

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 15 June 2022

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Kathleen Barajas, Community
4. James Corpuz, TSA
5. Seyed Torabzadeh, Community
6. Suzana Ahmed, (TBITTEC) Airline Rep.
7. William Miranda, LAWA Planning

ABSENT

1. Julia Mockeridge, Community
2. Brandy Welch, Community
3. Paul Herrera, LAWA Airport Operations
4. Grant Firestone, LAWA Administration

EXCUSED

- 1.

Meeting Started at 1:03 p.m.

I. Call to Order/Roll Call

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

II. Opening Remarks and Introductions

None

III. Chairperson Report

Ms. Cabanban: Cassandra will do a delayed catch up with us for the AirEx.

Ms. Heredia: I want to give a quick brief out on the AirEx. After action, the report was finalized and distributed today. If anyone wants a copy of that, I am happy to share it. It identifies strengths and challenges. Somethings, because we do regularly, we did very well. All the disciplines and agencies forming unified command.

We had a number of challenges, I think because of COVID 19. We had such reduced staffing levels. We had issues with volunteering. We had secured roughly 125 people RSVPed to be volunteers. At least 30 to 40 percent of those volunteers had to contact Jillian and tell her they tested positive to COVID 19 or was exposed. We went to 69 people from 125. That presented some challenges for us. We additionally had, we tried to provide a briefing to the volunteers at the proud bird where the volunteers were requested to report to provide them with breakfast and lunch. Guidance presented related to what kind of impact their injuries would result in. That was a challenge. I don't know that people fully understood what they were expected to do. We will address it with an extensive briefing. We were having to ask LA fire to go out there on the fly, to provide

guidance. They were also spread thin.

We had challenges with passengers. In 2019, when we did this exercise, we went through the process of having the passengers get on the busses. We kind of faked that the busses drove them somewhere. They drove in a circle and ended in the same place. We use the flight path museum as the place where passengers who are not injured can be processed by CBT. That worked out well. We had enough staff to set up the passenger accountability group. We didn't have sufficient staff to satisfy that this year. The passengers were being directed to walk over to flight path. Because those people were able to walk to flight path. That gave those people an expedited route to be processed. If you put people onto a bus and transfer them, you will have a ten-minute window. LA fire can send people to where they will end up. So, the Fire Department can do a secondary assessment. Like a car accident, you may not feel anything at first. If you sit for a while, your neck hurts. Because they were allowed to walk over to flight path, that ten-minute window did not exist. LA fire didn't have ample opportunity to deploy personnel as they normally would to do the assessment. Some people were released without being provided that secondary assessment. That was one thing we identified. We want to make sure we address that. We never want to make a presumption that any passenger in a disaster, just because they are fine at the incident site, doesn't mean they would have a condition that needs attention. That is one thing we identified.

There were requests from volunteers to hear what was happening at the podium. I had a conversation. We need to keep the two areas separate. The podium and speaker are not directing the exercise play. They are providing narrative to observers who have no idea what is going on. They are not playing any exercise. You want that process to happen organically. If they are listening to the podium speaker, they are not focused on how the event will unfold. We won't get a legitimate process of whether or not people were assisted correctly, informed correctly. I want to make sure I clarify the topic did come up. Both from responders and volunteers. They wanted to know what the speaker was saying. We will address that in the future. If you are in the exercise area, your focus is to engage with the players. The speakers are not supposed to be influenced that play. I have that report available. The next step is to come up with a plan on how to address the challenges. Those meetings will start with a select team in a few weeks. I am happy to share the information as we go, so we know we are capturing everyone's concerns.

IV. Presentations

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

- CONRAC Emergency Evacuation Plan Update (Randy Duncan)

Mr. Duncan: Good afternoon. I am with LA gateway partners. The design quality assurance manager on the LAX rental car center project. CONRAC. I am joined by other members of the team, Terry Brickman, the quality program manager. We also have the co-lead architect, Stephanie Kazanecki. This is an update of the emergency evacuation plan.

We previously presented it to you on November 17, 2021. We had yet to secure LAWA's office of emergency services. We were continuing to have dialogue with them and with you. We sought your questions and feedback you posed to us on

