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FRIDAY, MAY 1, 2015
LAWA – COMMUNITY INPUT ABOUT TSA SERVICES
1 WORLD WAY
LOS ANGELES, CA 90045

CAPTIONED BY TOTAL RECALL, WWW.YOURCAPTIONER.COM

[MEETING BEGINS AT 10:00 A.M.]

MARK HAUGHT: WE WILL TAKE A MOMENT TO INTRODUCE YOURSELVES, SO MY NAME IS MARK HAUGHT. I AM THE FEDERAL SECURITY DIRECTOR HERE AT LAX.

I AM KIMBERLY BANDY, SENIOR EEO MANAGER AT TRANSPORTATION SECURITY ADMINISTRATION.

I AM ZACH BROMER, AND I WORK WITH THE DISABILITY BRANCH AT T.S.A. HEADQUARTERS.

I AM MARTIN ELAM, TRANSPORTATION SECURITY ADMINISTRATION - DEPARTMENT OF HOMELAND SECURITY.

I AM JULIE BAHRAMI –

AUDIENCE MEMBER: I'M ROCHELLE HOUSTON FROM THE NATIONAL FEDERATION FOR THE BLIND.

AUDIENCE MEMBER: KEN METTS AND I'M WITH THE GUIDE DOG USERS INCORPORATED AND CALIFORNIA COUNCIL OF BLIND.

AUDIENCE MEMBER: ROBERT ACOSTA FOR THE GUIDE DOG USERS INCORPORATED.

AUDIENCE MEMBER: BILL NICKS FOR THE SERVICE MANAGER WITH CUSTOMS AND BOARD OF PROTECTIONS.

AUDIENCE MEMBER: RICK MANSON FOR THE CALIFORNIA COUNCIL OF BLIND.

AUDIENCE MEMBER: ALMENA BANIA AND THE DIRECTOR FOR EDUCATION PROGRAM FOR ORANGE COUNTY AND SOUTHERN FOUNDATION.

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AUDIENCE MEMBER: ARIELA AND SPECIFIC SOUTHWEST REGION.

AUDIENCE MEMBER: GOOD MORNING, I'M JORA GORE AND I'M WITH SECRETARY DEPARTMENT OF LEGAL AFFAIRS.

AUDIENCE MEMBER: [INAUDIBLE]

AUDIENCE MEMBER: GENEVIEVE COLEMAN WITH BREASTFEED L.A.

AUDIENCE MEMBER: [INAUDIBLE]

AUDIENCE MEMBER: GOOD MORNING

. MY NAME IS KIRK AND I'M WITH VIRGIN AUSTRALIA.

AUDIENCE MEMBER: GOOD MORNING. DEPUTY DIRECTOR OF CULVER CITY.

AUDIENCE MEMBER: COLETTE BERGAN AND I'M A DIETICIAN AT [INAUDIBLE]

AUDIENCE MEMBER: TEDDY CURTIS.

AUDIENCE MEMBER: KATHY SULLIVAN, PACIFIC AIRWAYS.

AUDIENCE MEMBER: RUTHEE GOLDKORN I'M WITH THE DISABILITIES ADVISORY COMMITTEE FOR LAWA.

AUDIENCE MEMBER: GOOD MORNING, MARK GAMBLE WITH LEGAL SERVICE AND I'M THE CEO.

AUDIENCE MEMBER: UNITED AIRLINE.

MARK HAUGHT: WELCOME, EVERYONE. WELCOME TO LAX. I LIKE TO THANK MY COLLEAGUES FOR COMING DOWN TO HEADQUARTER AND WE APPRECIATE THAT. I LIKE TO TAKE THIS MORNING TO BRAG ABOUT LAX. SO LAX IS THE LARGEST AND BUSY CAD X IN THE NATION AND SOMETIMES WE READ ABOUT A COMPETITION BETWEEN ATLANTA AND CHICAGO O'HARE AND BY THAT THEY MEAN BY TAKING AWESOME LANDING.

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WE PROCESS ROUGHLY 100,000 PASSENGERS A DAY. THAT'S A MILLION PASSENGERS EVERY 10 DAYS.

AND I THINK THE CLOSEST COMPETITOR IS JFK AND THEY'RE ABOUT 70,000. AND IS 60,000 AND ATLANTA IS LESS THAN THAT. SO WE HAVE QUITE A JOB HERE TO SCREEN AROUND 36 MILLION PASSENGERS A YEAR INCLUDING THEIR BAGGAGE. AND AT ANY GIVEN TIME DURING THE DAY, WE HAVE AROUND 200,000 PEOPLE AROUND THE AIRPORT. THAT'S A PRETTY BIG CITY IN AND OF ITSELF JUST HERE AT LAX.

WE HAVE 825 DETAIL FLIGHTS. 15 DOMESTIC CARRIERS. INTERNATIONAL CARRIERS OF WE HAVE 15 PASSENGER CHECKPOINTS WITH 78 TOTAL LINES. INLINE BAGGAGE HANDLING SYSTEM LOCATED IN TERMINAL 4.

AND OTHER TERMINALS AROUND THE AIRPORT.

WE HAVE THE LARGEST OFFICER SCREEN WORK IN T.S.A. AT ABOUT 2,300 EMPLOYEES. WE ALSO ARE RESPONSIBLE FOR PALM SPRINGS, AND ONTARIO AIRPORTS.

SO, THAT'S KIND OF ENCAPSULATION OF THE LARGE MISSION THAT WE HAVE HERE IN L.A. AND A LARGE RESPONSIBILITY AND SCREENING ALL THE PASSENGERS THAT COME THROUGH THIS AIRPORT. AND WE TAKE THAT RESPONSIBILITY VERY SERIOUSLY.

WE ALSO THINK THAT RESPONSIBILITY, PART OF OUR RESPONSIBILITY IS OUTREACH LIKE THIS.

WE FEEL THAT IF WE GET TO KNOW EACH OTHER, AND UNDERSTAND EACH OTHER, IT'S NOT US AGAINST THEM. IT'S NOT THE T.S.A. IS MAKING ME DO THIS. OR ARGUMENTS SUCH AS THAT.

IT'S MORE OF A COME-TOGETHER TO GET TO KNOW EACH OTHER TO SEE WE'RE ALL HUMAN AND WE ALL HAVE THE SAME DESIRES, WANTS, AND NEEDS. SOMETIMES WE HAVE SPECIAL NEEDS AND WE WORK COLLECTIVELY TOGETHER TO MAKE THE EXPERIENCE THAT WE ALL HAVE TO GO THROUGH WHEN WE FLY AND MAKE IT ENJOYABLE AND DURABLE EXPERIENCE AS WE CAN. SO WITH THAT BEING SAID.

KIM BANDY: I'M THE MANAGER OF THE MULTI-CULTURAL BRANCH. AND I'M VERY, VERY PLEASED TO BE HERE TODAY. ONE OF THE MANTRA I WORK WITH IS TO START CHANGE THE CONVERSATION. AND I'M PLEASED TO SEE THE DEPARTMENTS THAT WE'VE WORKED IN THE PAST. TELECOM SERVICE ANIMALS. AND NOW NOW I SEE HIS FACE AND WE DID A TELECOM WITH HIS GROUP LAST YEAR AND IT WAS VERY, VERY ENJOYABLE. SO I'M GLAD TO BE IN THIS ROOM TO TALK ABOUT WHAT WE DO AT T.S.A. IN TERMS OF ENGAGING OUR COMMUNITY PARTNERS.

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WE'VE BEEN HERE LAST WEEK DOING TRAINING FOR THE WORKFORCE FOR IMAGE AWARENESS IN LAW.

AND WHAT WE'VE BEEN DOING IS WE'RE A PUBLIC SERVICE. YOU ARE ALL THE REASON WHY WE'RE HERE. AND WE WANT TO MAKE SURE YOU HAVE AN EASYGOING EXPERIENCE GOING THROUGH SCREENING. NO ONE LIKES SCREENING. TO LET YOU KNOW WE'RE HERE FOR YOU. AND ONE OF THE THINGS THAT WE DO TO SUPPORT THE MISSION, MY TEAM, THE MULTI-CULTURAL BRANCH, IS TO HELP THE MISSION FOR THE PUBLIC. YOU HEARD IN THE ROOM, SOME PEOPLE ARE POSSIBLE ISSUES WITH TSA AND WHAT WE DO IS PROVIDE OPPORTUNITIES TO HAVE THOSE COMPLAINTS LOOKED AT. WE ALSO REVIEW POLICIES AND PROCEDURES AND TRAINING.

CONDUCTED BY T.S.A. TO ENSURE THAT THE TRAVEL OF CIVIL RIGHTS LIBERTIES IS BEING PROTECTED AND THROUGH THE SCREEN PROCESS. SO WE'RE AT THE TABLE AS YOUR FORMAL ADVOCATE. HAVE YOU CONSIDERED CIVIL RIGHTS AND CIVIL LIBERTIES AND CONSTITUTIONAL SAFEGUARD?

AND THIRD THE IMPORTANT THING THAT WE DO IS OUTREACH ENGAGEMENT. THIRD, MOST IMPORTANT THING THAT I HOLD DEAR TO MY HEART IS OUTREACH AND ENGAGEMENT: WHAT DO YOU THINK OF US? HOW DO WE FEEL WE ARE SERVING YOU? WITH THAT IN YOUR FOLDER, YOU HAVE COPIES OF THE ENGAGEMENT BROCHURE FOR THE TRAVELING PUBLIC. THAT CAME FROM FEEDBACK FROM OUR WORKFORCE AND FROM YOU. THIS IS AN OPPORTUNITY YOU TO TELL US HOW TO WE CAN BEST ASSIST YOU. WHAT WE NEED TO PROVIDE TO THE WORKFORCE TO ASSIST YOU TO HAVE A BETTER EXPERIENCE IN SECURITY CHECK POINTS.

I'LL LET MY COLLEAGUES TELL YOU ABOUT THE WORK THAT WE'RE DOING IN TERMS OF OUTREACH AND ENGAGEMENT AND CUSTOMER SERVICE. IT IS IMPORTANT. THAT IS WHY WE ARE HERE. WE WOULDN'T BE HERE IF IT WASN'T FOR YOU. WE WANT TO HEAR YOUR COMMENTS. WE WILL NOT TAKE A LOT OF TIME TALKING ABOUT WHAT WE DO. WE WILL START WITH ZACH FIRST.

ZACH BROMER: THANK YOU. MY NAME IS ZACH BROMER, FROM THE T.S.A. FACILITY BRANCH AT THE HEADQUARTERS.

WHAT I WANT TO DO IS I WANT TO GIVE YOU AN EXAMPLE OF THE THINGS THAT WE DO IN TERMS OF OUTREACH FOR THE PUBLIC. TO SORT OF GIVE YOU AN IDEA OF WHAT WE DO. GIVE YOU AN EXAMPLE OF SOMETHING THAT WE HAVE RECENTLY DONE.

AS KIM SAID, WE GET COMPLAINTS FROM THE PUBLIC. ONE COMPLAINT THAT WE RECENTLY GOT WAS FROM A WHO WOMAN UNDERGOING CANCER TREATMENT. SHE WAS FLYING TO A CANCER TREATMENT CENTER. SHE HAD ISSUES WHEN SHE WENT THROUGH SECURITY.

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A LOT OF ISSUES MAY ARISE WHEN YOU UNDERGO CANCER TREATMENT, MAYBE YOUR FEET ARE COLD, YOUR BODY IS COLD, SO YOU WANT TO KEEP YOUR SHOES ON. THINGS LIKE THAT. SHE HAD SOME DIFFICULT GOING THROUGH THE CHECKPOINT.

IN RESPONSE TO THAT, OUR BRANCH PUT TOGETHER SOME MATERIALS THAT WE ARE SENDING TO THE AIRPORT ABOUT. HEY, THIS IS WHAT HAPPENS WHEN SOMEONE IS COMING THROUGH THAT IS GETTING CANCER TREATMENT. THESE ARE THE ISSUES THAT THEY MAY BE DEALING WITH. THESE ARE THE THINGS TO BE LOOKING OUT FOR.

WHAT WE ALSO DID IS NOW WE'RE REACHING OUT TO CANCER TREATMENT CENTERS AROUND THE COUNTRY. SAYING, HEY, THESE ARE THINGS YOU CAN BE TELLING T.S.A. YES, YOU CAN LOOKOUT FOR THESE THINGS. WE WANT TO GIVE YOU THAT INFORMATION TO EMPOWER YOURSELVES. KNOW ABOUT THINGS LIKE T.S.A. CARES IN ADVANCE AND HOW TO REQUEST ACCOMMODATIONS. HOW TO SAY, MAY I LEAVE MY SHOES ON? MAY I LEAVE MY SWEATER ON?

THAT IS WHAT THE DISABILITY BRANCH DOES. WE TAKE IN INFORMATION FROM THE PUBLIC AND GIVE INFORMATION BACK OUT, BOTH TO THE WORKFORCE AND TO THE PUBLIC ITSELF.

JULIE BAHRAMI: SO TO FOLLOW UP, A LITTLE BIT ON WHAT ZACH SAID. I AM ALSO FROM THE DISABILITY BRANCH.

OUR OVERALL STRATEGY THAT ZACH PROVIDED A GOOD EXAMPLE ON IS THREE-FOLD, WE HAVE PASSENGER ENGAGEMENT.

PASSENGER ENGAGEMENT CAN LOOK DIFFERENT IN DIFFERENT SITUATIONS. SOMETIMES WE GET COMPLIMENTS FROM PASSENGERS THAT HAVE HAD A POSITIVE SCREENING EXPERIENCE.

WHEN WE RECEIVE THOSE, AND WE KNOW WHERE IT HAS HAPPENED AND THE PEOPLE THAT WERE INVOLVED, WE MAKE SURE THEY KNOW. WE WANT THE OFFICERS TO KNOW WHAT THEY ARE DOING RIGHT.

WE WORK WITH THEM TO RESOLVE COMPLAINTS WITH SITUATIONS. SOMETIMES THAT MAY INVOLVE EDUCATING OUR WORKFORCE, POLICY CHANGES, SOME TIMES THAT MAY INVOLVE COMMUNICATING WITH THE PASSENGER TO HELP THEM BETTER UNDERSTAND WHAT THEY NEED TO DO TO PREPARE TO GO THROUGH SECURITY SCREENING.

ALSO, WE WORKOUT WITH THE COMMUNITY ENGAGEMENT, WHICH IS WHAT WE'RE HERE TODAY. T.S.A. AS A DISABILITY COALITION OF 124 MEMBERS OF DISABILITY-RELATED ORGANIZATIONS, ACROSS THE COUNTRY, BOTH AT THE NATIONAL AND THE LOCAL LEVEL. WE DO WORKFORCE ENGAGEMENT. WE SPENT THE LAST THREE DAYS HERE AT THIS AIRPORT WORKING WITH THE WORKFORCE ON DISABILITY LAW SECTION 504 OF THE REHABILITATION ACT, JUST VARIOUS

SITUATIONS AND DISABILITY ETIQUETTE, HINTS, TIPS, AND THE PROPPER WAYS TO INTERACT, SO THAT SOMETHING THAT IS RELATIVELY SMALL DOESN'T TURN INTO SOMETHING MUCH BIGGER. IF THERE IS AN ISSUE, IF GETS REVOLVED QUICKLY AND PROFESSIONALLY AND FAIRLY.

