of themselves. Currently adult loved ones have to be changed on dirty restroom floors.
2. Looping Technology in each terminal and Administration Building – Terminals should have looping technology to assist people who use hearing aids.
3. Stepping Stool in each Restroom – The step stools provide wash basin access for persons of short stature, and children who have difficulty reaching the faucet.
4. Wayfinding Technology – Terminals need accessible wayfinding technology to assist persons with disabilities in navigating throughout the terminals as independently as possible. Having accessible wayfinding technology not only aids people with disabilities, but it can serve non-disabled people as well.
5. Information Panels & Displays – Information displays for hotels and rental car companies, including directional maps, need to be accessible through a jack or audible button to persons with vision or hearing loss.
6. Placement of Emergency Call Buttons in Accessible Restrooms – Emergency call buttons need to be in close proximity to the toilet so that if a wheelchair user or other disabled person falls to the ground, they have the call button close by. The button also needs to be no greater than 15" from the ground so that a disabled person with limited upper body movement can reach and push the button.
7. Bottle Water Refill Stations – Universal design should be the guiding principle for new construction and renovation of facilities. However, bottle water refill stations have been installed in Terminal One at a height that may be difficult for persons with certain disabilities to reach. The stations should be low enough for wheelchair users and children can easily access them.

8. Wheelchair Provider Services – 2016 saw the greatest growth in wheelchair demand at LAX, with over 1,200,000 wheelchair pushes. The Committee and ADA Office have diligently worked on making the process easier and friendlier for persons needing wheelchair service.

Unfortunately, the Committee learned that in recent weeks there were three complaints filed with the ADA Office about individuals being transported from domestic terminals and left at TBIT – without notifying the TBIT airline the person is traveling on or TBIT’s wheelchair provider. The experience of the “abandoned” passengers becomes less than one of exceptional service.

The Committee believes that wheelchair service providers from domestic terminals should follow the same process that was established for ADA van service. If adopted, the process would require the wheelchair provider from the arriving airline to notify the wheelchair provider from the departing airline that a passenger is being dropped off and handed over to the receiving airline’s wheelchair provider.

9. Disabled Restroom Stalls – Federal regulations require that the International Symbol of Accessibility (ADA Symbol) be clearly placed on the outside of all accessible restroom doors. It is necessary that LAWA staff replace any missing ADA symbol identification on all accessible restroom doors.

The Committee has received complaints in the past about flight crews using the accessible stalls as changing stations, and other travelers preferring to use the accessible stall instead of the other stalls, even though they are empty. This results in disabled persons having to wait for the use of the only restroom stall that can accommodate them.

All accessible stall doors used to have a sign that read “PRIORITY FOR PERSONS WITH DISABILITIES.” The requirement for the signs was also incorporated in the “LAWA Public Restroom Design Guidelines and Specifications” book. Unfortunately, the signs are no longer found on accessible stalls. The Committee urges management to reinstall the signs.

Technology the Committee is considering for future recommendation:

1. Wheelchair Accessible Escalators – The Committee is considering whether to recommend wheelchair accessible escalators. Wheelchair accessible escalators can provide greater independence and flexibility for wheelchair users. Wheelchair accessible escalators would eliminate the stresses associated with locating an elevator when terminal elevators are out of service. Accessible escalators can also make it easier for wheelchair users to evacuate buildings in an emergency. Before any recommendation is made, the Committee will look into a number of issues, such as their being allowed in California, permitting requirements, and whether they are installed in other places around California.

LAWA's CEO Deborah Flint indicated that she was very appreciative of receiving the report and said that she always looks for items to which she can say yes. She said it is her commitment to make progress towards achieving the vision of Gold Standard Airports. Flint also told the Committee that if she ever has to come back to tell them that LAWA can't implement one of their recommendations, or can't go as far as they hoped, please have the full understanding that she did everything she could to try to make it happen. She encouraged the Committee to stay positive and recognize that a solution might be around the corner as the Airport continues to grow and develop.

Flint said she appreciated the invitation to attend the Committee meeting and planned to respond to the Committee's concerns. She also said that she feels rewarded for being part of a team that truly puts their heart into everything that they do. Lastly, Flint said she is looking forward to the Families with Disabilities Day at LAX on July 29.

#### **ITEM 5. LAWLA CEO COMMENTS AND OVERVIEW OF DEVELOPMENT PLAN**

Lawrence Rolon advised the Committee that LAWLA's Chief Executive Officer, Deborah Flint, will be giving a brief talk about what the airport has been doing to serve the needs of the disability community. He introduced her accordingly.

