

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 20 December 2023

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Seyed Torabzadeh, Community
3. Julia Mockeridge, Community
4. Kathleen Barajas, Community
5. William Miranda, LAWA Planning
6. Carlos Alvarado, (TBITTEC) Airline Rep

ABSENT

1. Mark Frank, LAWA Administration
2. Louis Herrera, Vice Chairperson
3. James Corpuz, TSA

EXCUSED

1. Brandy Welch, Community
2. Tim Ihle, LAWA Airport Operations

Meeting Started at 1:04 p.m.

I. Call to Order/Roll Call

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

II. Opening Remarks and Introductions

None

III. Chairperson Report

Ms. Cabanban:

- Sub-Committee for bylaws revision – AB 361 Sunset, January 2024.

3.1 - Change from 6 to 7 voting member representing to the maximum extent feasible a cross-section of travelers with disabilities and other persons with disabilities using LAWA Airports and associated facilities from the region served by the LAWA Airports.

Ms. Heredia: The limitations that we're going to have trying to make any kind of extension between operational impact or request is that we are based in L.A. County. If someone from Kern County or Riverside County have some issue with some type of service, we can always address it from our origin, because we don't have the authority in those other counties. The ground transportation providers that come from those counties are permitted in a different way, but we wouldn't be able to make any significant impact on how those county observe or enforce or regulate different types of customer service or other type, either it's customer service or complies related items. I'm not sure that the intent of trying to have a representative, 7 representatives and having all these counties included makes

sense because we can't influence anything outside of L.A. County.

Ms. Goldkorn: L.A.X. area of influence is all the L.A. Metro area which extend to the Inland Empire and users of the airport are all the constituency this committee serves and we need voting member from all areas. Whether there's an active airport or not, and yes, ONT was set free few years ago, but when I was serving, from the IE, it also served all the passengers who took Metrolink, the FlyAway, or they drove to L.A.X., or however they got to L.A.X. The L.A. Metro area extends to the Inland Empire and we do not operate in the OC but voting member from the areas that are the areas of influence are incredibly important. We have not had any voting member from OC to my recollection from when I first became a member of the committee, but it's really important to be able to serve the constituencies and those constituencies are compromises of all of the areas and including out to the IE.

Mr. Ray: First, I wanted to say I'm so glad you've increased the number from 6 to 7, because with 6, we have an even number, you're not able to break a tie. I would also like to see more people with disabilities involved. So, such as a Deaf person currently is not on the committee. I'm not part of the committee. I do attend these meetings, but I'm just a little guy. So that's all I am. I was looking at things now, it's critical to have in person face-to-face meetings, I think. Virtual meetings are not always effective. We don't always have those full meaningful dialogues that can occur in person casually before-and-after a meeting. So that's a problem.

Ms. Mockeridge: Based on what we've heard so far, it seems like everyone is okay with adding to 7 member instead of 6 or at least aside from Richard's comment, there's no other comments on that? It's more of like the areas that were indicated on the by-laws? Is that correct?

Ms. Cabanban: Yeah, we're just on that part of the by-laws right now.

Ms. Mockeridge: My understanding it is not necessarily that there needs to be someone represented from each of those additional counties, but more so an acknowledgement that LAWA Airport serve a variety of communities and just making sure that it's inclusive to those communities that directly surround Los Angeles County.

Ms. Cabanban: Correct. Also, whenever we pass anything, is the full membership of all the committee, not just the membership from the community. I think we currently have 11 that are voting member. If we increase to 7, that opens up membership. Right now, we are missing a few representatives from some disability groups, but we haven't had memberships from applicants also so, that's also an issue. So, this proposal, if we do would just increase the membership. Once they come into L.A., we make sure their experience is as accessible as possible and not necessarily where they're coming from.

7.1 – Adding term limits. The chairperson will be elected by a majority vote and serve a three-year term and up to three terms. The chairperson shall be selected from the voting members by the Los Angeles commission on disability.

7.2- Corresponds to the chairperson's term limit.

12.5- Revise to "The DAAAC shall set the number of meetings it shall have. The committee shall select its meeting schedule, identifying which meetings will be open to the general public, meeting dates, times, and locations. At a minimum, there shall be quarterly meetings held by the committee."

Ms. Heredia: I feel like we have two questions here. Are we trying to set a minimum that included in the bylaws, we will meet at a minimum quarterly? Are we trying to establish that we have the option to meet in person four full times a year or they will be conducted four times a year? What do we want it to say?