BRYAN HUDSON: TO ADD TO WHAT JULIE SAID, I AM BRIAN HUDSON. I AM WITH THE MULTI-CULTURAL BRANCH.

THE COALITION THAT WE HAVE PROVIDES MULTI-CULTURAL AND - ONE OF THE THINGS WE WOULD LIKE TO DO, ESPECIALLY WITH YOU IN THE ROOM, YOU ARE MORE THAN WELCOME TO PARTICIPATE. IF YOU WOULD LIKE TO PARTICIPATE ON THAT COALITION. WE HAVE A QUARTERLY TELECONFERENCE FROM T.S.A. HEADQUARTERS. YOU ARE MORE THAN HAPPY TO PARTICIPATE WITH THAT. WE ARE MORE THAN HAPPY TO GIVE YOU THE INFORMATION. WE HAVE ONE IN-PERSON MEETING AT T.S.A. HEADQUARTERS, WHERE WE PUT YOU IN TOUCH WITH THE SENIOR LEADERSHIP.

WE HAVE THE ADMINISTRATORS SPEAK, THE DEPARTMENT ADMINISTRATORS SPEAK AND THEN THE ASSISTANT ADMINISTRATORS FROM VARIOUS OFFICES. AND WE HAVE HAD PANELS COMPRISED OF THE COALITION MEMBERS. WE WANT TO HEAR WHAT YOU HAVE TO SAY.

MULTI-CULTURAL BRANCH IS ALSO CONDUCTING WHAT WE'RE CALLING "MULTI-CULTURAL WEBINARS," ORGANIZATION FROM AROUND THE COUNTRY, HAS SEVERAL ORGANIZATION FROM VARIOUS LOCATIONS, NOT SPECIFICALLY VIRGINIA PROVIDING TRAINING TO THE OFFICERS OVER THE INTERNET AND WE HAVE HAD (UNINTELLIGIBLE) DEAF PROVIDE, COALITIONS PATRICIATE, AND SEVERAL MUSLIM ORGANIZATIONS PARTICIPATE, AND WE'RE ALWAYS LOOKING FOR OTHER PRESENTERS THAT WOULD LIKE TO PROVIDE MORE INFORMATION TO THE WORKFORCE.

ZACH BROMER: ONE OF THE OTHER THINGS WE WANT TO TALK ABOUT IS SOME OF THE PROGRAMS THAT THE DISABILITY BRANCH HELPS TO PROMOTE TO THE PUBLIC. ONE OF THE BIG ONES IS T.S.A. CARES. I DON'T KNOW IF YOU HAVE HEARD OF THAT OR NOT.

T.S.A. CARES IS A HOTLINE FOR PASSENGERS WITH DISABILITIES AND MEDICAL CONDITIONS. THAT IS A HOTLINE THAT THEY CAN CALL UP, RECEIVE INFORMATION ABOUT WHAT TO EXPECT WHEN FLYING, WHEN GOING THROUGH SCREENING, IF THEY HAVE A DISABILITY OR A MEDICAL CONDITION, SOME OF THE MEDICAL DEVICES THAT MIGHT BE ASSOCIATED WITH THAT.

WE HAVE PHONE NUMBERS THERE THAT HAVE INFORMATION THAT THEY CAN PROVIDE. BUT, IN ADDITION TO THAT, WHAT YOU CAN DO IS CALL UP, HEY, I HAVE A FLIGHT COMING UP IN A FEW DAYS. GIVE THOSE REPETITIVES YOUR ITINERARY.

THEY WILL CONTACT THE AIRPORT AND ARRANGE FOR YOU TO GET ASSISTANCE THROUGH THE CHECKPOINT. THOSE ARE THE BIGGEST RESOURCES AT T.S.A. TO GIVE TO THE COMMUNITY, TO MAKE THEIR SCREENING EXPERIENCE A LITTLE BIT EASIER.

KIM BANDY: ANOTHER THING THAT I WANT TO -- ANOTHER AREA THAT I WANT TO BRING UP, PROBABLY WILL COME UP IN THE QUESTIONS THAT YOU ASK IS REDRESS, (INAUDIBLE) SELECTING A WATCH LIST.

AT HEADQUARTERS, THAT OFFICE (INAUDIBLE) THE REDRESS. -- IS UNDER MY TEAM -- OVERALL UMBRELLA. PASSENGERS THAT ARE SELECTED FOR ADDITIONAL SCREENING, THEY CAN SEEK REDRESS THROUGH THE DHS. GO ONLINE AND GO TO DLS TRIP. THEY WILL GET A "KNOWN TRAVELLER NUMBER."

ONCE THEY GET A KNOWN TRAVELLER NUMBER, THIS IS WHEN THEY FILL OUT THE APPLICATION AND CAN USE THAT WITH THE RESERVATIONS. WHILE THE PROCESS IS GOING ON, IT TAKES ABOUT SEVEN DAYS TO SEE IF YOU ARE ON THE LIST.

IT IS SEAMLESS. WE ARE TESTING THE POSSIBILITY OFFERING TO DO MOBILE REDRESS ALL AROUND THE COUNTRY AND DOING IT LIVE AT CERTAIN LOCATIONS. WE ARE LOOKING AT DOING THAT NOW, BUT ONE OF THE THINGS WE HEAR, PEOPLE SAY, WHEN I FLY, I AM SELECTED FOR ADDITIONAL SCREENING. WHAT WE HAVE FOUND IS PEOPLE THAT GET THAT REDRESS NUMBER, THEY DON'T PUT IT IN THE RESERVATION. WHEN YOU TRY TO GET YOUR BOARDING PASS AND YOU GO ONLINE, PUT THAT NUMBER INTO THAT SECTION. SO IT WILL HELP EASE THAT

KIM BRADY: WHEN YOU TRY TO GET YOUR BOARDING PASS AND GO ONLINE GET YOUR BOARDING PASS, PUT THAT NUMBER INTO THAT SECTION. SO IT HELPS EASE THAT PROCESS. BUT I WANT TO PUT THAT OUT THERE BEFORE SOMEONE ASKS THAT QUESTION BUT I'LL BE GLAD TO ANSWER THAT QUESTION AS WELL.

SO, ANY OTHER -- SO RIGHT NOW, WE'LL THROW IT OUT TO THE AUDIENCE FOR ANY QUESTIONS YOU MAY HAVE OF US. YES.

AUDIENCE MEMBER: AUDIENCE MEMBER: I'M GOING TO GO DOWN A LITTLE BIT.

RUTHEE GOLDKORN: THIS WAY, EVERYBODY CAN HEAR. THE ACOUSTICS HERE AREN'T THAT GOOD. BUT THANK YOU VERY MUCH. I APPRECIATE IT.

THANK YOU. I APPRECIATE THE OPPORTUNITY.

COUPLE OF THINGS. I FLY, AGAIN, MY NAME IS RUTHEE GOLDKORN AND I SERVE ON THE LAWA DISABILITY ADVISORY COMMITTEE. AND I SERVE ON A NUMBER OF OTHER ORGANIZATIONS, DISABILITY RIGHTS ORGANIZATIONS AS WELL

AS BEING A CONSULTANT AND AN ADVOCATE. I TRAVEL PRIMARILY THROUGH ONTARIO.

AND IT TOOK A LONG TIME FOR ME TO TRAIN THEM HOW TO DEAL WITH PERSONS WITH DISABILITIES.

THEY WOULD CALL THE GUYS IN THE BLACK SUITS WITH THE NINE MILLIMETER BLOCKS IN THEIR HAND. I SAID NO. I'M NOT TAKING OFF MY SHOES. I'M NOT TAKING OFF MY JACKET BECAUSE NOT TRAINED TO GET ME DRESSED AND IT TOOK A LONG TIME. AND I WOULD BE TRAVELING SOMETIMES WITH NUTRITIONAL SUPPLEMENTS. AND I'M SORRY, AND SURE IT IS EXPENSIVE AND NOT TASTES SO GOOD. BUT SLIM FAST IS GOOD AND IT'S CHEAP. AND THEY WOULD CONFISCATE IT. ARE YOU UNDERSTANDING THAT YOU ARE TAKING AWAY MY NUTRITIONAL SUPPLEMENT? WELL... YOU KNOW, THE LITTLE THING DINGED. I'M SORRY, IT CAME OUT OF A BRAND NEW BOX AND THAT'S DUST AND THEY HAVE CONFISCATED IT. AND I ASKED FOR A SUPERVISOR AND THE SUPERVISOR SAID, I CAN'T OVER RULE THAT.

OKAY. THEN WHAT?

AT SACRAMENTO, IT'S MY USUALLY DESTINATION. THEY'RE GREAT. I'VE KNOWN THEM, AND THEY'VE COME TO KNOW ME AND THEY RECOGNIZE MY SHOES AND IT'S GREAT. BUT JUST TWO DAYS AGO, THEY GOT NEW STAFF COMING IN AND THIS ONE AGENT SAID, NO. NO. NO. SHE'S GOT TO TAKE ALL THAT OFF HER WHEELCHAIR. NO, I DON'T. NOTHING COMES OFF MY WHEELCHAIR. I DON'T COME OFF MY WHEELCHAIR. MY STUFF DOESN'T COME OFF THE WHEELCHAIR. THESE ARE FUNCTIONAL PARTS. THEY'RE BUMPERS. AND THEY CAUSE TO LOOK AT ME? KNOW I'M DOWN HERE. AND THERE'S INCIDENCES OF PEOPLE DROPPING ON MY LAP SINCE I'VE STARTED DOING THAT IS WHY THERE'S NO CONVERSATION THAT CAN TAKE PLACE IS MY POINT.

THERE'S AUTHORITARIAN AND JUDICIAL ATTITUDES OF WHERE YOU CAN'T QUESTION. YOU CAN'T SAY NO. AND I'VE SEEN ABUSES OF PEOPLE WITH DISABILITIES AT VARIOUS AIRPORTS INCLUDING SACRAMENTO. AND THEY KNOW ME, BECAUSE I'M THERE ALL THE TIME AND THEY HAVE CONFISCATED A WOMAN AND THAT PUT HER IN ISOLATION AND THEY THOUGHT SHE WAS DANGEROUS. AND I KNOW THE PROGRAMS EVOLVE AND WE APPRECIATE IT VERY MUCH. MY SUGGESTION FOR YOU IS THAT AT ALL OF YOUR CHECKPOINTS, PLEASE HAVE THAT PHONE NUMBER.

I'M NOT GOING TO CALL AND MAKE A RESERVATION. I NEVER KNOW WHAT I'M I SHOW UP. I TRY TO ARRIVE 3 HOURS EARLY BECAUSE I NEVER KNOW WHAT THEY'RE GOING TO DO TO ME. EVERYTHING THAT HAPPENS.

SO I'M NOT GOING MAKE A RESERVATION TO SAY, OKAY I'M SHOWING UP AT T.S.A. AT THIS DAY AND TIME. IF YOU HAVE THAT PHONE NUMBER THERE FOR EVERYBODY, FOR ALL OF THE PASSENGERS, DISPLAY VERY CLEARLY AT THE

CHECKPOINT BEFORE YOU ENTER, AND AS YOU'RE IN, I THINK IT WOULD GO A LONG WAY TO MAKING PEOPLE WITH DISABILITIES AND THEIR FAMILY MEMBERS HAVE A LEVEL OF COMFORT THAT SOMEONE IS GOING TO LISTEN AND NOT TAKE THAT AUTHORITARIAN JUDICIAL ATTITUDE WHEN THEY ASK QUESTIONS OR WHEN THEY SAY NO. I KNOW YOU DON'T LIKE THE WORD "NO", BUT IT'S ONE OF MY FAVORITE WORDS. SO THAT IS MY SUGGESTION.

AND HOW WE INTERACT IS SOMETIMES UNDER A LOT OF STRESS. YOU ARE ALL UNDER A LOT OF STRESS AND WE GET THAT PART. AND WE LISTEN TO THE NEWS. WE'RE AFRAID OF WHAT'S GOING TO HAPPEN TO US AT THE THE T.S.A. CHECKPOINT AND TERMINAL AND WHAT'S GOING TO HAPPEN TO US AT THE GATE CHECK. AND I'M USING THE WORD "TO US" AND NOT "FOR US" AND THAT'S THE ATTITUDE. WE WOULD RATHER HAVE A "FOR US" RECEPTION BUT THAT NEVER HAPPENS. SO THANK YOU FOR THE OPPORTUNITY TO SHARE MY OPINIONS WOULD YOU.

MARK HAUGHT: THANK YOU SO MUCH. WE APPRECIATE THOSE. AND, YOU KNOW, I WANT TO JUST START OFF BY SAYING THAT WE'RE AN IMPERFECT CIVILIZATION LIVING IN AN IMPERFECT WORLD.

AND THAT WE ALL MAKE MISTAKES. THE T.S.O.'S THAT WE HAVE AT THE CHECKPOINT AND IN OUR BAGGAGE ZONES AND THAT YOU SEE WALKING ABOUT ARE ALSO CARING MOTHERS, SONS, AUNTS, AND UNCLES. THEY ALSO HAVE THE SAME DESIRES AND WANTS AS ALL OF US. THEY WORK VERY HARD TO DO THE RIGHT THING. AND SOMETIMES THAT RIGHT THING ISN'T THE BEST THING TO DO AT THAT PARTICULAR MOMENT IN TIME.

I THINK THAT WHEN WE LOOK AT T.S.A. TODAY IN COMPARISON TO T.S.A. 13 YEARS AGO, WE'VE CHANGED DRAMATICALLY. WE'RE AN ORGANIZATION THAT WAS FROM 3,000 PEOPLE AND WE'VE COME A LONG WAY WHERE MY 80-YEAR-OLD MOTHER WOULD BE TREATED THE SAME AS A 21-YEAR-OLD GUY.

AND WE'VE COME A LONG WAY SINCE THAT. IN AND 10 YEARS, WHEN WE LOOK BACK ON 2015, WE'RE GOING TO SAY WOW, LOOK HOW DIFFERENT T.S.A. IS IN 2025 THAN IN 2015. AND WE'RE GETTING THERE. AND BECAUSE OF THAT HELP AND SUGGESTIONS OF ALL OF YOU, WE'VE COME THAT FAR.

THERE ARE FOLKS THAT CAN BE RUDE SOMETIMES. MY PHILOSOPHY ON LEADERSHIP AND MY PHILOSOPHY ON INTERACTION WITH MY BROTHERS AND SISTERS OF THE WORLD IS TO TREAT THEM AS IF I WOULD WANT TO BE TREATED.

AND, SO, THAT'S WHERE WE'RE GOING HERE AT LAX.

AND I THINK WE'VE COME A LONG WAY. WE STILL HAVE ROOM TO GROW.

I HOPE THERE'S GOING TO BE A TIME WHEN YOU GO TO THE CHECKPOINT AND THEY SAY, HEY, HOW ARE YOU DOING? COME ON THROUGH.

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AND IN A ZIP, YOU GO RIGHT ON THROUGH AND THERE'S NO ARGUMENT AND YOU FEEL SAFE AND SECURE. AND WE'RE GETTING THERE.

MARTIN ELAM: IF I COULD PIGGYBACK. YOU MENTION THAT HAD WHEN YOU FLY OUT, YOU DON'T – YOU TALKED ABOUT THE T.S.A. CARES PROGRAM. AND YOU'VE MENTIONED RESERVATIONS. AND I WANT TO CLARIFY FOR EVERYONE. IT'S NOT A RESERVATION SYSTEM.