Flint greeted the Committee and said she appreciated being invited to speak. She also acknowledged and introduced the team members from LAWLA that were in attendance, including Deputy Executive Directors.

Flint then spoke about LAWLA having recently entered and completed a strategic plan initiative. She said the vision of "Gold Standard Airports – Delivered" really supports the mission of connecting the entire world - its people, places, and cultures. Flint said she really takes that message to heart and emphasized the importance of building relationships.

Los Angeles International Airport (LAX) is in the midst of a transformation to restore it to be the airport that was heralded in the jet age – one that represents the freedom of flight and travel, Flint recounted. She said that as the airport moves forward many decades, everyone will be more challenged in being able to reach and give the public the experience that it really deserves.

While addressing the Committee, Flint indicated that the society in which we live today has many different needs, and that it is our goal and intent to make LAX and Van Nuys great facilities for all the traveling public. She said that over 10 billion dollars is being spent to create new facilities, new access roadways, a new automated people mover system, a consolidated rental car facility, and even better air fields and terminal facilities – all for the benefit of our passengers.

She further stated that she understands we have obligations and responsibilities, and we always take those seriously. However, she said we want to do more than that because our Gold Standard Airports isn't just about checking the box – it's about exceeding the expectations of our stakeholders. Flint stated that collaboration and information sharing are very important. She emphasized that the airport has a very small footprint for a lot of activity to take place so it requires a lot of creativity from an

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excellent, world-renowned team, including partners and stakeholders, to find solutions to make every aspect better for guests and employees alike.

Flint then invited Jacob Adams from LAWA's Planning and Development Group to give a presentation on the Landside Access Modernization Program (LAMP). She said the program is one of the cornerstone projects that we are living and breathing while it is being put into implementation. Flint said she values the stakeholders on the Committee and welcomes feedback and input so we can make it a world-class project that the City deserves.

Jacob Adams greeted the Committee and said he is looking forward to continued engagement in the future. He said he is excited to present details on the LAMP project and that his presentation essentially breaks the project into six major elements. Adams said the centerpiece of the LAMP project is the people mover train. The people mover train, Adams explained, is a free, fully-automated, driverless system for the traveling public that will operate 24 hours a day, 7 days a week.

According to Adams, the automated people mover will operate from the central terminal area (CTA) and go out to a new consolidated rental car facility (CONRAC), to be located about two and a quarter miles away. The CONRAC facility will encompass all of the existing rental car companies into a single facility so that all those customers can take the people mover into the Airport. The goal is to eliminate a tremendous amount of traffic that is currently generated by all of the existing rental car shuttles moving throughout the CTA.

Adams then described that the CTA will feature three stations, which will connect to the existing terminals with elevated pedestrian walkways. As a result, the other major element of the LAMP is to construct several terminal vertical cores, which are basically vertical transportation (elevators and escalators).

Adams explained that there will be a series of intermodal transportation facilities which are essentially large parking structures where the public can park and be connected to the people mover. He said the facilities will allow LAX to better segregate the various types of transportation that exist at the airport in the CTA – such as buses, commercial vans, and shuttles. Adams also indicated that the automated people mover will connect to the LAX-Crenshaw Light Rail line as well as the Metro regional bus system.

Lastly, Adams advised the Committee that the LAMP includes over 56 lane miles of roadway improvements that need to be constructed to make the entire project work.

Flint then introduced Samantha Bricker from LAWA's Environmental Programs Group.

Samantha Bricker began by stating that before a project can actually be built, it has to be entitled and undergo environmental review. She said one of the things her team has been working on for the last few years is getting environmental entitlements for the LAMP project as well as several other projects at the airport.

Bricker indicated that the process has been ongoing for the past three years, and that they have worked with stakeholders, community members, and governmental agencies to make sure the projects are compliant with regulatory requirements, legal requirements, and environmental requirements. She said that she anticipates the project to be fully entitled by the end of the year.

Bricker also mentioned that one of the things that LAWA is doing a little bit differently is making sure the project is sustainable. She said that goal is very important and that they are integrating solar and purple piping – which is recycled water – throughout. She added that her team wants to make sure that the project has an environmentally friendly footprint.

#### **ITEM 6. PUBLIC COMMENTS**

Committee member Ruthee Goldkorn, who clarified that she is not a member of the public, said she wanted to make a comment. She mentioned that the last time she met in the Administration East building was for a TSA roundtable meeting and she ended up filing a complaint that there is no bathroom to accommodate people with a disability. She said that getting facilities to be accessible should not have to be a discussion. She indicated that it is just a matter of making the door in the 1<sup>st</sup> floor bathroom to be automatic and problem solved.

