



Committee Meeting Minutes Wednesday, 15 January 2020

Flight Path Museum, 6661 West Imperial Highway, Los Angeles, Ca. 90045

ATTENDANCE

<u>PRESENT</u>	<u>TELECONFERENCE</u>
<ol style="list-style-type: none"> 1. Myrna Cabanban, Chairperson 2. Heidi Harmon, ADA Compliance 3. Julia Mockeridge - Community 4. Joe McGlynn, TBIT Tech 5. Iridian Carranza – LAWA Administration 6. Rodney Thompson – LAX Operations 7. Kathleen Barajas - Community 	<ol style="list-style-type: none"> 1. Ruthee Goldkorn - Community <p style="text-align: center;"><u>ABSENT</u></p> <ol style="list-style-type: none"> 1. Mike Tiampo – TSA 2. Louie Herrera – Vice-Chairperson

- 1 **Meeting Started at 1:06 p.m.**
- 2
- 3 **I. Roll Call.**
- 4 Mr. Rolon called the roll. A quorum was present.
- 5
- 6 **II. Introductions.**
- 7 Mr. Rolon reported that we have two new members. Ms. Julia Mockeridge; and
- 8 Mr. Rodney Thompson.
- 9
- 10 Ms. Cabanban said Ms. Mockeridge is our new community member who has just
- 11 been confirmed by the Commission on Disability.
- 12
- 13 Ms. Mockeridge introduced herself. She explained that she is a physical therapist
- 14 who works for Los Angeles County at Rancho Los Amigos. She works with acute
- 15 rehabilitation while people are inpatient preparing to go home. She also has
- 16 experience with patients who have experienced stroke and spinal cord injury.
- 17
- 18 Mr. Rolon introduced Mr. Rodney Thompson, who was just appointed to the
- 19 committee by LAWA’s Chief Executive Officer.
- 20
- 21 Mr. Thompson introduced himself. Mr. Thompson has 20 years of experience at
- 22 LAWA. He manages terminals and oversees staff overseeing construction and
- 23 the international terminal. He said the international terminal has 53 airlines
- 24 operating in a pure common use facility.

25 **III. Consent Calendar**

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27 No items in the consent calendar

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29 **IV. Chair Report**

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31 The Chair reported that DAAAC succeeded in filling a community vacancy that existed.

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33 **V. Public Comment**

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35 No public comments

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37 **VI. USC Presentation**

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39 The USC Graduate Student Project presentation was moved to February.

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41 **VII. LAX Traffic Officer Discussion**

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43 Sgt. Shana Alexander from Airport Police Traffic Division represented traffic
44 division during discussions.

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46 Mr. Rolon reported that the Committee had expressed a desire to have a
47 representative from traffic division present to matters previously brought up by
48 the Committee.

49

50 Mr. Rolon pointed out that some members had expressed concern about the
51 new process for picking up arriving passengers. One member had reported that
52 some traffic officers are rude and disrespectful towards persons with disabilities.

53

54 Ms. Cabanban spoke of issues faced by Access Services drivers when attempting
55 to pick-up passengers. Ms. Cabanban said that the Committee had been told
56 the inside lane could be by Access Services. Now she's found out that some
57 Access vehicles are being told to use the outer lanes.

58

59 Sgt. Alexander said traffic officers had been told that the outer lane was for use
60 by Access Services, and the inter lane for buses only.

61

62 Mr. Rolon said there is confusion. The Committee had been told that Access
63 Services could pickup in the inside lane. Mr. Rolon also said that is what the ADA
64 Office had been told. He went on to say hearing that the picking up of Access
65 passengers on the outer lane was news to him.

66

67 Sgt. Alexander said from the very beginning we were told buses and emergency
68 vehicles go on the inner lanes.

69

70 Discussion continued on the topic.

71

72 Ms. Cabanban said when we did the tour (tour of the LAX-it Lot), we were
73 assured that Access would pickup on the inside curb.

74

75 After additional discussion, Mr. Rolon was asked to address the matter with
76 management to resolve the confusion and report back in February.

77

78 VIII. Ruderman Family Foundation

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80 Mr. Rolon introduced Ms. Nicole Evans who spoke on Link20.

81 Ms. Evans explained that Link20 is a global movement lead by a network of
82 young activist leaders. Their goal is to raise awareness for rights of people with
83 disabilities to be fully included in society. Link20 wants to work with DAAAC to
84 make a more inclusive airport and atmosphere. They have a network of people
85 with disabilities who can consult and give ideas about developments at LAX.

86

87 Ms. Evans said, we know LAX is doing great things with accessibility so there are
88 probably a lot of things that we suggest that you are already working on.