November 17th. To give you a quick update, the state project, we commenced with construction in the Summer of 2019. We achieved the first key milestone, the tenant turnover date, earlier this month. By June 1st of 2022, our contract stipulated that the facility would be complete enough to allow the car rental companies to commence with their build outs. Over 6000 ready return spaces. A lot of signage, premium booths, offices, and computers installed. We achieved that date. We successfully provided access to the tenants on June 1st of 2022. Next milestone is operational readiness date. We will have demonstrated performance readiness through a series of compliance verification, checklists, and testing. That date is early next week and March of 2023. I want you to know the emergency evacuation plan is one plan amongst at least three that address emergency responsiveness as it pertains to persons with disabilities. LA gateway partners are not only the design builder, but we will also operate by contract and maintain the facility through October of 2048. We don't go away. We will stay on and operate and maintain the facility. That is why there are these subsequent submittals you are interested in as they pertain to addressing issues with persons with accessible issues. The evacuation plan, pertaining to the design, that it complies with the accessibility requirements. So, we can accommodate in the event of an emergency. We have methods to safely relocate persons with disabilities, to shelter in place or evacuate them safely depending on the location of the emergency. The emergency evacuation plan after we incorporated LA Fire Department feedback and LAWA's office of emergency management feedback and feedback from the DAAAC, we submitted on March 24 with the approval signature. We indicated that we had the review. We incorporated the comments of the LA Fire Department. Our contract stipulated we obtain the Fire Department approval prior to submission of the emergency evacuation plan. We learned the LA Fire Department does not approve any structures that are not considered high rise structures. The CONRAC does not fall into that. Their protocols preclude them. We did have concurrence through an email that their feedback was incorporated into this. LAWA facilities group approved and accepted our plan. Subsequent submittal, there is more meat in terms of communication protocols are executing partial or full structure evacuations. That will be found in the emergency preparedness. That is something that is a work in progress. It will be delivered to LA world airports facilities group for review later this year in the Fall. The last procedure is an operation in maintenance plan. That plan you will see among the requirements are we develop a brochure. We need to address training requirements for our own personnel. We have to have processes for conducting the periodic surveys of users, to determine the likely number of mobility disabled passengers in the event of the varying types of emergencies. That will be found in a later plan. That is forthcoming.

I want to get to addressing the questions that were raised. In many instances, I attempted to in the last meeting with me providing you definitive feedback. The first was from Seyed "Amir" Torabzadeh. The first to be evacuated. They will be attending with disabilities concurrent to other evacuations of all users. Our procedures in the emergency preparedness plan, we will see to it that persons with disabilities are sought out and attended to at a minimum concurrent. They will certainly be a priority. Navigating persons with disabilities out of the structure takes longer than able bodied persons. We need to attend to those individuals on a priority basis. The next is for the evacuation chairs. Do they go up and down the

stairs? I can confirm the chairs are the same the team stationed DDFOM team have specified are in their APM stations. They go up and down the stairs. There are up and down capabilities. The third question, most of the plan is needing someone else's help to evacuate. The plan should include how to do this on their own. The signage and public address serve to guide all users to emergency exits and elevators. Certainly, persons with varying disabilities have through public address, digital messaging, through enhanced hearing, public address in the courtyard, due to the hearing loop. I should say public address in the courtyard due to the loop that is installed in the courtyard, that people will be advised of the emergencies and where they should go. So, people can mobilize with their wheelchairs and people will be directed. There's adequate signing to direct people to emergency elevators to get out of the facility. We believe we successfully addressed that so that every person with a disability does not need an accompanying person. Although statistics will show that most of the people renting, not just most of the people renting cars, don't have disabilities but most of the people that are accompanying passengers in rental car vehicles are, I mean, are most of persons with disabilities such as sight impaired and others typically accompanied by a person without disabilities who's going to be actually driving the car. We have accommodations for having persons with disabilities to safely on their own navigate their way to emergency elevators and safely get out of the building.

Ms. Mockeridge also posed, made a second point that the person should never be separated from their mobility device. That should be the last option when you talk about a person's mobility chair and the alternate evac chairs. the alternate should be the last resort. We agree, the Evac chairs are the last resort and our specialist would cite that you need to explore every option to not move a person out of a wheelchair to a mobility chair. That should be a last resort because persons can have injuries that can be further exacerbated by moving them in to an evac chair. The plan is to evacuate people in their wheelchairs and never separating them from their wheelchairs.

The next question was posed by, I believe, your chairperson, Ms. Cabanban. Is this the final plan? And how many people with disabilities are on the committee and the drill, assuming that she's making address to the committee, LAWA and emergency services personnel. We could invite a DAAAC committee member to participate in the drills, as either a drill committee member or as an observer. We have those. We have the discretion, and we can do that. So, for these twice-yearly drills that will occur after operational readiness, we have to conduct two drills and execute it with oversight by the committee with some appointed observers so that we see how effective we were in getting people able-bodied and persons with disabilities out of the building and in to shelter-in-place locations. Did it go according to our plan, and do we need to change our procedures, tune them up so that we're more successful? We can do it on a more organized manner and do it more quickly, I presume. The answer to the question is this. While this is the final emergency evacuation plan, the emergency preparedness plan is the plan that has all the substance in terms of communications, protocols, and everything I mentioned before. There certainly is the opportunity for a post operational readiness when we are forming the drill committees, actually before that. We will be seeking your feedback on the brochure that needs to be publicly accessible, needs to be handed out at the rental car counters and other

locations so that persons with disabilities are well-informed of how to respond and how to get safely out of the building in the event of an emergency.