13.1 (a) – Capitalize "coordinator"

5.2 (c) – Delete management and add planning

One of the three LAWA employees shall represent facilities management, engineering and planning.

Ms. Cabanban: I will read the comments. 5.2C. Three members shall be active. Five is the selection of LAWA appointed committee members. 5.2C.

A suggestion. It stands the 5.2C stands one of the three LAWA employees shall represent facilities, management/engineering.

What is being suggested, 5.2C. One of three shall represent facilities, engineering, or planning. Leaving it as adding planning.

5.3 -Add consortium and ground transportation representative.

Ms. Cabanban: applies on the bylaws. One member shall be an airline representative. That is being suggested. One member shall be an airline representative or ground service provider. Adding language in lieu of an airline.

Ms. Heredia: That is fine. It is weird. Ground service and ground transportation are different. That could be service providers in the field. It would not really be applicable here. We do have to expand that. One member shall be an airline representative. A consortium representative. Or a ground representation.

6.3 -Change secretary to LAWA administrative employee.

Bylaws draft was approved to be adopted in 2024.

- Sam Overton nomination – Announcement of winner

Daniel Sneed - Thank you, everyone. It's been a pleasure assisting Cass and Tim with all the online task orders they've had me associated with. I can say that by participating with this group, it's been very educational. I've learned a lot. This group has really opened my eyes to see different parts of architecture that I really was not taught in school or in my career. So, I appreciate the opportunity.

IV. Presentations

- Concourse Zero
Pushed back until next month

V. Public Comments on Non-Agenda Items

NONE

VI. Approval of Minute

- November 15, 2023 DAAAC Meeting Minutes – Minutes approved

VII. Consent items for DAAAC Action

- Item 1-Determine in accordance with AB 361 Section 3(e)(3) that this body has reconsidered the circumstances of the state of emergency and that 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. ("AGENDA - Orange County, California")

Virtual meeting approved.

VIII. Regular Items for DAAAC

- Appreciation gifts

Ms. Heredia: I talked to Myrna what type of appreciation gift to get for the DAAAC and then it came down to getting the emergency lantern or something like the emergency lantern for those of you that actually watched the earthquake authority presentation that gave a shakeout in October I will be delivering them next week. So, I got you all an outdoor lantern. It has a flashlight and a red light. It has type C charging which is same as your phone charger. It has a power bank and you can also charge it with three AAA batteries, which if it's coordinated enough, I will deliver next week. It has a little latch. You can hold on to or you can hang it on something. It has a magnetic base, so anything that's magnetized, you can attach it to the side. Your refrigerator, your car door, your metal filing cabinet if anybody has those anybody. It will work.

IX. Landside Access Modernization Program (LAMP) Report

NONE

X. Operations Report

NONE

XI. Planning Report

Mr. Miranda: MSC South is moving along on their side. They've already started to erect steel, which is visible when driving on Westchester. That's on the OC yard. That's the landside yard where the building is being erected. So, you should be able to see the steel along the fence line driving by.

XII. ADA Coordinator Report

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

Ms. Heredia:

- Debrief on presentation to the wheelchair service providers
I did a debrief to the wheelchair service providers in November, the week

before Thanksgiving. I gave them some information like the metrics, which I think I provided to everybody here before. By end of October, our metrics were showing we had 1.38 million request for wheelchair service. That's prior to the Thanksgiving holiday. I think the numbers are going to be significantly larger when I pull the metrics together in January.

The primary item that I brought up is a way to streamline the inter-terminal service for persons with disabilities. If you are coming from one terminal and another terminal to catch a flight, typically we use the A.D.A. shuttle, unless a terminal connector has been opened. The connector between Terminals 3 and TBIT opened up and the connector between Terminal 4 has been in service for some time. You should be able to get from one terminal to the other without actually having to go outside. But for persons with disabilities, it can be an incredibly lengthy travel. The way that it works is, you fly in from Southwest to Terminal 1, and you need to catch the A.D.A. shuttle so it can take you over to Terminal 5, because you're getting on Spirit or something to that extent. The A.D.A. shuttle is still going to be in service. We've been having a lot of issues with congestion, which is delaying the turnaround and the wait time for the A.D.A. shuttle. So, the proposed approach is to implement a pilot program where we run two of the three A.D.A. shuttles from the upper level and we implement one of the A.D.A. shuttle on the lower level. The lower level is typically less congested and has less issues with passengers trying to offload with their luggage, etc.