SO I WOULD HIGHLY ENCOURAGE SOMEONE LIKE YOU WHO IS ON MOVE, YOU'RE PROBABLY THE PRIME PERSON TO USE THE PROGRAM. THE WAY THE PROGRAM WAS INITIATED, IT'S VERY DIFFICULT TO TRAIN A LARGE WORKFORCE WHERE WE HAVE 50,000 T.S.O. NEARLY 3,000 HERE IN THE LOS ANGELES AREA BETWEEN LAX, PALM SPRINGS, ET CETERA. IT'S HARD TO TRAIN A LARGE WORKFORCE ON NINE ISSUES OF WHEN YOU TRAIN SOMEONE ON NON-ROUTINE AND I DO A HIGH QUALITY TRAINING. THE ODDS OF THEM DEALING WITH THAT IS SO SELDOM THAT A YEAR FROM NOW WHEN THEY ENCOUNTER IT IT'S DIFFICULT FOR THEM TO RESPECT LET HOW TO HANDLE THAT SITUATION THAT IS WHY GO THROUGH A CHECKPOINT THAT GO THROUGH A VERY, VERY HIGH QUALITY INTENSE LEVEL OF TRAINING, AND THEY'RE OUR GO TO PEOPLE FOR HANDLING THE NON-ROUTINE.

AND THE WAY THE PROCESS WORKS, YOU CALL THE T.S.A. HELPLINE, AND YOU LET THEM KNOW YOU'RE GOING TO BE FLYING. AND, BASICALLY, WE NEED YOUR GENERAL ITINERARY AND CONTACT NUMBER AND THEY WILL REFER THAT TO US. AND BEING ON MY STAFF, THEY WILL SHOW YOU A SIGN AND THEY WILL CALL YOU. I'M A PASSENGER SPECIALIST IN TERMINAL 4 AND I UNDERSTAND YOU'RE FLYING OUT ON WEDNESDAY. GIVE ME A CALL AS SOON AS I ARRIVE TO THE AIRPORT AND I'LL MEET YOU ON THE CURB. AND THEY WILL WALK YOU THROUGH BEGINNING AND END. TAKING YOU TO THE TICKET COUNTER AND TAKE YOU RIGHT TO THE CHECKPOINT AND HELP YOU GET THROUGH THE PROCESS AND THEY'RE GOING TO HANDLE THE SCREENING OF YOU. BECAUSE THEY KNOW HOW TO HANDLE THESE NON-ROUTINE SITUATIONS. OFTENTIMES, THEY WILL TAKE YOU RIGHT TO YOUR GATE. THEY WILL WORK WITH THE AIRLINE TO MAKE SURE THE AIRLINE IS PROPERLY HANDLING EVERYTHING AND IT'S TRULY DEALING WITH THE NON-ROUTINE. AS MUCH AS I WOULD LOVE TO SAY ALL 60,000 OF OUR EMPLOYEES ARE GOING TO BE, AHEAD OF THE SITUATION AND DEAL WITH IT APPROPRIATELY AT ALL TIMES. THEY WILL MAKE MISTAKES. WE WILL NEVER TOLERATE YOU BEING TREATED RUDELY OR DISRESPECTFUL. BEING YELLED AT OR ANYTHING OF THAT NATURE. BUT THE MIRROR HANDING OF THAT SITUATION OF THAT SITUATION THAT'S NON-ROUTINE, PLEASE, I WOULD ASK EVERYONE IN HERE, TAKE ADVANTAGE OF THE T.S.A. CARE PROGRAM AND SHARE THAT WITH THOSE THAT

YOU INTERACT WITH ON A REGULAR BASIS TO HELP US SHARE THIS WITH THE REST OF THE COUNTRY.

ON BEHALF OF THE DISABILITY BRANCH. THANK YOU FOR COMING. I THANK YOU FOR SHARING YOUR CONCERNS ON THE SACRAMENTO AND ONTARIO AIRPORTS. WE APPRECIATE THAT.

IT IS GETTING THAT TYPE OF FEEDBACK THAT HELPS US UNDERSTAND WHAT IS GOING ON WITH THE COMMUNITY AND WHERE WE CAN HELP BY DOING MORE WORKFORCE ENGAGEMENT.

WE STARTED THIS LAST YEAR. WE ARE GOING TO CONTINUE ON WITH THE WORKFORCE ENGAGEMENT THIS YEAR TO GET OUR MESSAGE OUT FOR SCREENING PASSENGERS WITH DISABILITIES AND MEDICAL CONDITIONS. GETTING YOUR FEEDBACK HELPS.

I ALSO WANTED TO LET YOU KNOW, WITH REGARD TO THE PASSENGER SUPPORT SPECIALISTS PROGRAM, THEY RECEIVE TRAINING, AS MENTIONED, IN ADDITION TO THE TYPICAL TRAINING THAT AN OFFICER RECEIVES FOR INTERACTING WITH A PERSON WITH DISABILITIES AND MEDICAL CONDITIONS, IN ADDITIONALLY, IF YOU DO COME TO THE AIRPORT AND YOU NEED ASSISTANCE AND YOU HAVEN'T MADE A RESERVATION, THAT IS OKAY. YOU GO TO THE CHECK POINT. YOU CAN ASK FOR A SPECIALIST AND ONE WILL BE PROVIDED.

AUDIENCE MEMBER: I AM ALLEN TOY. I AM THE DIRECTOR WEST SIDE CENTER FOR THE INDEPENDENT LIVING, ASSISTS PEOPLE WITH DISABILITIES WITH THE INDEPENDENT SELF-DIRECTED LIVES. I AGREE WITH RUTHEE.

I AM ONE OF THOSE PEOPLE WHO IS METALLURGICALLY [SIC] CHALLENGED. I HAVE A FULL LEG BRACE. MY WHEELCHAIR.

IT CONCERNS ME THAT DESPITE MY FREQUENT TRAVELING, I AM ALWAYS SUBJECT TO INTENSE REVIEW OF WHETHER OR NOT I AM CARRYING EXPLOSIVES OR WEAPONS. SO THAT OFTEN TAKES QUITE A WHILE. I GET UP TO THE PART WHERE I HAVE PUT MY BAGS AND MY JACKET AND SO FORTH IN THE LITTLE BINS AND THEY'RE MOVING ON THROUGH THE X-RAY MACHINE, AND THIS IS WHAT I HEAR FROM THE (INAUDIBLE) -- AND IN A BUSTLING AIRPORT WHERE EVERYONE IS SCREAMING, "TAKE OFF YOUR SHOES. TAKE OFF YOUR BELT." "MAIL CHECK," DOESN'T GET ATTENTION FROM OFF THE SCREEN.

I'M OFTEN SITTING THERE SAYING, "CAN YOU SAY MAIL CHECK," A LITTLE LOUDER. EVERY TIME, THE OFFICER REFUSES TO PROJECT. UNTIL I USE MY CLASSICALLY TRAINED STAGE VOICE. I CALL OUT, "MAIL CHECK," UNTIL EVERYONE IN THE WHOLE AIRPORT NOTICES. AT THAT POINT MY WIFE SAYS, "YES, THAT IS MY HUSBAND."

I WISH THERE WAS A WAY -- YOU MENTIONED THE "KNOWN TRAVELLERS PROGRAM." I KNOW THAT EXISTS FOR A LOT OF OTHER TRAVELLER. IS THERE A

WAY FOR PEOPLE THAT HAVE METAL ON THEM ALL THE TIME AND ALSO REGISTERED KNOWN TRAVELLERS, AND GET THROUGH WITHOUT THIS CONSTANT THIRD DEGREE OF CHECKING, FRISKING, CHECKING, RUBBING ALL OF THAT STUFF? IS THERE A WAY THAT YOU CAN MAKE IT EASIER FOR THOSE OF US WHO DO TRAVEL A LOT, WHO HAPPEN TO HAVE METAL ON US AS A NORMAL PART OF OUR LIVES, CAN YOU MAKE IT EASIER WITHOUT US GET PROFILED AS SOMEONE THAT NEEDS TO GET THE THIRD DEGREE?

ZACH BROMER: ARE YOU FAMILIAR WITH T.S.A. PRECHECK?

AUDIENCE MEMBER: I AM LEARNING ABOUT IT NOW. THIS IS THE CALL-IN AND CALL-AHEAD TYPE OF THING?

ZACH BROMER: T.S.A. PRECHECK IS AN EXPEDITED SCREENING PROGRAM THAT WE HAVE, IN WHICH YOU COULD APPLY. YOU CAN APPLY. YOU CAN GO ON TO THE WEBSITE AND APPLY IN ADVANCE. THEY WILL DO SOME BACKGROUND SCREENING ON YOU. YOU WILL GET A KNOWN TRAVEL NUMBER THAT YOU WILL ENTER IN WHEN YOU MAKE AN AIRLINE RESERVATION. ONCE YOU ARE ENROLLED IN THAT PROGRAM, AS A T.S.A. PRECHECK MEMBER, YOU WOULD BE ALLOWED TO HAVE EXPEDITED SCREENING.

AUDIENCE MEMBER: IS THAT TRUE FOR SOMEONE WITH A LOT OF METAL?

MARK HAUGHT: YEAH. JUST FOR STATISTICS, WE HAVE AROUND DAILY 35% TO 40% OF THE TRAVELING PUBLIC COMING THROUGH OUR CHECKPOINTS WHO ARE PRECHECK.

AUDIENCE MEMBER: CAN I ASK A QUESTION?

ON THE T.S.A. PRECHECK, IS THERE A PLACE FOR SOMEONE TO SAY, "I HAVE A DISABLED CONDITION. I NEED EXTRA ASSISTANCE."

ARE YOU ALLOWED TO DISCLOSE: I WILL BE COMING THROUGH WITH MEDICAL DEVICES.

AUDIENCE MEMBER: THAT IS A GOOD QUESTION.

AUDIENCE MEMBER: THOSE ARE GENERALLY THE PROBLEMS THAT WE'RE HEARING. PEOPLE WANT TO DISCLOSE UP FRONT. "I AM TRAVELING AND I NEED THIS."

I THINK THIS \$85 FEE MAY BE A BARRIER. I WANT TO KNOW IF THERE A WAY TO WAIVE THE FEE FOR PEOPLE WITH DISABILITIES, SPECIFICALLY. I THINK THIS IS

AN AMAZING PROGRAM THAT WILL BENEFIT PEOPLE THAT NEED EXTRA SUPPORT COMING THROUGH, AND I WANT TO DISCLOSE THIS IN ADVANCE.

MARTIN ELAM: YOU ARE TALKING ABOUT TWO DIFFERENT PROGRAMS. THE T.S.A. PRECHECK PROGRAM, THE REASON WHY THERE IS \$85 FEE IS TO PUT SOMEONE THROUGH A BACKGROUND CHECK. WE VETTING THROUGH ALL OF THE VARIOUS WATCH LISTS AND CRIMINAL RECORDS AND THINGS OF THAT NATURE. TO SAY, WE KNOW WE CAN TRUST YOU, AND BREEZE YOU THROUGH SECURITY WITH A LESSER LEVEL OF SCREENING BECAUSE OF THE PRESCREENING, SO EVERY TIME YOU FLY, WE DO IT. THAT IS WHY THE \$85 FEE IS FOR A FIVE-YEAR PERIOD.

T.S.A. CARES IS THE PROGRAM THAT WE WANT TO GEAR TO THE PASSENGERS THAT WILL NEED SPECIAL ASSISTANCE, BECAUSE IT IS AVAILABLE EVERY TIME, ALL THE TIME, AT EVERY AIRPORT IN THE COUNTRY. YOU WILL GET SUPPORT.

AUDIENCE MEMBER: WHY DON'T YOU INTEGRATE THE T.S.A. CARES INTO THE APPLICATION? SO THAT WHEN SOMEONE GOES THROUGH THE TROUBLE OF PAYING THE \$85, WHICH MAY BE A REASONABLE COST, SO THEY CAN AVOID THE DELAYS WHEN THEY KNOW THEY ARE COMING THROUGH WITH MEDICAL DEVICES. SO THERE IS INTEGRATION. SO WHEN THEY ARRIVE, IT WILL NOT TAKE THREE AND A HALF HOURS. IT WILL BE A SPEEDY PROCESS.

AUDIENCE MEMBER: THAT IS A GOOD SUGGESTION. YOU SHOULD TAKE THAT SERIOUSLY.

ZACH BROMER: THAT IS CERTAINLY SOMETHING THAT WE CAN TAKE BACK TO HEADQUARTERS AND BRING UP WITH THE VARIOUS OFFICES THAT COORDINATE BOTH OF THESE PROGRAMS. THAT IS GOOD FEEDBACK.

AUDIENCE MEMBER: THAT WAS ONE OF MY CONCERNS AS WELL. FOR SOME OF THESE PEOPLE WHO HAVE DISABILITIES THAT MAY BE TRAVELING, I HAVE PATIENTS WHO TRAVEL FROM THE WEST COAST TO THE EAST COAST FOR TREATMENT EVERY THREE MONTHS, AND THESE ARE PARENTS WHO ARE SCRAPING AND SCRAPING TO MAKE THAT. SO THAT COST IS COST PROHIBITIVE, SORRY.

ALSO, YOU ARE TALKING ABOUT THESE -- THE SPECIALISTS THAT ARE AT THE GATES. I DON'T HAVE A DISABILITY, BUT I WILL TELL YOU THAT WHEN I GO THROUGH SCREENING, I COULD TELL THAT THERE WAS SOMEONE THAT WAS SPECIALLY TRAINED. DO THEY HAVE A DIFFERENT COLOR JACKET? IT WOULD BE HELPFUL TO THE GENERAL PUBLIC OR THOSE TRAVELS WITH DISABILITIES, SO THEY CAN SAY, "YOU CAN GO TO THAT PERSON."

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IF YOU ARE TELLING ME THAT PERSON IS SPECIFICALLY TRAINED -- THAT PERSON THAT IS THERE CHECKING MY ID -- LIKE YOU SAID, THEY ARE NEW, MAYBE THEY DON'T REMEMBER. THEY MAY NOT KNOW THAT THAT'S PERSON THEY NEED TO GO TO. SO HAVING SOME KIND OF IDENTIFIER THAT THAT PERSON AT THAT GATE IS THE PERSON THAT IS THE SPECIALIST WOULD BE EXTREMELY HELPFUL.

JULIE BAHRAMI: I'M SORRY. I THOUGHT YOU WERE DONE.

AUDIENCE MEMBER: WITH YOUR TRAINING, I UNDERSTAND YOU TRAIN THESE PEOPLE, 60,000 EMPLOYEES. WHEN YOU DO YOUR TRAINING, DO YOU BRING IN PEOPLE WITH THE DISABILITIES OR SPECIALISTS THAT -- LIKE, I CAN BRING IN BAGS OF PN AND CANS OF FORMULA AND G-TUBES AND THOSE KIND OF THINGS. I FIND THAT PEOPLE THAT SEE SOMETHING ON PAPER DOESN'T LEARN IT AS WELL. IT DOESN'T STICK AS WELL. IF I CAN PUT MY HANDS ON IT AND TOUCH IT AND FEEL IT, EVEN IF IT IS A YEAR FROM NOW, IT MAY TRIGGER SOMETHING BETTER. I DON'T KNOW WHAT YOUR TRAINING IS. THERE ARE PEOPLE, THEY CAN COME IN AND DO PRACTICAL TRAINING.