The chairperson posed this second question, what experience does the ADA certified person which is our CASp have with disabilities? And I wanted to correct the notes because the notes seem to infer that I was the CASp and I'm not. Greg Izor is our certified access specialist. He has been on our teams from day one, from the proposal phase through today. He has reviewed all the drawings at I think five different submittal milestones. We received his feedback, addressed his issues and he ultimately rendered the design in compliance with the contract documents and all ADA requirements. Greg happens to be one of the most seasoned CASps in the state as his number, I presume, he was the 14th person to have received that designation. He's also an architect and we further mentioned in our last meeting that due to an injury, our lead architect for the design successfully navigated about the country in a wheelchair for a few years and so knows firsthand what challenges a person in a wheelchair face. He was able to lend that direct experience to the development of the design that resulted in what we've constructed today. I should point out that Greg Izor and Terry Brickman, the quality program manager, Randy Simmons, the construction quality controls manager, have been conducting comprehensive reviews of the work completed and stored in place. If any work has been installed that isn't in compliance with the drawings and hence is not compliant it's removed and replaced. That all those hand railings, et cetera, height of countertops in restrooms, all the clearances in the toilet closets, everything has been meticulously gone over. Mr. Greg Izor has been in every room of the ready/return facility as of this day and is commencing with the quick turnaround comprehensive ADA review.

Now on the message from Ms. Goldkorn, do the digital message boards have verbal notices? Do they have message boards with interface capability to smartphones? First question, there will be in the courtyard, in the customer service building and on elevators and escalators. The hearing loop as I mentioned before, technology exists in the courtyard and that leads to enhanced connectivity to hearing devices for those that are wearing them such that they can hear the emergency announcements clearly on their hearing devices. Emergency verbal and digital messages are not being pushed to smartphones like an amber alert-type circumstance. That is currently not taking place, and part of the capabilities within the CONRAC.

A recommendation from Mr. Straniere. Mr. Straniere wanted to encourage while we're familiar with the contracts, he highly suggested there's some focus group performed call order from this group presume he meant your group for the public at large and the response is the drill committee will be tasked with providing feedback from the twice yearly emergency drills for purposes of refining the emergency preparedness plan and how we conduct the emergency drills and therefore how successfully we perform in the actual state of an emergency. We will seek your feedback by way of participation in the emergency drills as observers or members of the committee. As I mentioned before we'll seek your feedback on the brochure that we're going to develop. We certainly want to enlist your input, feedback, such that it's a proven, effective communication piece of material. That's it in terms of addressing the questions. We look forward to continuing to collaborate with the DAAAC such that we continue to strive to meet the needs of persons with disabilities during both normal operations and during

emergencies involving the LAX rental car center.

Mr. Herrera: Couple questions. Number one, one thing that concerns me is this: I'm an ADA coordinator for the So Cal Gas. One thing that I don't do, even though I'm a professional with a vision impairment, I do not let the fact that I am blind, I am a person with disability supersede the fact that I have no knowledge of what it is. I could be a deaf person, a person in a wheelchair. So, to have somebody tell me that you have a CASp and somebody who has been disabled and has provided insight, if that person has given you, insight on other different disabilities, you're in trouble. You're going to get sued because of making assumptions the person knows what it is to be a blind person navigating through a building. That's one thing. The other thing, of course, this is a recommendation, I would encourage your team to consider looking at good maps as a tool that can provide point to point coordination, using navigation that can make it easy for somebody who is blind to navigate in the event of an emergency or through any of the buildings throughout the airport. The other thing, of course, is if you're going to have announcements, I've been through TBIT and I hate going through there because the audio acoustics are the worst. Sighted people can get the different messages, but I'm being broadcast, and the message is so bad, you might not have it because it's more frustrating in aid to somebody who is focusing on trying to it hear things. You've got people talking and you have the acoustics that are so bad, and the speakers are so poorly positioned in my opinion, that it makes it more frustrating than useful. So, those are my comments, and don't think that I'm being negative about what you're doing. I think you're going above and beyond to try to make sure that you accommodate us. But there are certain things that as a professional with a disability who has that, a large responsibility to, over 22.5 million customers throughout our service territory, I must be very careful about what I say with regards to the needs of people with other disabilities other than mine.

Mr. Duncan: Thank you, Louis, very much. I just want to make sure on the first part of your message regarding disabilities. I did not point out that Greg Izor is a disabled veteran, he does have a disability. He's, he's not blind, but he has a disability. So, while he can't provide, you know, direct experience, feedback from the condition you're faced with unfortunately but he's, he does have a disability. I wanted to clarify. I just wanted to make sure I understood that you said we were doing a disservice, I didn't understand that. If you could restate that, that would help me.

Mr. Herrera: The comment, assuming the person with a disability can speak about other disabilities is more a disservice than a service because you're bound to assume on some things that that person has not experienced and if somebody goes out there and gets hurt, you're on the hook for it. Because there was no process done to consider what is it that is going to require that person with that specific disability. Say for example, somebody may have a hidden disability. Somebody who's epileptic and attention deficit disorder. They're two different things but they're hidden. And I just talked to experts who deal with that area, you're bound to make a mistake on how to approach their needs.

Mr. Duncan: Yeah, I think I understand what you're saying. There are many disabilities that are not visible to in the naked eye. What we can do is incorporate, involve this committee in the formulation of that. I don't want to isolate it to that brochure, but certainly enlist your feedback on the emergency preparedness by way of getting involved in the drill committees. You end up having direct input into the emergency preparedness plan refinements. So, I think we can accomplish what you're after by there being future collaborations.