We're going to try that. Sam Baker is going to put together a draft SOP that I'll share with the wheelchair service providers and we'll try to implement that probably around March. Hopefully, we have a period of time before summer hits before Memorial Day to get a sense if that's all helping to streamline or it's making things more challenging.

- Update current corrective actions
 - ADA loading zones -TDG CASp usage
I've done an initial assessment of the terminal area, CTA to look at our A.D.A. passenger loading zones. I knew we were not compliant. I reached out to TDG which is the group Daniel works for. They brought on an all staff CASp and they take a look at our A.D.A. loading zone. The economy lot area was including a stretch that was being proposed as a temporary passenger loading zone based on the report. It's unlikely that will happen because it won't be compliant. The Southside and Northside terminals were also assessed. Information came back that the CASp provided some recommendations. TDG took a look at the report internally to understand what was going to be required to make it compliant. Once that report is updated with those notes from TDG, it will come to myself and Tim. At that point, I can go ahead and start putting in what we call the Maximo request for facilities and maintenance to start cutting out the loading zones and putting up signage. It's become a very lengthy process. I do anticipate that we have to add at least 50 loading zones, but I haven't seen the report yet.
 - Kiosks -The first four of 42 that are replacing the old common use kiosks in TBIT were installed last week and had Braille plates applied. My

understanding of last week's call was we did not have all the Braille plates available, but Tim was catching a flight and actually went into the terminal and he sent me photos of the common use kiosks. They have all the Braille plates now fixed. So, when those become operational, they will be A.D.A. compliant. We do not move quickly, but we do actually move. I'm guessing since the installation will get done fairly quickly for the other ones, maybe 45 to 60 days.

- Overview on coordinated evacuations for ADA populations – handbook, exercise, adhesive tag -I was going to do a handbook. I decided to put those together. It doesn't make sense to put handbook together for people with disabilities and not include all the people that you might need to contact to ensure they're getting the support they need. So, I'm going to combine the two into one LAWA A.D.A. Handbook. Hopefully, it's usable for the wheelchair service providers and ground transportation to understand who they need to contact or who they should be coordinating with if it's someone with a disability needing assistance during an emergency. Emergency management is trying to put together two full scale exercises. One end of March and one at the end of April. Based on my experience, it takes months to plan a full-scale exercise, but I'm not sure from the information that was provided from Stacey. The first planning meeting is in January. She has included me in the planning team. I will ensure that I bring up items related to how passengers with disabilities if their needs are being incorporated into that exercise.
The adhesive tags- I spoke to Deb and Ken yesterday. I'll go ahead and I'll be ordering customized tags for durable medical equipment in January. Basically, I'm going to order the first 20,000 to make sure they are provided to the wheelchair service providers and the airlines so that persons with disabilities who have DNE have that very distinctive tag and all the providers, I'll try my best to promote the information to all of my stakeholder network and say, if your staff or your agency finds an item with this particular tag on it, it means it's durable medical equipment and it must be expedited for return. I've had two instances in the past 60 days where somebody's CPAP machine went missing. One was recovered and one has not. If that tag had been on there, then I would make a presumption that the providers and stakeholders would know that has to be expedited. I'm hoping to avoid those kinds of issues in the future.
- Reference Materials
 - U.S. Access Board webinar on Section 508 Best Practices: Returning to the Office: Accessible Hybrid Meetings
<https://www.accessibilityonline.org/cioc-508/archives/111085>
 - Papa John's Pizza fired blind worker over service dog
<https://www.miamiherald.com/news/nation-world/national/article282368323.html>
 - American Airlines reviewing viral video showing baggage handler releasing wheelchair to slide down jet bridge chute
<https://abc7.com/american-airlines-wheelchair-video-tiktok-viral-videos-miami-international-airport/14093143/>

- o The U.S. House of Representatives unanimously passed a bill in November following the Senate's lead, to add two federal court locations in rural parts of Texas and Washington state.

A Mountain To Climb: The Inaccessibility Of Rural Courts - Law360 Pulse
<https://www.law360.com/pulse/courts/articles/1770081/a-mountain-to-climb-the-inaccessibility-of-rural-courts>

XIII. Transportation Security Administration (TSA) Report

NONE

XIV. Customs and Border Protection (CBP) Report

NONE

XV. New Business

NONE

XVI. Adjournment

2: 31 PM

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on January 17, 2024. The minutes of the 20 December 2023 meeting were approved by DAAAC.

<u>Tracy Bradley</u>	<u>01/17/2024</u>
Secretary	Date