JULIE BAHRAMI: THANK YOU FOR BOAST OF YOUR QUESTIONS. AND WITH REGARD TO YOUR FIRST QUESTION ABOUT IDENTIFYING THE PASSENGER SUPPORT SPECIALIST AT THE CHECKPOINT. I WILL TELL YOU THAT HEADQUARTERS WHERE THE PROGRAM IS MANAGED NATIONALLY HAS RECEIVED A LOT OF REQUESTS, NOT JUST FROM THE COMMUNITY BUT FROM THE WORKFORCE. BECAUSE THE FEEDBACK THAT WE RECEIVED FROM THE WORKFORCE IS SOMETIMES, ESPECIALLY IN THE LARGER AIRPORTS, THEY DON'T ALWAYS KNOW EITHER.

AND IT IS SOMETHING THAT THEY'RE LOOKING AT, AND ADDRESSING RIGHT NOW. THEY'RE LOOKING AT THE RIGHT WAY TO IDENTIFY IT. SO I DON'T KNOW WHEN IT'S GOING TO HAPPEN, BUT I WILL TELL YOU THAT THEY ARE AWARE OF IT AND THEY ARE LOOKING AT WAYS. WHETHER IT'S A COLORED BAND ON OR PIN THAT THEY WEAR.

BUT THEY'RE AWARE OF IT AND IT'S SOMETHING THAT THEY'RE LOOKING AT. SO WITH REGARD TO THE TRAINING, YES, WE DO. ABSOLUTELY.

WE WORK WITH OUR DISABILITY COALITION MEMBERS TO COME IN AND PROVIDE TRAINING.

THE PASSENGERS SUPPORT SPECIALIST NATIONALLY RECEIVED. THERE'S TWO REQUIRED TRAININGS THEY NEED TO GO THROUGH. AND THE FIRST ONE IS JUST KIND OF THE MECHANIC OF THE PROGRAM, HOW IT WORKS AND WHAT FORMS TO FILL OUT AND THAT TYPE OF THING. BUT WE ALSO PROVIDE DISABILITY INTERACTIONS, ETIQUETTE, HOW IT APPLYING TO OUR STANDARD OPERATING

PROCEDURES. AND WHEN IT COMES TO THE INTERACTIONS PIECE, WE BRING IN GUEST PRESENTERS FROM OUR DISABILITY COALITION WHO ACTUALLY HAVE THE REAL LIFE EXPERIENCE TO SHARE WITH THEM AND THAT HAS BEEN VERY, VERY FAVORABLY RECEIVED BY OUR WORKFORCE AND THEY LOVE IT.

AUDIENCE MEMBER: BUT YOU HAVE 60,000 EMPLOYEES. AND I UNDERSTAND THESE ARE THE SPECIALIST. IF THERE'S ONE PERSON AT EACH GATE, AND THERE'S 100,000 PEOPLE COMING AT ANY GIVEN TIME AT ANY GIVEN GATE, THERE'S LIKING TO BE MORE PERSON WITH A DISABILITY. SO IN YOUR GENERAL TRAINING, EVEN A BASIC – FOR YOUR STANDARD EMPLOYEES, EVEN A BASIC EDUCATION, A HANDS-ON, THIS IS WHAT THIS LOOKS LIKE. AND THIS IS WHAT IT IS.

AND WHEN YOU SEE THIS, THIS IS WHEN YOU NEED TO GO TO THAT PERSON THAT'S THE SPECIALIST. OR MAYBE IT'S SOME OF YOUR GATES THAT HAVE MORE THAN ONE IN YOUR BUSIER HUBS.

JULIE BAHRAMI: SO THANK YOU. AT THE HEADQUARTERS LEVEL, WE'RE WORKING WITH OUR OFFICE OF TRAINING AND WORKFORCE ENGAGEMENT. THEY'RE DEVELOPING TRAINING THAT IS GOING TO BE ROLLED OUT TO ALL OF OUR OFFICERS. AND WE'RE WORKING WITH THEM AND PROVIDING OUR INPUT TO THAT AND FOR THAT TRAINING THAT IS GOING TO BE ROLLED OUT. THE PASSENGER SUPPORT SPECIALIST GET KIND OF LIKE THE MORE ADVANCED LEVEL TYPE TRAINING.

BUT, YES, I AGREE. AND THAT IS SOMETHING THAT IS IN THE WORKS.

KIM BANDY: THIS LADY IN THE FRONT.

AUDIENCE MEMBER: I HAVE A COMMENT. CAN I STAND UP AND YELL?

MARTIN HAUGHT: THE LADY IN THE BACK. GO AHEAD, SIR.

AUDIENCE MEMBER: I'M SORRY. MY NAME IS ROBERT ACOSTA, GUIDE DOG USER INCORPORATED. I WANT TO DO KNOW THE STATUS OF DOG RELIEF AREAS ACROSS THE COUNTRY.

I DON'T EVEN KNOW WHERE THE ONES ARE HERE. BUT I ALSO HAVE NOT ASKED. SINCE I LIVE IN L.A., MY DOGS ARE PRETTY GOOD. I DID GO TO ATLANTA AND THEY HAVE NEVER HEARD OF IT. THE GIRL AT THE GATE, I HAD TO EXPLAIN WHAT A RELIEF AREA WAS. YOU KNOW, POTTY AND DOG? OH, MY GOD, THEY DON'T KNOW. AND MY DOG HELD IT TO CHARLESTON AND WE DID OKAY. BUT LET ME SAY IN RESPECT TO GUIDE DOGS AND IT'S MY EXPERIENCE. I NEVER CALLED T.S.A.

CARES. I DO USE "MEET AND ASSIST" BECAUSE THEY GET AROUND FASTER. THEY KNOW WHAT TO DO.

YOU KNOW, SIGHTED GUYS GET LOST, TOO. AND THEY DON'T KNOW, AND I DON'T KNOW WHERE THE GATE IS EITHER. SO "MEET AND ASSIST" IS GOOD TO ME. I GO TO THE GATE TO THE T.S.A. I TELL THEM WHAT I DO WITH MY DOG. FIRST, THEY KIND OF FREAK OUT. A DOG! I SAY, OKAY, HE SITS HERE. I GO THROUGH FIRST AND CALL HIM THROUGH. YOU CAN DO HIM AND THEN ME. AND THERE'S NO PROBLEM. I NEVER HAD TOO MANY, SINCE 13 YEARS AGO, WE HAD HORROR STORIES, BUT NOT NOW. THANK YOU.

ZACK BROMER: THE RELIEF AREA, IT'S OUTSIDE OF T.S.A.'S PURVIEW. BUT HOWEVER, I HAVE SOME INFORMATION. I WORK WITH YOUR ORGANIZATIONS THAT DO DEAL WITH THAT. SO I'M GOING TO COME OVER TO YOU RIGHT NOW AND TALK TO YOU ABOUT THAT AND GIVE YOU SOME ADDITIONAL RESOURCES.

AUDIENCE MEMBER: BUT TO HIS POINT, YOU KNOW, WOMEN WHO ARE BREASTFEEDING DON'T HAVE APPROPRIATE ACCOMMODATIONS. AND FREQUENTLY THEY'RE TRAVELING, AND THEY GET TO THESE OTHER DESTINATIONS, AND IT'S DIFFICULT WHEN THEY CAN'T IDENTIFY APPROPRIATE ACCOMMODATIONS. SO MY QUESTION TO YOU IS, OBVIOUSLY, T.S.A. DOESN'T HAVE AN OBLIGATION ON THE SITES THEY'RE AT TO PROVIDE ACCOMMODATIONS. WOULDN'T IT BE TO OUR BEST INTEREST TO MAKE SURE THAT PEOPLE WHO NEED ACCOMMODATIONS CAN IDENTIFY OR THE T.S.A. CAN DIRECT THEM TO APPROPRIATELY FIND THAT INFORMATION? THE T.S.A. AGENT SAYS, IT'S NOT MY PURVIEW. THAT'S VERY UNHELPFUL. YOU KNOW? TO SAY TO THIS MAN WHO'S DOG NEEDS TO RELIEF HIMSELF. BUT IT IS A REASONABLE THING FOR THE T.S.A. TO TELL YOU, HERE'S WHERE I CAN DIRECT YOU TO.

ZACK BROMER: I DIDN'T MEAN TO SUGGEST THAT OUR OFFICERS JUST DISMISS THOSE REQUESTS.

OUR OFFICERS ARE TRAINED TO KNOW WHERE IN THE AIRPORT TO DIRECT PEOPLE.

MARTIN ELAM: THE GREATER CHALLENGE IS THAT AIRPORTS DON'T HAVE THAT. THEY'RE NOT TELLING YOU I CAN'T HELP YOU. IF THERE'S ONE AVAILABLE, OF COURSE THEY WILL OFFER THAT SUPPORT. BUT WITH THAT SAID, IT'S NOT IN OURS. WE CAN'T REQUIRE AN AIRPORT TO PROVIDE A DOG RELIEF AREA OR BREASTFEEDING STATION AND THAT NATURE. YOU HAVE TO WE'LL DO THAT IN THOSE MUNICIPALITY AND IN THAT NATURE.

AUDIENCE MEMBER: ALYSSA BATIA FROM THE SYRIA COUNCIL.

AND I HAVE ONE CONCERN. MOSTLY DOCTORS THAT ARE PROVIDING A HUMANITARIAN, WE'RE BEING STOPPED AND HARASSED BY T.S.A.. WE'RE [INAUDIBLE] SO, NOW THEY'RE ON, EITHER THEY DON'T TRAVEL OR THEY DO THE PRE-CHECK. ONE OF THE THINGS THAT WE'RE EXPERIENCING NOW, WE'RE GETTING FEW REPORTS OF PEOPLE NOT BEING ABLE TO TRAVEL BECAUSE ON THEIR PASSPORT, IT'S AN ORIGIN SYRIA. SO AGENTS ARE NOW ASSOCIATING SYRIA WITH SOMEONE WHO SHOULD BE OBTAINED. EVEN THOUGH THAT PERSON IS A CITIZEN. ONE OF THE THINGS WE SAW WITH DOCTORS BEING DETAINED, THEY SHARED THOSE STORIES. AND THAT HAD A REALLY BIG CHILLING AFFECT ON OUR ABILITY TO HAVE VOLUNTEERS WANTING TO GO TO THE REGION EVEN IF IT WAS OUTSIDE SYRIA. AND IT HAD A CHILLING AFFECT ON PEOPLE'S DONATION. T.S.A. HAS NOTHING TO DO WITH THAT, BUT PEOPLE DO SHARE THAT. AND I'M NOT SURE. ARE THEY GOING TO BE ABLE TO TRAVEL. DOES T.S.A. KNOW THEY'RE DONATING TO HUMANITARIAN CAUSES? SO WE DON'T WANT TO SEE THIS BIG EXPLOSION OF PEOPLE NOT BEING DENIED – BEING ABLE TO TRAVEL BECAUSE THEY'RE SYRIAN NATIONAL REGIONAL. I DON'T KNOW IF IT'S GOING TO BE PART OF A BIGGER CONVERSATION.

MARK HAUGHT: WE'RE HAVING A BIGGER CONVERSATION AND WITH CBP. T.S.A. DOESN'T HAVE THE AUTHORITY TO DETAIN AND THEY DON'T DETAIN. CBP TYPICALLY HAS THAT AUTHORITY. AND I THINK THOSE EXAMPLES THAT YOU'RE TALKING ABOUT IS WHEN YOU'RE COMING INTO THE F.I.S.

AND, SO, WE ARE WORKING WITH CBP AND WE ARE HAVING THIS CONVERSATION. AND IT'S HAPPENING NATIONALLY.

SO, AGAIN, WHAT I'VE SAID ABOUT, WE'VE CHANGED A LOT IN 12 YEARS, OR 13 YEARS AND WE'RE STILL IN THAT PROCESS OF CHANGING. IN THE SCHEME OF THINGS, 13 YEARS IS VERY, VERY YOUNG FOR AN AGENCY.

AND WE'VE MADE DRAMATIC CHANGES SINCE OUR INCEPTION. AND WE'RE CONTINUING TO DO THAT THROUGH FORUMS JUST LIKE THIS.

AUDIENCE MEMBER: JUST A FOLLOW-UP. IF THOSE CONVERSATIONS ARE HAPPENING, SINCE WE'RE THE LARGEST GRASSROOTS HERE IN THE ORGANIZATION THROUGH 23 CHAPTERS, WE FEEL WE SHOULD BE PART OF THAT CONVERSATION SO WE AVOID THESE PROBLEMS IN THE FUTURE. WE DON'T SEE A HUGE AMOUNT OF THESE CASES BEING REPORTED. WE LIKE TO KEEP IT THAT WAY. SOME PEOPLE ARE REPORTING THAT THEY ARE GOING TO, WITH THEIR TICKETS, AND BECAUSE IT SAYS SYRIA THERE, THEY'RE NOT ALLOWED TO GET ON THE PLANE. SO THAT'S SOMETHING THAT T.S.A. AND OTHER THINGS, THERE'S SO MANY AGENCIES INVOLVED.

MARTIN ELAM: WHAT WE CAN DO AS A LOCAL LEVEL. WE HAD A CBP REPRESENTATIVE HERE. BUT THEY STEPPED OUT. EVEN IF YOU'RE DEPARTING INTERNATIONALLY, CBP HAS TOTAL JURISDICTION AND AUTHORITY. THE ONLY PLACE WHERE WE HAVE OUR AUTHORITIES IS SECURITY CHECKPOINT. SO ONCE YOU'VE GONE TO SECURITY AND YOU'RE PASSED THE GATE AND YOU HAVE OTHER TRAVEL DOCUMENTS, THOSE ARE OFTEN ISSUES WHERE CBP MAINTENANCE AUTHORITY. AND, SO, WE CAN AT THE POINT YOU GET DISCUSSIONS WITH OUR CBP COUNTERPARTS.

AUDIENCE MEMBER: THANK YOU. BEVERLY, NATIONAL FEDERATION FOR THE BLIND.

I WANT TO THANK YOU FOR THE SERVICE THAT YOU PROVIDE. IT HAS BEEN HELPFUL. I HAVE SEEN SOME PROGRESS OVER THE YEARS. BUT I WOULD OFFER HELP IN TRAINING FROM OUR AGENCY, FROM OUR ORGANIZATION. BECAUSE I SEE AREAS IN WHICH IT IS NEEDED. ESPECIALLY WHEN WE AS BLIND PEOPLE GO THROUGH WITH EQUIPMENT THAT IS NOT FAMILIAR TO THE AGENTS.

HERE IS AN EXAMPLE OF THAT. I AM USUALLY DELAYED TEN MINUTES OR SOMETIMES EVEN MORE, BECAUSE THEY DON'T RECOGNIZE A BRAILLE NOTE. IT DOESN'T LOOK LIKE A REGULAR COMPUTER. SO THAT IS ONE OF THE THINGS, I THINK, IF THEY HAD THE TRAINING, WE COULD INFORM THEM -- I MEAN, THEY ACTUALLY TAKE IT ALL APART. THAT IS ONE OF MY ISSUES THAT I THOUGHT I SHOULD BRING TO THE TABLE.