Mr. Herrera: I agree 100%. I also want to stress the importance of once you create your brochures the way you want it, there's a lot of blind people who don't read braille. But there's a good amount of those who do and use electronic refreshable braille. Before your brochure goes out, I would encourage that it would be remediated to ensure that it is presented in a format that is very easily read by somebody who is blind using braille. I'm sure you can get my contact information from Myrna, and I can tell you how to go about getting that and when that document is ready, it's all-inclusive.

Mr. Duncan: The second part of your question, you referenced good maps, is that a software? I just wanted to confirm that, right?

Mr. Herrera: Yes, I can send you some information and connect you with the architect who's heading up the development and improvements of good maps. For people who are blind.

Mr. Duncan: Sounds great. Thank you so much.

Mr. Torabzadeh: I just want to thank you, Mr. Duncan, for the nice presentation and for answering my two questions. Also, I just wanted to make a comment that it would be great to have a person, one of the members of this committee to be part of the six months that you have as an observer or as a member of the committee.

Mr. Duncan: Thank you, I think that's a great recommendation, Mr. Torabzadeh. Thank you.

Ms. Cabanban: Mr. Duncan, thank you. I think couple of the things that kind of hit me here is that we will be working with your group, I suppose, for the duration of this program at least until 2048. Just to ride on Louis's comment, do make sure you get good representation of the different groups and disabilities that are out there. Just to remind also, even the same people with the same disabilities, we all have different capabilities. Always kind of keep that in mind. We are here to help you work through this, so please seek out our committee as much as you can and thank you.

Mr. Duncan: Thank you very much. We'll absolutely do that. I will say that our operations and maintenance team, we basically we will be handing off the baton to. We then move on to design and build other structures around the country, but we execute a smooth handoff to our operations and maintenance partners. So, there will be a proper introduction to those individuals, and we'll ensure there's

continuity from what we've discussed thus far.

- Terminal 3 Presentation

Mr. Ihle: Terminal 2, terminal 3, I believe we call it Gateway Project. Mr. Neil McLean of Gensler discuss this project. It recently opened and happy to bring it to DAAAC so for the members who haven't been there can at least get an idea of what it looks like as well as the accessibility features, they've incorporated into the design structure of the facility.

Mr. McClean: I first want to introduce myself; my name is Neil McClean. I'm with Gensler, the architectural firm with this project. Mr. Rupert, the program director for delta airlines and John Philips he's our client in this and has our relationship with Delta Airlines, they're prime on this project. Then Nate with SGH, is our accessibility consultant. Then John with Gensler, as a coworker and a technical architect that worked on the project. Everybody's here on the team here. I just want to make sure; can everybody see the slide that I'm presenting? Excellent. Everybody hears me that's on the call. Very good. Okay, I want to introduce the project, the goals and how it fits into LAX. I want to talk about the improvements in accessibility in the terminal project. We're going to look at the departures journey, the arrivals and look at the restrooms and the building sections so you can understand the process. You can hopefully have a comprehensive understanding of the project and look at the bag claim exit area and then I have all our plans as reference at the very end of this. We're not going to go through the plans, but we're going to look at visualizations through this presentation today. I'll do my best to describe what is on the slide and the features of that slide that we're trying to communicate.

So, project goals. First, I just wanted to talk about our two primary clients on this, our Delta Airlines and Los Angeles world airports working together to improve the airport. Delta Airlines had several goals for this project. They wanted to create a terminal that's modern, inclusive, and well appointed. They wanted to focus on functionality and durability. They wanted to keep it simple. So those are the primary goals for this project when you look at the slides and the renderings, just keep that in mind. Some basic facts about this project, we now have with the two terminals together, 27 gates for Delta Airlines, it's about 1.2 million square feet, they doubled the amount of restrooms in terminal 3 itself because we built significant portions of it and rehabilitated every part of terminal 3. There are approximately 32 self-service kiosks and 46 check-in positions. We have a 14-lane security screening checkpoint, and we have 6-bag claim carousels in our new bag claim in the project. On the LAWA side, this project is part of a greater whole at LAWA where there is the landside access modernization program that's ongoing which is connecting the terminals together and connecting them to the automated people mover that's coming. A big part of every project at LAX is I'm sure many people on this call are aware, is that the terminals themselves had to incorporate vertical core to accept the bridges from the APM system. So that's a big driver for our project. That improved vertical circulation in every terminal. It also is part of a program to unify the facades and the facility at LAX. With the overriding goal of connecting all the terminals together, both connecting them on the secure side and connecting them on the landside. These, as everybody is aware, on this call,

LAX is unit terminals for many years this is part of a major project to unify the airport. So that's how we sit within that and then you can see how we individually had goals for Delta Airlines.