Rolon replied to Goldkorn's comment by saying that it will be done. Goldkorn thanked him and said she would appreciate the assistance very much.

#### **ITEM 7. CHAIRPERSON REPORT**

Overton reported that he is still working on the bylaws, which are very important.

He indicated that he did not have a chance to get together with Rolon to discuss the potential Committee appointees but that he anticipates they will be able to do so by next month.

#### **ITEM 8. TSA REPORT**

No TSA report was provided due to the absence of the TSA representative.

#### **ITEM 9. LAWA PROJECTS REPORT**

Committee member Heidi Harmon reported that phase three project design, inclusive of the Flight Museum, Admin West, and a building on Post Way, is almost complete. She said it is expected to be done by late June of this year. Goldkorn advised Harmon that there were no directional signs as to where the accessible parking spaces were in P-1. Harmon responded that she was told that P-1 was compliant and that she would research.

#### **ITEM 10. CITY ATTORNEY REPORT**

Kerrin Tso advised the Committee that on April 5, oral arguments in the 9<sup>th</sup> Circuit Court regarding the City of Los Angeles versus AECOM and Tutor-Perini with respect to the District Court. She indicated case involves the City being sued for ADA violations committed by its FlyAway operator.

**ITEM 11. LAWA ADA COORDINATOR REPORT**

Rolon announced that he gave a presentation about the ADA rights of travelers to a senior group in Orange County last month. He said the average age of the attendees was about 78 years old and that they all said his presentation was very informative and helpful.

Rolon also reported that he attended the Los Angeles Abilities Expo and distributed about 1,500 survey notification cards to people who stopped by the LAWA ADA booth. He said the notification cards led people to an online survey that requested feedback and LAX and its services for people with disabilities.

Rolon said that he attended a session with emergency coordinators discussed the issue of assisting people with functional needs in an airport environment during an emergency. He pointed out that, in his perspective as an ADA Coordinator, functional needs relating to persons with disabilities, whereas other people see functional needs relates to the community. Rolon said that a problem with the definition of functional needs as given by FEMA is that it basically refers to 99 percent of the population. As an example, Rolon said that FEMA would characterize a person without a car with a functional need. However, that wouldn't prevent them from being able to evacuate. He said the definition if really something that has to be addressed at a federal level because it is an issue that impacts our travelers.

Rolon then stated that LAWA's ADA Office held a successful training course, Introduction to Basic Sign Language, on April 12. He said the course was taught by Richard Ray from the City of Los Angeles' Department on Disability, and was very well-attended. Committee member Brian Haig's asked Rolon if he could arrange to have a presentation at the next ADA Committee meeting that discusses the emergency evacuation procedures inside a terminal at the airport. Rolon said he would definitely arrange to have a presentation and also announced that LAWA's ADA Office will be providing an Emergency Evacuation and Repopulation training class on May 31 for LAWA tenants and staff. He said the class will highlight ways to assist people with disabilities.

Lastly, Rolon announced that LAWA's ADA Office will be hosting the Families with Disabilities Day at LAX event on Saturday, July 29 in partnership with the Los Angeles Airport Police Department (LAXPD). He said the event is aimed at meeting our mission as an airport that proudly serves the needs of the disabled community. He said the event will help highlight that the Airport Police are approachable and available to serve people with disabilities' needs. Rolon further stated that in the community, when you have people with cognition issues, autism, or who are deaf, there's a possibility of a very negative interaction because of a misunderstanding about the issues that people with disabilities face in an airport environment. He said the Families with Disabilities Day at LAX event will open the doors for positive communication by and between the police and our community members with a disability.

**ITEM 12. NEW BUSINESS**

Goldkorn mentioned that she heard that the Police Department in the City of Glendale was going around and citing people for erroneously having handicap placards. She

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mentioned that an article was also recently published about the DMV placard abuse being as high as 70 percent. She expressed concerns about how that might translate to the enforcement throughout the Airport. Officer Luis Alejandro from LAXPD said he can provide details about the enforcement policies at a future Committee meeting.

**ITEM 13. ADJOURNMENT**

Meeting was adjourned at 2:14 p.m.

Minutes were presented to the ADA Committee at its June 21, 2017 meeting for approval. Minutes for April 19, 2017 were approved/not approved.

  
Secretary

6-21-2017  
Date