MARK HAUGHT: THANK YOU.

JULIE BAHRAMI: WE DO HAVE A RESOURCE LIBRARY THAT IS IN PLACE FOR THE WORKFORCE. ONE OF THE THINGS WE PUT OUT IS A SERIES CALLED "TSO IN THE KNOW." WE PUT SOMETHING OUT ON COMMON MEDICAL DEVICES THAT THEY MAY NOT SEE REGULARLY AT THE CHECKPOINT.

WE DON'T HAVE THAT DEVICE ON THAT ARTICLE, BUT WE DO REGULARLY UPDATE OUR MATERIALS. I WILL COME AND TALK TO YOU WHEN WE ARE DONE AND GET YOUR CONTACT INFORMATION. I WOULD ABSOLUTELY LOVE TO UPDATE IT AND PUT ON THERE. SO, THANK YOU.

MARTIN ELAM: ONE THING, KAMAL PUNN, TRAINING OFFICER. KAMAL PUNN GOT TRAINING. AND SOME OF YOU OFFERED A WILLINGNESS TO OFFER TRAINING COME FROM CONSTITUENTS.

WE HAVE HAD SOME OF YOU COME OUT, PEOPLE FROM C COMMUNITY, WE WELCOME THAT. IT IS DIFFICULT TO MANAGE THOSE INITIATIVES AT THE NATIONAL

LEVEL. LOCALLY, IF YOU ARE INTERESTED, BEFORE YOU LEAVE TODAY, IF YOU WOULDN'T MIND SHARING YOUR CONTACT INFORMATION WITH KAMAL. WE WILL WELCOME THE ASSISTANCE.

AUDIENCE MEMBER: I WANT TO PIGGY-BACK ON WHAT MARTIN SAID. WE HAVE AN EDUCATION SERIES. WE WILL BRING PEOPLE FROM THE DIFFERENT COMMUNITY AND DIFFERENT NATIONALITIES AND DIFFERENT GROUPS, TO COME AND SPEND TIME WITH US.

THE THING IS THAT THEY HAVE TO COMMIT THEMSELVES FOR THREE MONTHS. IF YOU GET ALL OF OUR OFFICES TRAINED, SOME OF YOU ARE KIND. I HAD THREE GROUPS. MY PLAN WAS TO COME TO YOU AND BRING PEOPLE TO YOU EVERY QUARTER. WE NEED A QUARTER TO GET ALL OF OUR OFFICES TRAINED. WE STARTED THIS. IT IS CALLED "EDUCATION SERIES." I WILL TALK TO YOU TO SEE WHEN WE CAN OFFER ANOTHER ONE.

AUDIENCE MEMBER: I AM ROCHELLE HOUSTON. I APPRECIATE T.S.A. SERVICES. I THANK YOU.

ONE THING I EXPERIENCE ON SEVERAL OCCASIONS. I TRAVEL A LOT WITH THE WHITE CANES. WHEN THE PERSON IS TAKING US TO THE GATE, SOME OF THEM TEND TO GRAB OUR CANE TO SHOW US WHAT DIRECTION TO GO IN. I ONLY BRING THIS UP BECAUSE IT IS A DANGER. WE RELY ON OUR CANE. WHEN THEY LIFT IT UP AND WE ARE IN MOTION, WHEN THEY LIFT IT, I AM MOVING MY FOOT BACK AND FORTH. THEY CAN CAUSE INJURIES.

MARK HAUGHT: THANK YOU.

AUDIENCE MEMBER: AND I DO TRAIN ON THE SPORT. I DON'T GET ANGRY WITH THEM. THAT WILL NOT GOING TO SOLVE THE PROBLEM. I STOP THEM. I SAY, "THIS IS THE RIGHT WAY TO DO IT." IT IS ABOUT EDUCATING ON THE SPOT.

(CHUCKLING)

AUDIENCE MEMBER: BRUCE MORGAN FROM THE DELL MCINTOSH CENTER. ALTHOUGH, I REPRESENT DELL MCINTOSH HERE. I HAD A PERSONAL EXPERIENCE TRAVELING WITH MY MOTHER AT THE ONTARIO AIRPORT. TO GO TO A FUNERAL BACK EAST. SHE WAS IN A WHEELCHAIR BECAUSE OF BROKEN LEG. GOING FISHING.

THEY ASKED HER TO GET OUT OF THE WHEELCHAIR. SHE SAID SHE COULD TRY. THEY WANTED TO PUT HER THROUGH THE X-RAY MACHINE. I HAD GONE THROUGH AND WAS ON THE OTHER SIDE. I WAS FORCED TO WAIT SIX FEET AWAY AT LEAST.

FROM THAT AREA, WHEN THEY GOT HER OUT OF HER CHAIR, THEY ASKED HER IF SHE COULD STAND UP. SHE SAID, YES. WELL, YOU NEED TO WALK NOW. OKAY. SHE WAS STILL SCREWED TOGETHER WITH A BIG BUNCH OF STEEL ON HER LEG.

WORKED HER WAY OVER TO THE X-RAY MACHINE. THE T.S.A. AGENT WORKING, YOU CAN'T HAVE THAT CANE IN THAT MACHINE. AND HE REACHED DOWN AND GRABBED THE CANE AND JERKED IT OUT OF HER HAND. WHEN HE JERKED IT OUT OF HER HAND -- THIS WAS A FOUR-LEGGED CANE.

WHEN HE JERKED IT OUT OF HER HAND, IT WAS THE ONLY THING KEEPING HER UP. WHEN SHE STARTED TO FALL, I RAN BACK, WITH TWO OTHER T.S.A. AGENTS SCREAMING AT ME. I WAS IGNORING THEM.

I GRABBED HER. I GOT HER AGAINST THE MACHINE. NOW, SHE IS LEANING UP AGAINST THE MACHINE. THE T.S.A. AGENTS THAT GRABBED HER, AND WALKED AROUND THE OTHER SIDE. AND I SAID, GIVE ME THAT CANE. I NEED THE CANE.

SHE CAN'T HAVE IT. BEING A SON, I GRABBED IT. I GRABBED IT OUT OF HIS HAND. I SAID, YES, SHE CAN. I GAVE IT BACK TO HER.

THE ONLY REASON SHE DIDN'T HURT HERSELF EVEN FURTHER, SHE DIDN'T HIT THE GROUND BECAUSE I RAN BACK. THEY WERE ANGRY WITH ME FOR RUNNING BACK AND CATCHING HER, BECAUSE I BROKE THEIR PROTOCOLS.

NUMBER ONE, SHE NEVER SHOULD HAVE GOTTEN OUT OF THE CHAIR. THE ONLY REASON SHE HAD THE CANE WAS TO TRANSFER FROM THE CHAIR TO THE TOILET. THAT IS THE ONLY REASON SHE HAD IT WITH HER. THE FACT THAT I WAS KEPT SO FAR AWAY, AND THEY GOT ANGRY WITH ME.

THEY DID GET ANGRY WITH ME. GRANTED, I DID GET ANGRY BACK. THE WHOLE SITUATION WENT CRAZY IN TWO SECONDS, BECAUSE SOMEBODY WAS NOT THINKING.

NOW, WHEN WE GOT TO ATLANTA, THEY HAD A SPECIAL CANE THAT THEY TALKED TO HER ABOUT. THAT PERSON CAME UP TO HER, SAID, CAN YOU STAND UP?

BY THIS TIME, I SAID, I AM NOT GOING THROUGH FIRST THIS TIME. I AM GOING TO BE RIGHT THERE. WE HAVE A SPECIAL CANE THAT WE CAN USE WHEN YOU GO THROUGH.

SO HE HELPED HER GET IN THERE. GET SET UP. MADE SURE SHE WAS STABLE AND IT WORKED OUT.

I AM TELLING YOU THAT WHOLE SITUATION WAS -- SCARED THE HECK OUT OF ME. SHE HAD BEEN THROUGH TWO SURGERIES. THEIR REACTION WAS, HOW DARE YOU. HOW DARE YOU EVEN THINK OF BREAKING OUR RULES. HOW DARE YOU NOT LISTEN TO ME. I WILL KEEP YOU FROM FLYING. IF I DECIDE TO MAKE YOU MISS YOUR FLIGHT, I WILL MAKE YOU MISS YOUR FLIGHT.

WE ALL KNOW, ESPECIALLY ALL OF US WHO HAVE BEEN THROUGH ALL OF THE CHANGES SINCE 2001, WE ALL WANT TO HELP YOU GUYS, ALL RIGHT. WE ALL KNOW THE RISK WE TAKE EVERY DAY THAT WE GET ON A PLANE. WE WANT TO HELP YOU. WE WANT TO BE PART OF THE SYSTEM. WE WANT TO MOVE AS SMOOTHLY AS POSSIBLE. IT IS NOT US-AGAINST-THEM THING. WE ARE ALL ON THE SAME SIDE.

UNDERSTAND, ALTHOUGH, THE GENTLEMAN AT THE END SAYS, WE CAN'T TRAIN FOR EVERY ODD SITUATION. I FORGET THE EXACT WORDS YOU USED. I APOLOGIZE. THE WHEELCHAIR IS NOT AN "ODD" SITUATION. A THOUSAND PEOPLE FLY EVERY DAY WITH WHEELCHAIRS. WE TAKE THEM ON AND OFF WITH THE SPECIAL CHAIRS. IT SEEMS LIKE THE TRAINING NEEDS TO BE BETTER AND FLEXIBLE. FLEXIBILITY IS REALLY IMPORTANT .AND FLEXIBILITY. TRAINING NEEDS TO BE BETTER AND FLEXIBLE. FLEXIBILITY IS REALLY IMPORTANT. BECAUSE NOT EVERYBODY IS THE SAME. YOU KNOW? WE'RE NOT ALL GOING TO REACT THE SAME. WHEN YOU GRAB US OR TOUCH US OR GET MAD AT US, OR, YOU KNOW, SAY "GET YOUR SHOES OFF!"

ANOTHER EXAMPLE IS, I BOUGHT ONE OF THOSE EXPENSIVE BELT THAT HAS NO METAL ON IT. IT'S ALL PLASTIC. THERE'S NO REASON IN THE WORLD THAT I SHOULD HAVE TO REMOVE MY BELT. NONE WHATSOEVER. IT'S NOT A DANGEROUS WEAPON OR ANYTHING LIKE THAT. BUT BECAUSE THAT WAS THE RULE, I DON'T CARE. IT WASN'T GOING TO SET OFF ANY ALARMS. I DON'T CARE. THOSE ARE MY RULES, YOU DO WHAT I TELL YOU TO DO.

MARK HAUGHT: OKAY, SIR. YOU DO WHAT YOU NEED TO DO.

ZACK BROMER: WE APPRECIATE THE FEEDBACK YOU'RE GIVING US ABOUT YOUR MOTHER IN A WHEELCHAIR.

AND A LOT OF IT IS JUST LACK OF COMMUNICATION. IT'S THE COMMUNICATION FROM OR WORKFORCE. AND IT'S COMMUNICATION FROM THE PASSENGER. AND WHAT MY BRANCH, DISABILITY BRANCH IS TRYING TO DO IS TO GIVE THAT TRAINING TO THE WORKFORCE TO KNOW ABOUT THE PROPER QUESTION TO SEE ASK YOUR MOTHER. AND THEN, THE OTHER PART IS FOR US TO EMPOWER THE COMMUNITY TO KNOW WHAT QUESTION TO SEE ASK OF OUR WORKFORCE.

SO, YOU KNOW, WE DO APPRECIATE THAT FEEDBACK. AND THAT'S THINGS WE CAN TAKE BOTH TO THE WORKFORCE AND TO THE COMMUNITY.

AUDIENCE MEMBER: I UNDERSTAND YOU COME FROM A LEVEL OF HIGH AUTHORITY. AND THE PUBLIC IS REALLY SCARED TO DEATH OF YOU. BECAUSE OF THE COMMUNICATIONS INVOLVED. EVERYBODY IS SCARED OF MISSING THEIR

FLIGHT. EVERYBODY IS, YOU KNOW, IF YOU MAKE ANY KIND OF COMMENT, YOU'RE JUST LIKE OH, EVEN THOUGH I'VE BEEN TREATED HORRIBLY. I'M NOT GOING TO SAY A WORD. BECAUSE IF I DO, IT'S PULLED INTO A BACK ROOM. ITS SEARCH AND QUESTIONS. IT'S A REALLY LEVEL OF AUTHORITY.

MARK HAUGHT: I UNDERSTAND THAT. I UNDERSTAND THAT THERE'S ANXIETY WHEN YOU COME TO THE AIRPORT. I'M WITH T.S.A. AND I GET ANXIETY WHEN I COME TO THE WANT A AND I DON'T WANT TO MISS MY FLIGHT EITHER. BUT I CAN TELL YOU THE PROFESSIONALISM OF THE VAST MAJORITY IS OUTSTANDING. I JUST WANT TO SAY, THEY'RE MOTHERS, FATHERS, AND SISTERS AND BROTHERS. THEY'RE JUST PEOPLE JUST LIKE WE ARE. THEY'RE NOT MONSTERS.

AND I THINK THE CONVERSATION, YOU KNOW, I THINK THE CONVERSATION THAT WE'RE HAVING NOW, WE HAVE WITH OUR WORKFORCE ON A WEEKLY BASIS.

WE GET VERY, VERY – FROM THE VAST MAJORITY OF PASSENGERS, WE INTERACT WITH THE PUBLIC 1.9 MILLION TIMES A DAY. 1.9 MILLION TIMES A DAY. WE HAVE VERY, VERY FEW COMPLAINTS.

BUT WHEN WE DO, WE TAKE THEM SERIOUSLY.

I'M DISAPPOINT THAT HAD WHEN YOU WENT THROUGH ONTARIO THAT YOUR MOTHER AND YOURSELF EXPERIENCED THIS. AND BELIEVE ME, AFTER THIS, I'M GOING TO FIND OUT WHAT HAPPENED.

AND, SO, YOU KNOW, WE JUST NEED TO CONTINUE HAVE THESE CONVERSATIONS. AGAIN, WE'RE NOT PERFECT PEOPLE.

WE MAKE MISTAKES.

PEOPLE HAVE EMOTIONS.

AUDIENCE MEMBER: AND WOULDN'T IT HELP IF THAT HAD BEEN REPORTED AT THE TIME? WE WAIT AND SOMETIMES THAT CREATES MORE ANGER AND FRUSTRATION. BECAUSE WE DON'T DEAL WITH THE ISSUE AT THE TIME.

MARK HAUGHT: YEAH. THAT'S RIGHT. SO I'M GOING TO MOVE TO THIS GENTLEMAN OVER HERE WITH YOUR HAND UP, SIR.

AUDIENCE MEMBER: THANK YOU. MY NAME IS KEN METS AND I'M WITH TWO GROUPS. GUIDE DOGS USER INK AND CALIFORNIA COUNSEL FOR THE AMERICAN BLIND. THAT'S THREE, BUT THE OTHER TWO ARE TOGETHER.

[LAUGHTER IN THE ROOM]

I WILL SAY FIRST OF ALL, THE TIMES I HAVE FLOWN, THE MAJORITY OF THE T.S.A. PEOPLE HAVE BEEN GREAT.

I DON'T HAVE A PROBLEM WITH THAT.