The next thing I just want to show you is where we are at, at LAX. So, this is a little bit of a rendering and an aerial view of our complex. We are the white roofed buildings up here in the center and what this shows is terminal two sits here on the right and then terminal 3 is on the left. A major part of our project was first this new vertical circulation core in the center here and then we have a second vertical circulation core just to the left. This gives us two connection points to the APM system. We rebuilt the head house that is between these two vertical circulation cores and then rebuilt the concourse of terminal 3 behind here and then we are expanding the satellite building. So, before it was a lozenge shape, now it's squared off and we have more space in that building. On the terminal 2 side, we're creating a connection over to terminal 2 and internal to this there's a node we're connecting to the existing terminal 2 itself on the concourse level of this building. Then you can see in the center here is the guideway for the APM system that comes into LAX. There's a stage, central station right near the tower here in this center. Then there's the TBIT station over to the left here. This slide is a recent aerial view of the project from about three, four weeks ago in May. It shows kind of the process of construction right now. Just recently, in April, we opened the main head house and this primary core on the right here. The main head house contains our new-big claim ticketing and security screening checkpoint. It contains our new bag claim, ticketing, and security screening checkpoint. Few weeks ago, we entered our concourse. They started using the gates. You can see some aircraft using it. Later in the year, the satellite will be open. After that, the west head house. That second vertical core. You can see the project is bracketed. Also, we have an interesting part of the project, connecting to the Tom Bradley terminal. This is how we sit at LAX. I want to go through some ideas about the improvements made for accessibility in this project here. We have divided them into five areas. We have made a huge improvement. They present themselves as bright, easy to navigate, and intuitive. The processors are easily navigated. Security leads to the concourses. On the audio side, we have integrated a new audio paging system. We included visual paging in the gate information displays. On the access side, the concourse, passageways, hold rooms, and processors are larger and well connected. This is one of the huge improvements. Built in clarity allows for long term growth. This building is very simple. It is straightforward. You will see in the renderings that it is light and bright. Changes are easily adapted to it. They provide ample vertical circulation. Curb side to gate. Similar environments. Lighting and signage give you reassurance. We have included views to the airfield and landside to connect your journey. There are significant markers to see where you are. On the equity side, we are all gender restrooms with adult changing stations in them. Nursing rooms for families. Built in accessible features that elevate the diversity of our passenger needs. They are spread out to be accessible for those with those needs. I will take you through a series of photographs to describe a typical departures journey. Then I will touch upon arrivals. We will start on the second level. You can see in this rendering, our new vertical core. This is the curb you will be dropped off inside the ticketing. We have sets of stairs and elevators to give you that circulation. This portion recently opened in April. We have a recent photograph of the scene on the departures

curve up there. In this view, in the far distance, you can see the second vertical core. The bridge that goes over to the APM would connect is just behind us in this rendering. In the ticketing hall, we deepened the space. Plenty of self check in kiosks. You would turn left and see this when you come in. After you have been to check in, come back out and take an elevator to the checkpoint level. To your left, once the bridge is open, you will be able to cross if you arrived from that side. You could come into this space as well. Straight ahead is the security screening checkpoint. Once you get into the checkpoint, we have circulation from side to side. The cue for the checkpoint, you turn right, you go through it, you come out with views from the airfield. From here, you can go to terminal 2 on your right behind us or 3 to the left. We have a photo here of opening day with the re-composure area. If you go to 3, we have a node. You go down to the concourse. This has a large, sloped walkway. We had to make up the elevation difference. This is the primary area where we have concessions on either side. There are retail spaces in this terminal building. We have kept walking. You can see the concession spaces and retail spaces. Heading to our ultimate destination, the satellite. There are gates at the end of that is the satellite. We kept that height. We opened it up. The old satellite, there was a piece that has gone away. We have views back out to the airfield as well. This is jumping back to the front. We have that connector I mentioned. A wide connector with windows that take you to the Tom Bradley terminal from terminal 3. We are jumping over to 3. We are coming back to the head house. We will head out. We can go to 3 or go down to bag claim or out to the APM system. On the arrivals journey side, I will jump you from the back to the front. There are a few ways to get to the claim. You can go to either one or take them into that space. We are preserving the tunnel. There is an elevator back. You can come back into this space here. We have all the new carousels. You can see the street in front of you. This is a rendering with our bag claim devices on the right. You can go up and down or out to the curb. I want to walk you through the restroom features. This includes the pet relief area, nursing, all gender restrooms. All in one place to address all the needs. This is a women's restroom. We have a men's restroom with a baby changing area in it as well. This is a view of the nursing room. This is all gender restroom with an adult changing table in it. This is the typical pet relief room. Anyone who has a service animal can take care of their needs. I wanted to talk about the building section and some major improvements made here. One big emphasis was not only connecting to cores but to gain as much space as possible. We made some major moves in our building. We depressed the floor to get more height. You can see them here. We have a ceiling carousel here. We pushed out under the apron. It was a very critical move. Once you grab your bag, you will travel towards the front of the building. This is the tug right over here. We came under the apron. Upper levels, we tried to make them as tall as possible to get more depth. So, you can be perpendicular. So, you are walking towards the airfield. You go right or left to the concourses. Delta put in their club space. There is a mechanical space there as well. These are all big moves to expand the space and feeling. We were provided with an image about a passenger in the bag claim area. They were not seeing access to exiting. It was designed with too large, sloped walkways to take passengers back. You could go up and down or out to the curve. That it was primary entry and exit. We had to include exiting in the center for the number of passengers. We intended them to circulate to the sides. Some spots you feel like

you can't get out of. We felt like there was so much brightness. The walkways were evident here. The majority would take them. They have wheel devices and luggage. That is the bulk. I have included slides for reference or our floor plans.

Ms. Cabanban: Thank you for the presentation. I have a quick question. On the slide with the self-check in, I use a power wheelchair. There isn't a way to approach it from the front. No spacing for a wheelchair footrest to reach over. Is this the only model you have for self-check ins?

Mr. McClean: To my knowledge this is the model we have.

Ms. Cabanban: That is not something I could access. I don't understand how that could have gone through without anyone checking in and looking at that accessible feature. It may be something to bring in and have addressed. Any questions from the group?

Mr. Torabzadeh: On the last tour we had of the new terminal, the extension, some members of this committee were on the tour. We found a few inaccessibility issues with that new terminal. I was wondering if there would be a tour, or can we have a tour from this committee member to look at the restrooms and other areas that really matter? I noticed the inaccessibility. There is no way for someone in a wheelchair to be able to use that. At least one or two of those stations should have been designed in a way that would have at least clearance for knees and footrests, someone using the wheelchair. Issues we discovered with the other terminal was the sinks, paper towel dispensers, all inaccessible. They were not within the reach of a person using a wheelchair. I was wondering if all issues have been taken into consideration. I don't have any idea. I was wondering if we will get a chance to discover if they are accessible? Are the doors, do they have push button door openers? Any sensors or automatic door openers? These are some of the issues that came to my mind.

Mr. McClean: We welcome a tour. We would coordinate that. We could make that happen. We could address those issues from there. No problem.

Mr. Torabzadeh: It would be easier to address these at the design stage, so we didn't have to deal with them in case there are issues. There is a long report for the other terminal. It will be costly to bring it up to the standards. This is something I want to bring up to everyone's attention. Maybe some members should be involved so we don't have to deal with the after math. It is always more costly to fix them again.

- Interacting with Someone with a Disability (Kathleen Barajas)

Ms. Barajas: The first topic is first language. Person first language is language which places a person... first language or person language is language that places a person before their disability. It emphasizes the fact that people are not and should not be defined by their disability or health condition. They are people first. It is meant to avoid dehumanizing individuals with disabilities. First language to avoid adjectives when defining a person. Some examples are a person with a disability

instead of a disabled person. It is crucial to separate the person from the trait. We don't want them to seem inferior. That can lead to discrimination. In this case, the adjective can be replaced with a relative clause. This type of sentence structure reinforces the idea that a person's disability is a secondary attribute. A brief background of people first language. As far back as 1960, this is Beatrice right. She cited studies that show language is not merely an instrument for voicing ideas. It plays a role in shaping ideas. She expressed using expressions. The actual term, people first language was first seen in 1988. Recommended by advocacy groups. It has been adopted by speech pathologists and researchers. Those in the latter category refuse to be labeled as victims. The competing model of people first language. Supporters of this to have the label first such as autistic person rather than a person with autism. There is deaf first language. Deaf person or hard of hearing person are preferred. It is felt hearing impaired emphasizes what a person cannot do. Some organizations have included people first language in their guides. As of 2017, people first language is what is used in governmental institutions [Reading]. There is no language that everyone agrees on. People first language say it is awkward and repetitive. The national federal for the blind condenses people first language. They feel it is unacceptable. They have all rejected people first language. The community uses deaf first language. It is seen as a positive identity and pride.

To reiterate, people first, identify first language. It reenforces that people with disabilities are people first, as the name implies. Society can view individuals with disabilities as inferior. We want them to have the same respect as everyone else. A negative aspect of people first language is it disregards disabilities as diseases. Many individuals consider that disabilities as a fundamental part of their being. It may cause others to think it defines who the individual is. This can be problematic. People's views are based on negative stereotypes. There are a few suggestions and related examples of people first language. Emphasize abilities. Not limitations. Pick language that emphasizes what people can do instead of what they can't. The term person who uses a wheelchair is preferred. Another example would be a person who uses a communication device as opposed to the phrase cannot talk. Refer to the person first and the disability second. This is the basis of people first language. A few examples are the terms person with a disability and people with disabilities as opposed to disabled person. Person with a learning disability as opposed to slow learner. Use control language. Do not use language that portrays the person has a lack of something. A person who has had a stroke as opposed to stroke victim. Congenital disability. Person with a speech impediment. Use language that emphasizes the need. Accessible parking as opposed to handicapped parking. The word handicapped is outdated. It has not been used for some time now. If you are in doubt, it is best to air on the side of caution and not use it. Never use terms such as challenged or special.