THERE ARE A FEW AND THAT'S GOING TO BE IN ANY OCCUPATION. AND IT'S NOT A MATTER OF STICKING UP FOR THEM, BECAUSE I GET TICKED OFF WHEN I MEET ONE OF THOSE FEW.

BUT THERE ARE A FEW THAT DO THINK THEY HAVE ALL THE POWER. AND I THINK WHEN IT COMES TO OUR GUIDE DOGS, AND AS ROCHELLE HAS SAID WITH THE CANES AND THINGS. I THINK IT'S A POWER TRIP. SOMETIMES THEY THINK – A FEW DO THINK THEY CAN MAKE UP RULES AS THEY GO.

I FOR ONE WOULD BE WILLING TO HAVE YOU TAKE MY NAME LATER AND I'M WILLING TO BE ONE OF THE PEOPLE THAT WOULD BE MORE THAN HAPPY TO ADVISE IN A TRAINING SESSION AND ASSIST YOU, OR YOUR FOLKS HERE AT L.A., BURBANK AIRPORTS IN DOING ANYTHING I CAN TO MAKE IT SMOOTHER FOR ALL OF US.

I WILL GIVE YOU, YOU KNOW, I CAN'T GIVE ALL MY TIME, BUT I'M HAPPY TO GIVE SOME OF IT TO DO THAT.

I WAS IN SEATTLE JUST OVER A YEAR AGO. AND I WAS IN A SITUATION WHERE I WENT THROUGH, I HAD MY DOG SIT AND STAY. I WENT THROUGH THE METAL DETECTOR. I DID NOT BEEP. NO METAL. NOTHING WENT OFF.

I CALLED THE DOG THROUGH. AND THEN AFTER THEY SEARCHED THE DOG BECAUSE SHE HAS HER COLLAR ON. AND THAT'S NORMAL. I DON'T HAVE A PROBLEM AS LONG AS THEY DON'T GET LICKED IN THE FACE. BUT THEN, THEY WANTED ME TO BE SEARCHED. NOW, I DON'T HAVE A PROBLEM WITH IT NORMALLY HAD I BEAT GOING THROUGH THE METAL DETECTOR.

THE FACT IS, I WENT THROUGH BEFORE HER. AND I TOLD THE T.S.A. AGENT, THAT THEY WERE ABSOLUTELY WRONG. THAT BECAUSE I HAD ALREADY PASSED GOING THROUGH THE METAL DETECTOR, THAT THEY DID NOT HAVE THE RIGHT TO SEARCH ME.

AND I ENDED UP DOING IT AGAIN BECAUSE I HAD TO CATCH A FLIGHT.

SO I HAD TO LET THEM. BUT BEFORE I ALLOWED THEM TO DO IT, I ASKED FOR THEIR SUPERVISOR. THE SUPERVISOR CAME OVER AND TOLD ME THEY WERE RIGHT. THAT I WAS WRONG. DID NOT LOOK IN THE RULE BOOK. I GOT HOME. THE NEXT MORNING, I WAS ON THE COMPUTER AND ON THE PHONE TO T.S.A..

I DID CALL THEM. THEY ACTUALLY PULLED THE VIDEO. AND THEY DID FIND OUT THAT I WAS ABSOLUTELY CORRECT.

AND, SO, AND I DON'T WANT TO SEE SOMEONE GET FIRED. THAT'S NOT MY POINT AT ALL. I DO THINK PEOPLE THAT TRY TO DO THAT. ON THE OTHER HAND, THEY NEED ADDITIONAL TRAINING AND NEED TO BE FURTHERED OBSERVED THEMSELVES, AND, IF IN FACT, THE SUPERVISOR WAS INVOLVED, EVEN THAT SUPERVISOR THEN NEEDS TO BE OBSERVED.

SUPERVISORS, AND I'VE BEEN ONE BEFORE, WE DON'T ALWAYS HAVE ALL THE ANSWERS, BUT WE HAVE TO KNOW WHEN WE NEED TO ADMIT, SOMETIMES WE DON'T KNOW AND WE HAVE TO ADMIT WHEN WE DO KNOW.

AND SO, I DON'T HAVE A PROBLEM WITH PEOPLE QUESTIONING ME, ASKING ME SOMETHING ABOUT PROCEDURE, ASKING ME WHAT'S COMFORTABLE, HOW DO YOU WORK WITH YOUR GUIDE DOG? WHAT SHOULD YOU DO? THAT'S ALL FINE, BECAUSE SOMETIMES WE GET TIRED OF IT AFTER ALL THE YEARS WE'VE DEALT WITH BLINDNESS OR ANY OTHER DISABILITIES. BUT AT THE SAME TIME, WE ALSO KNOW THE REALITY IS, YOU HAVE TO EDUCATE, EDUCATE, AND EDUCATE ONE PERSON AT A TIME.

AND IT SEEMS LIKE SOMETIMES YOU JUST WANT TO SCREAM AT THEM. BUT I DON'T DO THAT. I DO TRY AND STAY VERY CALM. AND I DID THEN. UNFORTUNATELY, I HAD A FLIGHT TO CATCH. SO I DID HAVE TO GIVE IN. BUT I THINK THAT WE NEED TO HAVE SOME SOURCE WHEREBY THEY CAN CONTACT SOMEONE HIGHER UP RIGHT AT THAT MOMENT, EVEN IF IT'S BY TWO WAY RADIO, OR IF IT'S BY CELL PHONE, WE DO HAVE SUCH THINGS THESE DAYS. AND I THINK THE TECHNOLOGY IS THERE WHEREBY SOMEONE HAS TO CHECK ON THE SPOT AS TO WHAT THE RULE IS. AND IT WOULD SAVE A LOT MORE TIME THAN HOLDING PEOPLE UP, GETTING THEM INTO ARGUMENTS, GETTING THEM CONFUSED, AND POSSIBLY HARMING SOMEONE. THANK YOU.

MARK HAUGHT: THANK YOU VERY MUCH, SIR.

JULIE BAHRAMI: SIR, YOUR POINT IS VERY WELL TAKEN AND I JUST WANTED TO ADD AND EXPAND ON WHAT YOU SAID. IDEALLY, WE WOULD LIKE IF THERE ARE CONCERNS, IF THERE ARE ISSUES THAT THEY BE RESOLVED AT THE CHECKPOINT. THE FIRST STEP IS WHAT YOU DID, WHICH IS TO CALL FOR A SUPERVISOR. I'M VERY SORRY TO HEAR THAT THAT DIDN'T WORK OUT IN YOUR SITUATION.

I AM GLAD TO HEAR THAT THE AIRPORT WAS ABLE TO RESOLVE IT. I COME FROM SEATTLE AIRPORTS. SO I WAS HAPPY TO HEAR THAT.

BUT IN SOME CASES, IT MAY REQUIRE FOLLOW-UP LATER ON. AND IN YOUR PACKET, YOU WILL FIND A BROCHURE THAT LOOKS LIKE THIS [INDICATING]. AT THE BACK OF THE PACKET IS THE INFORMATION FOR THE T.S.A. CONTACT CENTER.

IF I – AGAIN, I WANT TO STRESS IDEALLY IT SHOULD BE AND, HOPEFULLY, WILL BE RESOLVED AT THE CHECKPOINT AT THE AIRPORT LEVEL. FOR FOR WHATEVER REASON, I HAVE TO CATCH A FLIGHT AND WE ALL HAVE TO CATCH A FLIGHT. AND THERE'S ANOTHER ALTERNATIVE FOR YOU TO MAKE A COMPLAINT. AND WE DO FOLLOW-UP ON THOSE COMPLAINTS.

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AUDIENCE MEMBER: DO YOU HAVE ANY BRAILLE PACKETS BACK THERE BY ANY CHANCE?

JULIE BAHRAMI: I DON'T KNOW IF WE HAVE ANY BRAILLE PACKETS, BUT THE INFORMATION IS 508 AND UNDER THE GUIDELINE AS WELL. DO WE HAVE ANY BRAILLE PACKETS? I DON'T KNOW IF WE HAVE BRAILLE PACKETS, BUT I WILL TELL YOU THAT THE INFORMATION IS 508 COMPLIANT.

YOU SHOULD HAVE RECEIVED IT WHEN YOU CAME IN.

AUDIENCE MEMBER: BUT WE ARE BLIND.

JULIE BAHRAMI: I WILL MAKE SURE THAT YOU GET A PACKET. I WILL MAKE SURE THAT I GIVE YOU A BUSINESS CARD, WHICH IS EMBOSSSED IN BRAILLE.

AUDIENCE MEMBER: WE DEAL WITH A LOT OF PEOPLE IN THE COMMUNITY. PART OF ME BEING HERE IS A FACT-FINDING PROCESS. WE DON'T WANT THIS TO BE A GRIEVANCE SESSION, BUT A WORKING SESSION TO SOLVE ISSUES.

ONE THING WE GET FROM PEOPLE IS THEY FEEL THAT THEIR CIVIL LIBERTIES GET VIOLATED. IT STARTS WITH T.S.A. -- ACTUALLY, IT STARTS WITH THE PRIVATE SECTOR. MAYBE THIS IS PART OF THE FLAW IN THE SYSTEM.

YOU SHOW UP IN WHATEVER AIRLINE. THEY ARE ON THE PHONE. WHO HE OR SHE IS TALKING TO, WE CANNOT TALK TO THAT PERSON. PRIVATE SECTOR IS FACING GOVERNMENT BUREAUCRACY. THERE IS A REASON WHY HE OR SHE MAYBE CALLING. THEN, OBVIOUSLY THE OFFICER IS LOOKING AT YOUR PASSPORT, SOMETIMES THAT PERSON IS PROFESSIONAL, MANY TIMES NOT.

THEN, THE PROCESS GOES FURTHER. ANISA MENTIONED THE SYRIAN, IT IS NOT JUST THE SYRIA COMMUNITY. PEOPLE'S NAMES ARE ON LISTS AND THEY DON'T KNOW WHY THEIR NAME IS ON THE LIST. SO I WANT TO UNDERSTAND, WHERE DOES T.S.A. GET THIS INFORMATION. THERE IS A NUMBER OF BUREAUCRACIES INVOLVED.

IF SOMEONE CAN EXPLAIN TO ME, BECAUSE IT SEEMS LIKE WE ARE GETTING INTO PETE-DOESN'T-KNOW-PAUL SITUATION. IF SOMEONE CAN EXPLAIN TO ME, WITHOUT IT BEING TO MUCH OF A PROBLEM, THE CHANNEL FROM TOP TO BOTTOM. SO THAT WE CAN IDENTIFY THE RIGHT BODIES TO ADDRESS ISSUES, BECAUSE IT GETS OUT OF HAND.

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FOR EXAMPLE, YOU KNOW, SOMEONE IS TRYING TO TRAVEL. WHY WOULD THE OFFICER ASK YOU, DO YOU HAVE ILLEGAL MP 3'S IN YOUR LAPTOP? AND THEN WHEN THE PERSON GETS HOME, ALL OF A SUDDEN ONE AGENCY KNOCKS ON THE DOOR. COULD BE FBI, DEA. COULD BE ANOTHER AGENCY. ALL GOT TRIGGERED FROM BOARDING AN AIRPLANE OR LANDING.

SO THERE ARE MULTIPLE BUREAUCRACIES AT WORK OR AGENCIES. FROM THE PUBLIC'S SIDE WHO DEAL WITH THESE ISSUES ALL THE TIME, WE WOULD LIKE TO GET CLARITY. WE DON'T TELL T.S.A., YOU ARE RESPONSIBILITY. YOU CAN BE A VICTIM OF INFORMATION THAT YOU ARE -- OH, PERSON, IT IS ON THE LIST. YOU DIDN'T PUT THEM ON THE LIST, BUT YOU HAVE TO GO THROUGH PROTOCOL. WE HAVE TO GO THROUGH THAT LAYER AND THAT LAYER AND THE LAYER BEFORE THAT TO FIGURE OUT WHAT IS HAPPENING.

MARK HAUGHT: I UNDERSTAND. I HAVE BEEN IN CALIFORNIA FOR 11 MONTHS AND I DON'T HAVE A DRIVER'S LICENSE. EACH TIME I GO TO THE DMV, I DON'T HAVE SOMETHING THAT I NEED TO PROVIDE. ALL I WANT TO DO IS RIDE MY MOTORCYCLE. I UNDERSTAND AND THE FRUSTRATION.

KIM BANDY: YOU MENTIONED THE LIST. T.S.A. DOESN'T OWN THAT LIST. THEY DON'T OWN THAT LIST. SEVERAL NOMINATED AGENCIES, LIKE DEPARTMENT OF JUSTICE. ALL WE DO IS ASSIST PERSONS WHO MAY BE OR MAY NOT BE ON THE LIST TO GET OFF THE LIST -- POSSIBLY GET OFF THE LIST.

SOMETIMES PEOPLE'S NAMES ARE SIMILAR TO OTHER NAMES. THAT MAY CAUSE CONFUSION WHEN YOU TRY TO GET A BOARDING PASS. THAT IS WHY I OFFERED THE REDRESS PROCESS TO CLEAR THAT CONFUSION UP.

THE QUESTIONS ABOUT THE GUNS IS NOT A T.S.A. FUNCTION. BUT I WOULD DEFINITELY HEAVILY, HEAVILY PUSH THE REDRESS PROCESS, DS TRIP PROCESS.

IF THERE IS AN ISSUE, I WILL GIVE YOU MY BUSINESS CARD. I WILL ASSIST YOU. I WILL BE GLAD TO TALK TO YOUR COMMUNICATE MEMBERS.

BRYAN HUDSON: SINCE WE HAVE LIMITED TIME, WE ARE INTERESTED IN ANSWERING QUESTIONS ON FEDERAL AGENCIES. WE WILL GIVE YOU CONTACT INFORMATION. IF YOU HAVE QUESTIONS, IF

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WE CAN'T ANSWER THE QUESTION, WE WILL GET YOU IN TOUCH WITH THE RIGHT PEOPLE.

KIM BANDY: WE DON'T WANT YOU TO GO THROUGH THE BACK AND FORTH. WE WILL HELP YOU FIND THE ANSWERS.

AUDIENCE MEMBER: YOU ARE GETTING THE BLAME IN THE COMMUNITY. YOU ARE ON THE FRONT LINE.

MARTIN ELAM: WE ARE TAKING THE HITS FOR EVERYBODY.

MARK HAUGHT: AND THEY LIKE IT.

KIM BANDY: WHAT YOU BRING UP IS NOT NEW TO US. I WANT TO GET PEOPLE WHO HAVE NOT ASKED.

AUDIENCE MEMBER: I AM MORGAN ZEALOUS. I -- ALERT DOG ALLIANCE. I HAVE TRAINED T.S.A. OFFICERS IN SAN DIEGO, DEALING WITH SERVICE DOGS, HOW TO GO THROUGH THE AIRPORT AND CHECK POINTS, OVER THE LAST YEAR, I HAVE SEEN A HUGE IMPROVEMENT OF THE OFFICERS. I WANT TO SAY THANK YOU VERY MUCH. I HEAR THEM SAY THINGS AND OFFER OTHER ADVICE. AND THINGS THAT I HAVE TRAINED THEM COME THROUGH. THAT HAS BEEN GREAT. [APPLAUSE].

MARK HAUGHT: OH, A COMPLIMENT.

AUDIENCE MEMBER: I TRAIN SERVICE DOGS AND MY SERVICE DOG IS HERE WITH ME.

MY QUESTION IS FOR YOU: WHEN I GO THROUGH T.S.A., I GO THOUGHT PRECHECK. A LOT OF TIMES WHEN I GO UP TO THE LINE, IT HAS ME GO UP TO THE REGULAR LINE, EVEN IF I HAVE MY PRECHECK.

WHEN I GET TO THE DEVELOPMENT OFFICER, "PRECHECK, YOU ARE SUPPOSED TO BE HERE."

"SHE TOLD ME TO BE HERE." AND THEN I GO.

I AM WONDERING, IS THERE A REASON? TWO QUESTIONS. REASON WHY THAT IS HAPPENING? SUPPOSED TO BE THAT THEY DIVERT PEOPLE WITH DISABILITIES THROUGH REGULAR LINES EVEN IF THEY HAVE A PRECHECK. OKAY.

MARTIN ELAM: NO, OFTEN TIMES -- THAT IS A COMMUNICATION ISSUE. THAT IS NOT US AGAIN. WE DON'T HANDLE THAT. THOSE ARE AIRLINE CONTACT PERSONNEL THAT DIRECT THE TRAFFIC. WE SCREEN.

THAT IS OFTEN TIMES A CONTRACTOR THAT IS ON THE BOTTOM OF THE ESCALATOR THAT IS DIRECTING TRAFFIC TO GET PEOPLE TO THE RIGHT LINES. SOMETIMES, WHAT YOU ARE SAYING COULD BE THAT THEY SEE THE SERVICE ANIMAL AND ASSUME YOU CAN GO THROUGH THE PWDP PERSONS WITH DISABILITY LINE. NOT CHECKING YOUR BOARDING PASS. LETTING THEM KNOW WOULD BE HELPFUL.

WE CAN REACH OUT TO THE AIRLINES AND STAFF AND HELP TO FACILITATE THAT.

AUDIENCE MEMBER: I AM WORKING WITH FAA TO TRY TO HAVE A -- I WOULD LIKE TO SEE EVERY DOG THAT GOES THROUGH THE AIRPORT HAVE A BOARDING PASS. THE REASON BEING, I FLY A LOT. I SEE PEOPLE SNEAK THEIR DOGS THROUGH IN THEIR BAGS. AND T.S.A. HAS NO WAY OF KNOWING THE DOG HAS BEEN PRE-APPROVED. THIS IS SOMETHING THAT I AM WORKING ON.

I AM WONDERING: COULD THE AIRLINES HAVE A CODE? I KNOW THEY HAVE CODES FOR SPECIAL REQUEST ASSISTANCE FOR PEOPLE THAT FLY WITH DIFFERENT DISABILITIES. SHOULD A PERSON WITH A DISABILITY, NO MATTER WHAT IT IS, HAVE THAT CODE PUT ON THEIR BOARDING PASS? WOULDN'T THAT HELP T.S.A. AGENTS AND HELP DIRECT THEM TO A SPECIFIC LINE?

MARTIN ELAM: THOSE ARE GOOD SUGGESTIONS. AND PARTNERING WITH THE AIRLINES, YOU WILL BE SURPRISED AT HOW DIFFICULT A CHANGE LIKE THAT IS FOR AN AIRLINE TO MAKE, A CHANGE TO THEIR TICKETING SYSTEM, TO PUT A CERTAIN BARCODE, OR CERTAIN IDENTIFIER EMBEDDED INTO THE BOARDING PASS.

ONE OF THE REASONS THERE IS ONLY ELEVEN AIRLINES PARTNERING IN THE T.S.A. PRECHECK IS BECAUSE THE HUNDREDS OF AIRLINES DON'T HAVE THE CAPABILITY TO PUT THE SECURE FLIGHT DATA INTO THE BOARDING PASS. I KNOW THAT IS A DIFFICULT THING FOR AIRLINES. IT IS NOT THAT THEY DON'T WANT TO DO IT, IT IS THE COST ASSOCIATED WITH DOING IT.

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JULIE BAHRAMI: THAT HAS COME UP BEFORE. WE RECEIVED FEEDBACK FROM THE DISABILITY COMMUNITY ON THE FLIP SIDE OF THAT. THEY HAVE CONCERNS ABOUT BEING IDENTIFIED IN THAT MANNER AS WELL.

AUDIENCE MEMBER: I CAN ANSWER THAT ON BEHALF OF THE AIRLINES.

JULIE BAHRAMI: IDENTIFIED IN THAT MANNER AS WELL.

AUDIENCE MEMBER: I CAN ANSWER THAT ON BEHALF OF THE AIRLINE. WE DO HAVE THE CODE FOR THE DISABILITY THROUGH THE COMPUTER. THE ARRIVAL STATION WILL BE NOTIFIED SO THEY KNOW AND CAN ASSIST UPON ARRIVAL. BUT AS YOU'VE SAID, A LOT OF PEOPLE DO NOT WANT THEIR DISABILITY TO BE KNOWN ON PUT ON THE BOARDING PASS.

MARTIN ELAM: THE LADY IN THE MIDDLE.

AUDIENCE MEMBER: I WANTED TO GO BACK TO THE QUESTION AROUND CLAIMS AND COMPLAINTS.

SO OF THE 1.9 INTERACTIONS YOU HAVE DAILY, WHAT PERCENTAGE FILE CLAIMS DAILY? IS IT ACCESSIBILITY CLAIM OR AGGREGATED CLAIM AND HOW DOES THAT INFORM THE TRAINING THAT YOU DO? AND MY SECOND QUESTION WOULD BE TO THE ACCESSIBILITY QUESTION TO THE PETS AND THE BREASTFEEDING COMBINATION. SO IS I HAD THE POSSIBLE FOR THE T.S.A. TO INFLUENCE FOR ACCESSIBILITY CONCERNS THAT YOU'RE AT TO BE ACCESSED FOR. ISN'T AN ACCESSIBILITY, AREN'T WE DENYING ACCESSIBILITY FOR PEOPLE WHO HAVE WORK DOGS FOR NOT HAVING THOSE ACCESSIBILITIES PROVIDED?

MARK HAUGHT: I'LL ANSWER THE SECOND QUESTION AND THEN YOU CAN ANSWER THE FIRST. A.T.A.S.A. AND THAT'S TO SCREEN THE PUBLIC AND PUBLIC. IT'S FOR FREE MOVEMENT OF PASSENGERS AND COMMERCE AROUND THE WORLD.

ISSUES ASSOCIATED WITH ACCOMMODATIONS AT AN AIRPORT, SHOULD BE ADDRESSED TO THE AIRPORT.

SO YOU AND YOUR ORGANIZATION, THERE'S NO REASON WHY YOU CAN'T GO AND MEET WITH AN AIRPORT DIRECTOR AND CONVEY THESE CONCERNS WITH AN AIRPORT DIRECTOR OR A CITY AND DISCUSS THESE THINGS. TO GET THAT ISSUE UPFRONT.

SO THAT'S ANSWERING THE SECOND QUESTION.

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KIM BANDY: AND THE FIRST QUESTION ABOUT CLAIMS. ARE YOU TALKING ABOUT CLAIMS OR LIKE DAMAGE OR COMPLAINTS ABOUT SERVICE?

AUDIENCE MEMBER: SO ARE THEY DISTINCT? SO, HOW MANY COMPLAINTS AND HOW MANY CLAIMS?

KIM BANDY: YES, THE CLAIMS WE DON'T LIKE HANDLE THE CLAIMS. THAT'S ANOTHER WHOLE OFFICE WITHIN T.S.A. TO HANDLE CLAIMS FOR DAMAGES FOR THE EQUIPMENT OR LOSS ITEMS. WE DON'T HANDLE THAT IN OUR OFFICE. WHEN WE GET THAT KIND OF COMPLAINT, LIKE A CLAIM FOR WHEELCHAIR DAMAGE OR SOMETHING THAT WAS STOLEN. WE DO TRACK THE COMPLAINTS AND WE DO REPORT THAT TO THE AIRPORT FOR THE COMPLAINTS THAT WE RECEIVED. THE NUMBERS ARE LOW. WE'RE TALKING ABOUT ALMOST TWO MILLION PASSENGERS A YEAR. MULTI-THOUSAND MAYBE NOT THAT MANY. WE LOOK AT MULTI-CULTURAL BRANCH AND TRENDS IN TERMS OF CLAIM NOT GETTING PRE-CHECK BENEFITS. PERSONAL PROFILE, HAIR, LIKE MY LOCKS, WE'RE STARTING TO SEE THAT AS A TREND, BUT THAT'S NOT A LOT. WHEN YOU TALK ABOUT PASSENGERS TRAVELING, THERE'S NOT A LOT OF COMPLAINTS.

AND WHAT THE GENTLEMAN SAID ABOUT HIS MOTHERS. WE NEED TO KNOW ABOUT THOSE THINGS. IF WE DON'T KNOW WHAT'S GOING ON, HOW CAN WE TRANSLATE THAT BACK TO THE AIRPORT AND THAT'S ALSO ABOUT THE TRAINING AS WELL. WE NEED THIS AREA TO BE TRAINED. AND ONE OF THE MESSAGES I SEND TO THE AIRPORT IS TELLING THEM THE COMPLAINT IS NOT NECESSARILY A BAD THING. IT'S YOU NEED TO LOOK AT WHERE YOU NEED TO PUT IMPROVEMENT IN OR FOCUS YOUR ATTENTION ON A TRAINING ON THAT. AS MR. ELAM STATED, OFFICERS GET TRAINING ALL THE TIME ON THESE AREAS. BUT LIKE HE SAID, THEY DON'T SEE A PERSON WITH WHEELCHAIR A LOT. ESPECIALLY SMALL AIRPORTS.

SO HAVING THAT IN THEIR MENTAL ROLODEX AND SAYING WHAT SHOULD I DO WITH THIS PROCESS? AND THEY MIGHT GET FROZEN BY THAT. SO THAT'S WHAT WE NEED TO KNOW FROM YOU, YOU THE AUDIENCE, WHERE ARE THE ISSUES AND AREAS THAT WE NEED TO FOCUS OUR ATTENTION ON? IT DOES INFORM OUR TRAINING AND POLICIES. IT COULD BE WHOLE POLICIES THAT ARE MADE DUE TO THE ISSUES THAT ARE ARISE.

AUDIENCE MEMBER: IT DOESN'T COUNT IF YOU DON'T COUNT IT. SO WE NEED TO ENCOURAGE PEOPLE TO BE FILING THE COMPLAINTS. SO THAT YOU ARE RECEIVING THAT FEEDBACK.

KIM BANDY: YES, WHICH IN TURN WE CAN SEND THAT OUT TO THE FIELD.

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BRYAN HUDSON: ONE THING WE STRESS IS TRY TO PUT THAT COMPLAINT IN AS SOON AS POSSIBLE. WE DO HAVE A VERY LIMITED WINDOW WHERE WE CAN GATHER ALL THE VIDEO FOOTAGE AND GET WITNESS STATEMENT AND FIND OUT WHAT OCCURRED SOME AGAIN, ALL OF THE ORGANIZATIONS HERE ARE WELCOMED TO CONTACT US DIRECTLY AND LET US KNOW.

LARRY ROLON: I'M THE COORDINATOR FOR DISABILITIES AT LOS ANGELES WORLD AIRPORT. AND I SPEAK TO A LOT OF PEOPLE WITH DISABILITIES ABOUT DIFFERENT PROBLEMS OR APATHY THEY REPORT AND MAKE BETTER IMPROVEMENT UPON IT. AND ONE THING WE GET OFTEN IS THIS, ESPECIALLY, WHEELCHAIR USERS IS THAT THEY REFUSE, THEY WILL NEVER FLY AGAIN BECAUSE OF T.S.A., WHICH IS UNFORTUNATE.

AND THEN I MENTION TO DO THEM ABOUT T.S.A. CARES, AND THOSE PEOPLE THAT HAVE EXPERIENCED IT, IT IS UNIVERSAL. THEY HAVE NOTHING ABOUT THE HIGHEST PRAISE FOR IT. IT'S THE ONLY PROGRAM THAT I'M AWARE OF THAT PEOPLE ACTUALLY LIKE ABOUT T.S.A..

[LAUGHTER IN THE ROOM]

THE AIRPORT HAS, ON ITS OWN, AS A PUBLIC SERVICE MADE CARDS AVAILABLE. ONE PART IS SELF-IDENTIFYING YOURSELF WITH THE DISABILITY. THESE ARE THE ORIGINAL ONES THE T.S.A. PUT OUT. THE PROBLEM WITH THOSE, MANY OF THE AGENTS HAD NO IDEA WHAT THAT WAS. THEY DIDN'T KNOW THEIR OWN PROGRAM.

BUT WE ALSO INCLUDED THE INFORMATION ON T.S.A. CARE AND WE HAVE IT ON OUR WEBSITE AND WE STRONGLY ENCOURAGE PEOPLE TO USE IT. WHEN WE PERIODICALLY RECEIVE COMPLAINTS ABOUT COMPLAINTS ABOUT THE T.S.A., WE SEND A LETTER AND WE EXPECT A LOT OF CUSTOMERS TO TREAT IT WITH THE HIGHEST LEVEL OF COURTESY AND RESPECT. NOT FROM THE AIRPORT PERSPECTIVE BUT ALSO FROM THE AIRLINE PERSPECTIVE ALSO. AND I'LL LEAVE THESE UPFRONT IF ANYBODY WANTS THEM AFTER TODAY.

JULIE BAHRAMI: THANK YOU.

ANGELA KAUFMAN: I HAVE A HIDDEN DISABILITY AND NOBODY HAS REALLY TALKED ABOUT THAT TODAY. SO I WANT TO PUT IT OUT THERE. THANK YOU FOR ALL THAT YOU DO AND THANK YOU FOR ALL THE T.S.A. AGENTS. I FEEL MORE COMFORTABLE FLYING KNOWING EVERYBODY IS GOING THROUGH THE SAME EXPERIENCES I MAY HAVE. BUT WITH HIDDEN DISABILITIES, THERE'S OFTENTIMES THE SENSE OF, YOU DON'T HAVE A DISABILITY. SO WE'RE REALLY NOT GOING TO LISTEN TO YOU.

FOR PEOPLE WITH HIDDEN DISABILITIES, AGAIN, LIKE RUTHEE SAID, IT'S A PROCESS FOR US. WE START OUT WITH THE AIRLINES. IF WE DON'T GET ACCOMMODATED AT THE AIRLINE, THEN THE NEXT PART FALLS APART. AND BY THE TIME WE GET TO THE FINAL DESTINATION, YOU'RE IN PAIN, AND YOU'RE WIPED OUT, AND IT TAKES A FEW DAYS TO RECOVER. SO HAVING ANY KIND OF EXPERIENCE IN THE AIRPORT THAT LESSENS THAT STRESS IS OBVIOUSLY GOING TO BE EXTREMELY HELPFUL.

SO FOCUSING ON HIDDEN DISABILITIES, I GO THROUGH -- I DON'T LIKE TO GO THROUGH THE NEW MACHINES. I WANT TO BE PATTED DOWN. AND I'M LOOKED AT FUNNY, AND I'M PUT TO THE SIDE FOR ABOUT 20 MINUTES WHILE OTHER PEOPLE KEEP PASSING. AND PEOPLE SHOULDN'T BE ABLE TO PASS AHEAD OF SOMEBODY UNTIL THAT PERSON IS ACTUALLY BEING CHECKED. I THINK THAT WILL REDUCE THE AGGRAVATION THAT SOME OF US HAVE EXPERIENCED.