I will now speak on disability etiquette. A set of guidelines with how to interact with a person with a disability. Most follow a simple rule. Do not assume. Both shortcomings how society interacts with persons with disabilities. Here are some guidelines to follow Do not assume a person with a disability either wants or requires assistance. Do not assume rejection if aid is meant as a personal threat. Do not assume upon acceptance of your help that you know without being told what service to perform. Do not assume a person appears to have one kind of disability also has others. Do not assume a disabled person is dissatisfied with their

quality of life and is thus seeking pity. Do not assume companions of company of persons with a disability are there strictly to render service. Do not assume a person with a disability will be receptive to personal questions, particularly in a public setting. Do not assume that when a person with a disability is in a public place, that they are being escorted by a caretaker instead of travelling alone. Each category encompasses specific rules. For example, the last two of these were to include guidelines such as ask questions of the person with a disability and not of their companions. Hand grocery or other receipts to the individual who is paying the bill. Only ask questions about the person's disability if you know that person. Specific disabilities have given rise to their own unique guidelines. Individuals who use wheelchairs may, for example, include the rule do not grab, or push a person's wheelchair without permission. Individuals with visual impairments often there's a request to identify yourself when you enter a room. Our next topic will be interacting with travelers with disabilities. I will now speak on the pamphlet that my organization has created. It is designed to educate TSA agents on interacting with travelers with disabilities. We greatly value the fact that LAX now has the TSA Cares program that will send someone to walk an individual with a disability through security and while this is a great service for some, for others it is neither needed nor desired. Individuals with disabilities know that they are more than capable of navigating through a security on their own. With only minimal assistance at best. Our pamphlet is based both on my own travel experiences as a person with a more severe disability, but also on stories I hear from the disability community. For my own experiences, I would give a 65% rating enough of my encounters with TSA agents at various airports have been uneventful or nearly so. Some have been difficult at first but improved when I got assigned an agent to do the physical screening. That is pat-down. Sacramento Airport seems to be so educated regarding travelers with disabilities. I have travelled in and out of there many times for work and I have never had any issues whatsoever. I would rate my experiences at LAX as average, sometimes uneventful but too often having to repeat over and over again it that yes, I am travelling alone. I believe my worst experience with TSA was either in San Jose or Oakland where two of the agents actually left me and mimicked my movements after seeing me upset by the belittling way, they were treating me. I believe that the issues that I and others with disabilities have encountered can be remedied through education sensitivity training. Here are the major issues which I have encountered: Carry-ons. TSA agents should be instructed and willing to assist with the traveler's carry-ons, especially with the traveler uses a wheelchair and may not be able to transfer their carry-ons to the screening belt. Carry-ons should not be taken until they have been assigned a screening agent. Carry-ons left at the end of the screening bag for an extended period are too much of a temptation and TSA departments should discourage this practice. Shoes and outerwear, regulations, travelers with disabilities are not required to remove their shoes and outerwear. TSA agents should be routinely reminded of this so that individuals with disabilities do not have to be the ones to enforce this regulation. Bags and pouches, anything that is attached to a wheelchair such as bags and pouches are not to be removed. Items inside the bags or pouches should be removed, sent to the scanner, and then put back. Bags and pouches attached to the wheelchair are placed out of location, where the traveler can easily reach them. Placing them in a different location can mean that the person can no longer

reach them. Without a doubt, what I encounter the most through TSA screening is agents asking me repeatedly if I am travelling alone. Although I feel this question is not appropriate to ask, I might tolerate being asked once with the TSA agent accepting my answer. The issue here is that agents ask the question repeatedly as if the answer will change the second or third time. Some agents refuse to believe that individuals with disabilities, especially those with more severe disabilities could ever be capable of travelling on their own. I have seen agents look utterly disgusted or angry that I am travelling on my own. It is known throughout my entire trip that the agent will need to care for me. They do not understand this attitude at all, the assistance I require because I'm on my own just a few minutes of an agent, and that is to take my things through the carry-on machine. I have found that the severity of one's disability is not all that figures this question. At least one colleague of mine who has a much less severe disability than I have with speech is not affected in any way tells me she gets asked this question as well. I was stunned to say the least. Displaying no sign of a disability other than her wheelchair. Why then is she being asked this ridiculous question? I have shared that before COVID some and my family took a trip to Hawaii. I and my family prepared to take my carry-ons screened once we hit the area. They know of my experiences with TSA so they were more than willing to assist any way they could. To my surprise, the stay at LAX was one of the best I've experienced. As we arrived at the screening area, a female agent quickly approached me and without asking me the dreaded "are you travelling alone?" Question, she took my carry-ons and began my screening process. I believe my sister-in-law even told the agent they were with me and were willing to take them through with me. The agent replied that she was more than happy to assist me. This TSA agent was how every agent should be. I feel that the main training objective for TSA agents as it relates to individuals with disabilities would be to understand that many of our community can do travel on our own. Obviously, if an individual was able to navigate from an airport up an elevator and to the screening area, they're more than capable of travelling on their own and it may be true.

With that said, here are some general speech-related points to it keep in mind when interacting with an individual with a speech impairment. Never hesitate to ask the person to repeat themselves even if they need to repeat themselves a few times. They never mind repeating, especially if you're trying to understand. You can use an alternative use of communication while the other person needs to be patient and try their best to understand. Do not assume the person does not understand you simply because they are not responding in a way you might expect. Often, they cannot fully control their arms and/or legs and their limbs may move uncontrollably as they make every effort to respond to you. Never assume that a person cannot be here simply because their speech is affected. You are the one who is not understanding them. Speaking louder is not the solution and can be insulting to the other person. Ask the person if they have a communication device which speaks for them or if they can type out on their cell phone what they are trying to say.

Finally, I will give a brief overview of our organization, Project Air. It's a platform when I was Ms. Wheelchair California 2016. That platform improves the way society views individuals with more severe disabilities through acceptance, interaction, and respect. I founded Project AIR in 2020, they stand for acceptance, interaction, and respect. We are a 503C organization, our mission is

to educate communities and the appropriate treatment and accommodation of individuals with speech impairments and more severe disabilities. Educational materials such as pamphlets, booklets, presentation materials, to present to business entities and the public for individuals with more severe disabilities, especially those with speech impairments. I will share that Los Angeles Metro has been using a transition pamphlet in their trainings for about three years now. This is a pamphlet I created prior to founding Project AIR and now belongs to our organization. The name is, "Where is your stop" and addresses the difficulty of the rider with the speech impairment who may have tried to tell the operator of their stop. We always include speech related points as well. I recently e-mailed our TSA-related pamphlet to Mr. Corpuz of LAX TSC department and currently reviewing it for their possible inclusion of their trainings of TSA agents. It is the hope that LAX will be the first airport to use information from our pamphlet as we look to reach out to many more airports in the future. We plan to expand the distribution of our literature and pamphlet as well. Please feel free to reach out to us if you have any questions or know of an entity who could benefit from our materials or sensitivity trainings.

Ms. Cabanban: Project AIR is still in its early stages and other types of entities and projects we want to be involved with in the coming years. I will e-mail a few of our pamphlets to Tim for him to share with everyone here today. Does anyone have any questions or comments at this time? Thank you.

Mr. Torabzadeh: I just wanted to thank Kathleen for a wonderful presentation. This went right to the point. This is a topic that you can talk about for hours. She touched every topic and in such a short time and covered it so well. As a person who uses a wheelchair, I wanted to thank you, Kathleen, for the work you've done and your project. I hope that this is part of the disability awareness that all of us as individual with disabilities have to do, every opportunity that we get, and I have chosen to do that. I know we are running out of time, should we make a very short comment about the word "handicap". I mean, she touched upon that, it is fortunately not too many people are using it, the word is very offensive and should not be used at all. Some of you may know that but some of you may not know. The origin of the word "handicap" comes from the word handy cap, having a cap in hand and begging for money. That's where it originated. That's why that word should not be used to refer to people with disabilities. I have other comments but for the sake of time, I will stop here. Thank you again, Kathleen.

Mr. Ihle: I believe there is also a chat, somebody, I think Daniel sent a chat message. But I get before we get to that, I also wanted to thank Kathleen for the presentation. I know that at one time she was not shy about letting me know when I said something that was not which, you know, a complete, you know, ignorance on my part but Kathleen really has educated me and it is difficult to remember, you know, proper etiquette and I do my best, I may make a mistake. Also, in the back of my mind I think "what would Kathleen think or what would Kathleen say or do?" I do appreciate that, it is very helpful, and thank you for taking the time to present to other members of the community.

Mr. Sneed: This presentation is very helpful. How can I obtain a copy of the

Ms. Cabanban: We will give that out to, Kathleen, if you are good with that, we can ask to distribute your PDF presentation, right?

Ms. Barajas: Yes.

Ms. Cabanban: Okay and then your contacts will be in there. Any other comments? I was laughing at some of the parts because, like Amir, it has been a while since we have heard the word "handicap" and even the word "disabled" now. So, you did a great job doing those differentiations and again the object here is just to educate and communicate about the community and we would welcome any comments or questions and any help that we can render at this point. If there is no other comments or questions, I think we can do one more item on our agenda today. And that is item number 6. I am going to jump to item number 6 since we have two months of minutes that we need to approve. Do we still have quorum on Tracy?

Ms. Bradley: Yes

V. Public Comments (Non-Agenda Items)

No public comments.

VI. Approval of Minutes

- March 16, 2022, meeting minutes approved
- April 20, 2022, meeting minutes approved

VII. Consent items for DAAAC Action

Ms. Cabanban: Determine in accordance with Section 3E3, that this body has reconsidered the circumstances of 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.

Mr. Ihle: Madam chairperson, it looks like there is 35 days between this meeting and our July meeting. The July meeting will be on July 20th and today's June 15th. we may have to do a special meeting just for the fact that this exceeds the 30 days. So, we may have to do a meeting just to do a consent, to do a consent item.

Ms. Cabanban: We have a motion to adopt. Motion approved. So, we will continue that. So, I guess from here on, we will find a date and we will contact all the members so we can have that meeting for that special item.

VIII. Adjournment

Ms. Cabanban: We are closing in on the 3:00 P.M. I want to thank all the presenters and apologize to all our departments that usually do our reporting. I do thank you for hanging in there. But we will go without hearing from you all today, unfortunately. Until next meeting, unless there are any objections, I'd like to call the meeting adjourned, 2:55 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 20 July 2022. The minutes of the 15 June 2022 meeting were approved by DAAAC.

<u><i>Tracy Bradley</i></u>	<u>7/20/2022</u>
Secretary	Date