ANOTHER COMMUNITY THAT I DON'T SEE REPRESENTED HERE IS THE DEAF COMMUNITY. OFTENTIMES, IT'S AN EXTREMELY DIFFICULT, ESPECIALLY WHEN THE AGENTS ARE NOT TRAINED TO PROPERLY SPEAK. I DON'T KNOW IF IT'S POSSIBLE, BUT TO HAVE PART OF THE EXPLANATION OF WHAT'S GOING TO HAPPEN TO THEM PUT ONTO AN IPAD LEFT AT EVERY CHECKPOINT SO THEY DON'T HAVE TO GO AND STRUGGLE TRYING UNDERSTAND WHAT'S OCCURRING AND WHAT THE DEVICES ARE THEY HAVE. IT'S EXTREMELY DIFFICULT.

AND ALSO IF THEY'RE TRAVELING WITH SOMEBODY, JUST LIKE THIS GENTLEMAN SAID, YOU'RE SEPARATED. I'VE SEEN WHERE THE DEAF INDIVIDUAL IS LEFT ON THE SIDE WITH THEIR BAGS OUT OF THE LINE. SO THAT MAKES IT DIFFICULT, TOO. PEOPLE WHO HAVE DIFFICULTY COMMUNICATING IN THE FIRST PLACE NEED TO HAVE A BETTER SYSTEM IN PLACE TO BETTER COMMUNICATE. I RECEIVE COMPLAINTS. FORTUNATELY, I HAVE LARRY HERE TO ASSIST TO MAKE SURE EVERYTHING IS RESOLVED. I KNOW ONCE IT'S IN HIS HANDS, IT IS. HE HAS THE SAME EXPOSURE THAT PEOPLE HAVE WITH T.S.A. AND TRYING TO GET OUR AIRPORT COMMUNITY TO GET EDUCATED ON THE DISABILITIES AND VARIETY OF THEM.

FOR US HERE AS WELL, WE ALSO WANT TO BE A RESOURCE AT T.S.A. IN LOS ANGELES. AND IF THERE'S ANYTHING WE CAN EVER DO, IF IT'S RELATED TO THAT, WE'RE MORE THAN HAPPY TO ASSIST AND WORK WITH THE CONSTITUENTS AND THE PATRONS AS WELL.

JULIE BAHRAMI: SO I JUST WANTED TO SAY THANK YOU FOR YOUR COMMENT.

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AUDIENCE MEMBER: FOR US, WE WANT TO BE A RESOURCE TO T.S.A. IN L.A., IF THERE IS ANYTHING WE CAN DO, WE ARE MORE THAN HAPPY TO WORK WITH THE CONSTITUENTS.

JULIE BAHRAMI: I WANT TO THANK YOU FOR YOUR COMMENT. I THINK YOU WILL FIND THAT THE AIRPORT HERE AT LOS ANGELES -- I WANT TO LET YOU KNOW WITH REGARD TO THE DEAF AND HARD OF HEARING COMMUNITY, NATIONALLY, WE DO HAVE SOMETHING IN PLACE THAT WILL BE ROLLING OUT TO THE CHECKPOINTS VERY SOON.

CURRENTLY AT THE CHECKPOINT IS LANGUAGE ACCESS -- WORK WITH PEOPLE THAT SPEAK DIFFERENT LANGUAGES, SO THAT WE CAN EFFECTIVELY COMMUNICATE IN SITUATIONS WHERE ADDITIONAL SCREENING OR SOMETHING OUT OF THE ORDINARY MAY TAKE PLACE. WE ARE EXPANDING THAT TO INCLUDE THE DEAF, HARD OF HEARING, BLIND, AND LIMITED VISION COMMUNITIES, BY TAKING THOSE SAME THINGS, EMBOSSING THEM IN BRAILLE, ALSO, PICTORIAL SO THAT IF WE NEED TO COMMUNICATE WITH SOMEONE WHO IS BLIND, DEAF, HARD OF HEARING, WE WILL HAVE THE ABILITY WITHIN THOSE SAME BINDERS TO DO THAT.

THE OFFICERS KNOW ABOUT THEM. THEY HAVE EXISTED FOR SOME TIME AT THE CHECKPOINT. WE HAVE RECEIVED POSITIVE FEEDBACK, ESPECIALLY HERE AT L.A., THEY UTILIZE THOSE. WE WILL ROLL OUT THOSE ADDITIONAL RESOURCES TO ASSIST THE DEAF, HARD OF HEARING COMMUNITIES.

KIM BANDY: I WANT TO ADDRESS, I KNOW A FEW OF US HAVE TO GO CATCH A FLIGHT. *(CHUCKLING)*

I WANT TO LET YOU KNOW WE HAVE TO GET UP AND GO.

AUDIENCE MEMBER: I AM THE SUPERVISOR AND TRAINING FOR THE AIRPORT SERVICES. I CAN SPEAK FOR TOM BRADLEY.

THERE HAS BECOME A HIGH DEMAND FOR WHEELCHAIRS. WE AVERAGE 900. WE HAVE 1,000 -- FOR WHEELCHAIRS, 90% THE TIME, T.S.A. DOES GREAT ON ACCOMMODATING THE WHEELCHAIRS. THERE ARE TIMES WHERE OUR WHEELCHAIR PASSENGERS ABOUT WAIT AN HOUR OR HOUR AND A HALF. WE HAVE 300 OR 500 REQUESTS FOR WHEELCHAIRS, AND THE NUMBER THAT WE PROVIDE TO T.S.A. SOMETIMES. SOMETIMES THEY (UNINTELLIGIBLE). THE NUMBER THAT WE HAVE, THE PEOPLE COMING FROM DEPARTURES IS AN UNKNOWN NUMBER. WE TRY TO GIVE A ROUGH ESTIMATE.

WE DO HAVE A TIME WHERE WE HAVE THE BUSINESS CLASS PASSENGERS AND FAMILIES WITH CHILDREN AND WHEELCHAIRS, THEY HAVE SEPARATE LINES, BUT AT THE END THERE IS ONE BOOTH FOR ALL THREE TYPES OF PASSENGERS. WHEN IT IS DOWN TIME, IT IS FINE. BUT FROM 1:00 O'CLOCK TO 5:00 O'CLOCK, IT IS EXTREMELY BUSY. WE ASK T.S.A. TO HAVE A SEPARATE LINE FOR WHEELCHAIR PASSENGERS. I TRY TO SPEAK, AND I GO AROUND AND THEY ARE WAITING 40, 50 MINUTES, UP TO AN HOUR, UP AT THE COUNTER. THEY HAVE TO CATCH A FLIGHT. THEY HAVE GOT HERE EARLY, BUT ALL OF MY AGENTS ARE STUCK AT T.S.A.

I TRY TO TELL T.S.A., I HAVE TO DO THAT. MOST OF THE TIME THEY DO IT. MOST OF THE TIME, THEY DON'T. THEY SAY, THEY HAVE TO WAIT IN LINE. ALL I CAN DO IS TELL THE AIRLINE, LOOK, THEY ARE ALL IN T.S.A. THEY TELL ME THAT IS YOUR PROBLEM.

APS A WHEELCHAIR COMPANY, THESE PEOPLE NEED A WHEELCHAIR AS FAST AS THEY CAN, BECAUSE THEY HAVE TO GET TO THEIR FLIGHT. I CAN ONLY SPEAK TO TOM BRADLEY, IS THERE ANY WAY? MOST OF THE SUPERVISORS ARE GOOD. DURING THE PEEK HOUR, THEY DON'T SEPARATE THE WHEELCHAIRS WITH THE BUSINESS CLASS AND THE FAMILIES. I KNOW THAT TOM BRADLEY IS DOING CONSTRUCTION, SO A LOT OF CHANGES ARE GOING ON AT TOM BRADLEY. I WANT TO MAKE SURE IT IS GETTING TAKEN CARE OF.

MARK HAUGHT: SO BRIAN, WILL YOU GET WITH THE GENTLEMAN FROM THE AIRLINE AND TALK TO HIM?

KIM BANDY: WE HAVE A COUPLE MORE MINUTES.

AUDIENCE MEMBER: I WANT TO SHARE. ACTUALLY, THAT OVER THE PAST TWELVE YEARS, I HAVE PERSONALLY TRAVELED DOMESTICALLY AND ABROAD. THE EXPERIENCES HAVE IMPROVED. MORE RECENT TRAVEL ABROAD, I WOULD LOVE FOR THE SECURITY PERSONNEL IN COUNTRIES IN EUROPE AND THE MIDDLE EAST TO BENEFIT FROM WHAT T.S.A. IS DOING HERE.

I DO NEED TO SHARE, ALSO, THAT THE NUMBER OF COMPLAINTS THAT YOU ARE GETTING IS DEFINITELY -- I AM SURE, LOWER THAN WHAT IS TAKING PLACE.

WHAT I FIND IS DEFINITELY THERE WITH INDIVIDUALS IN MY COMMUNITY AND THOSE THAT ENGLISH IS A SECOND LANGUAGE FOR, SPECIFICALLY -- AND SPECIFICALLY THOSE THAT LOOK DIFFERENT,

DRESS DIFFERENT, AND MORE LIKELY WEARING A HIJAB, THE FACT IS, THEY ARE NOT TREATED WITH A LEVEL OF RESPECT THAT WE NEED TO BE TRAINING EVERYONE TO BE LOOKING ON TO OTHERS WITH.

IT IS THAT LEVEL OF -- I KNOW WITH ALL OF THE TRAINING THAT IS TAKING PLACE, THE ADDITIONAL DIVERSITY IS BEING EXPLORED AND ENHANCED. I SEE A HUGE DIFFERENCE IN THE REACTION WHEN I RESPOND WITH MY FLUENT ENGLISH, AND SOMEONE ELSE IN MY GROUP -- BEING THE MEDIATOR WHEN I AM AROUND IT HELPS.

FOR THE MOST PART, ALL I CAN DO IN MY COMMUNITY AND THOSE THAT I WORK WITH AND EDUCATION, CHILDREN, YOUTH, ADULTS, THE RESPONSIBILITY IS TO INFORM, WHICH GIVES AN EDUCATION ON THE SPOT. A YOUNG WOMEN OR MALE WITH A SHORT TEMPER OR FEELING DISRESPECTED, DOESN'T KEEP THIS IN MIND, SO WHENEVER THEY ARE GOING THAT IS WHERE WE GET THE "US VERSUS THEM." FURTHER DEVELOPING ACROSS THE NATION, I DO WANT TO REITERATE, I PERSONALLY HAVE FELT, SEEN, EXPERIENCED, A HUGE IMPROVEMENT.

MARK HAUGHT: I APPRECIATE THOSE COMMENTS. I THINK YOUR SUGGESTION ABOUT THE COMMUNICATION IS WHAT WE NEED TO DO, AND THIS IS PART OF THAT. WE NEED TO COMMUNICATE AND TEACH OUR WORKFORCE OVER AND OVER AGAIN. THAT IS CONTINUOUS. IT IS NOT TEACH ONE AND IT IS OVER, IT IS A CONTINUOUS CONVERSATION. LIKE YOU HAVE WITH THOSE THAT YOU TRAVEL WITH, AND WHEN YOU GO BACK HOME, OR VISIT FOREIGN COUNTRIES, AND YOU HAVE THAT CONVERSATION. IT IS IMPORTANT FOR THEM TO REALIZE THAT WE ARE ALL JUST TRYING TO DO A JOB.

I JUST WANT TO -- WE WILL HAVE TO COME TO A CLOSE. I WANT TO THANK YOU, TO ALL OF YOU FOR THIS. WE ARE GOING TO DO THIS MORE OFTEN. I THINK I WANT TO GET TO A POINT WHERE IT IS SUGGESTIONS LIKE THERE HAVE BEEN SUGGESTIONS HERE. I THINK WE HAVE LEARNED A LOT. I HAVE LEARNED A LOT.

I WANT TO REMIND EVERYONE, HERE AT LAX, HERE AT LAX, WE HAVE -- AND ONTARIO AND PALM SPRINGS, ROUGHLY 3,000 EMPLOYEES WHO SERVE OUR NATIONS, BROTHERS AND SISTERS, MOTHERS AND FATHERS, YOU HAVE HEARD ME SAY THIS, WE HAVE A SMALL PERCENTAGE WHO REALLY DON'T GET IT AND CAUSE US PROBLEMS, JUST LIKE ANY OTHER ORGANIZATION THAT I HAVE BEEN A PART OF AND SOMEONE SUGGESTED THAT HERE.

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HERALDO HERNANDEZ WAS THE FIRST OFFICER IN T.S.A. HISTORY WHO WAS KILLED. HE SACRIFICED HIS LIFE HERE AT LAX. SO WE LIVE IN A DANGEROUS WORLD. THIS IS THE REASON WHY WE ARE GOING THROUGH THIS. IN A PERFECT WORLD.

MARK HAUGHT: SO WE LIVE IN A VERY, VERY DANGEROUS WORLD. THIS IS THE REASON WHY WE'RE GOING THROUGH THIS. AND PERFECT WORLD, WE WOULD HAVE, I REMEMBER AS A KID, THERE WAS NO SCREENING AND I WOULD GO RIGHT TO THE GATE. WE DON'T LIVE IN THAT WORLD ANYMORE.

BUT WE CAN'T PILE PEOPLE IN TO THE SAME POT JUST BECAUSE THEY'RE PART OF THE WORLD THAT HAS EXTREMIST IN IT. WE CAN'T DO THAT. WE HAVE TO SEPARATE PEOPLE. PEOPLE ARE ALL SEPARATED. THEY MAY BELONG TO A COMMUNITY, BUT THAT DOESN'T MAKE THEM BAD, RIGHT?

SO, LET'S ALWAYS REMEMBER THAT THE – SO, EVERY HUMAN INTERACTION IS NOT WITHOUT CONSEQUENCE. IT'S UP TO US TO MAKE THAT CONSEQUENCE EITHER POSITIVE OR NEGATIVE. SO THAT'S WHAT WE'RE STRIVING TO DO WITH MY TEAM. MARTIN AND WE MEET WITH THE EMPLOYEES 10 TIMES A MONTH. AND I TALK ABOUT THESE THINGS. DIGNITY AND RESPECT AND TREATING OTHERS WITH KINDNESS, AND GENEROSITY. AND, AT THE SAME TIME, DO OUR JOB.

SO THAT'S SO THAT YOU KNOW WHERE MY MIND AND HEART IS AND THAT OF MY LEADERSHIP TEAM, THAT'S WHERE WE ARE. IT PAINS ME TO HEAR SOME OF THE THINGS I'VE HEARD TODAY ABOUT THE BAD EXPERIENCES.

I HOPE THAT SOME DAY WE GET WAY BEYOND THAT. BUT, AGAIN, WE'RE AN IMPERFECT WORLD WITH IMPERFECT PEOPLE.

SO, I JUST WANT TO CLOSE WITH THAT.

I JUST WANT TO CLOSE WITH THANKING YOU FOR COMING HERE. THANKING YOU FOR THIS CONVERSATION AND I LOOK FORWARD TO THE NEXT CONVERSATION. THANK YOU.

[APPLAUDING.]

[MEETING ADJOURNS AT 11:48 A.M.]