89

90 A short video was shown.

91

92 Some of the suggestions made included:

93

- 94 • Staff training.
- 95 • Having visual paging screens more prevalent throughout terminals.
- 96 • Virtual reality tour of the airport for persons with sensory challenges.
- 97 • Flight experience program.
- 98 • Have wheelchair service stations near all terminal entrances.
- 99 • Voice to text technology

100

101 Mr. Rolon asked what Ms. Evans sees as the airports involvement?

102

103 Ms. Evans said Link20 would be more of a sounding board.

104

105 Mr. Rolon explained that DAAAC serves as the sounding board for the disability
106 community.

107

108 Ms. Cabanban said the Committee would welcome Link20 input.

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110

111 **IX. DAAAC discussion on objective & goals for 2020**

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113 Ms. Goldkorn suggested the Committee and LAWA should start doing more
114 disability outreach. She also suggested that there should be more collaboration
115 with the city.

116

117 Mr. Rolon said that LAWA provides written material to Department on Disability for
118 distribution at various community events. The airport also works with Department
119 on Disability on different initiatives that benefit the airport.

120

121 Ms. Cabanban suggested Mr. Rolon should look at participating in the Disability
122 Expo in February.

123

124 Mr. Rolon mentioned that the last time LAWA participated was in 2017.

125

126 Ms. Mockerdige suggested that an event should be planned around celebration
127 of the 30th anniversary of the ADA in 2020.

128

129 Ms. Cabanban said we were looking at doing something in October, around
130 disability month. This is a project we certainly want to revisit and make happen
131 this year.

132

133 Ms. Goldkorn said she believe the date of the 30th anniversary of the ADA will be
134 around 17 July. She suggested the Committee should be invited to the
135 celebration in city hall.

136

137 Mr. Rolon suggested that the committee should calendar discussion of goals so
138 that a report can be forwarded to the CEO.

139

140 Ms. Cabanban asked that the matter be put on the agenda for February.

141

142 **X. LAX-it ADA update**

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144 Mr. Rolon reported that there were three items that needed to be addressed at
145 the LAX-it Lot.

146

147 1. Accessible seating at the food court. A seat was removed making accessible
148 to persons in wheelchairs.

- 149 2. Truncated dome at the signal light on the SW corner of the LAX-it lot. A work
150 order was put in to fix the problem.
- 151 3. Braille signage at the restroom entrances. A work order was submitted to
152 correct this.

153

154 Mr. Dante Escamilla, ABM Industries spoke on behalf of the ADA Van Service
155 Company. Mr. Escamilla explained that ADA vans do not serve the LAX-it Lot.
156 He said there was a plan put in place in the event somebody with mobility issues
157 needed to be picked up on the arrivals level because there was no room on the
158 bus or other special reason. However, since the inception of the program we
159 haven't had to use ADA vans to assist with LAX-it.

160

161 Ms. Cabanban said she wanted to make sure that if a situation occurred where a
162 wheelchair user cannot be accommodated on a LAX-it bus, that LAX-it folks
163 would know to call you rather than having somebody having to wait for the next
164 vehicle, especially since buses only have two spaces designated for wheelchairs.

165

166 Mr. Escamilla explained that depending on the demand on the ADA van at a
167 given time, it may be faster for a passenger to wait for the next bus instead of
168 waiting for the ADA van.

169

170 **XI. Emergency Management Update.**

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172 Ms. Stacy Barnes reported that she is working on the overall terminal safety
173 program, and on evacuation training for airline staff. We've also relaunched the
174 airline emergency working group. As the safety program moves forward
175 concessions and service providers will be able to participate.

176

177 Ms. Barnes informed the Committee that LAWA will be having an Emergency
178 Preparedness Fair for the entire airport community in September. We will be
179 getting together with Larry on that so we can have ADA representation also.

180

181 **XII. Preliminary Disability Statistics**

182 Mr. Rolon reported that wheelchair service demand for 2019 appeared to be
183 down by 10.51% from 2018.

184 Based on preliminary data, there were 1,353,000 requests for wheelchairs in 2019.
185 From May 2019 to December 2019, approximately 21,339 people used ADA van
186 service. This represents approximately 2,600 people using ADA van service
187 monthly.

188 **XIII. Autism Awareness Initiative for Airport Community and Autism Community**
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190 Mr. Rolon reported having been in contact with the Autism Society regarding
191 training opportunities for the airport community. In conjunction with the Autism
192 Society of Southern California, LAWA will be hosting an Autism Forum at LAX on
193 Wednesday, 26 February 2020. The event will bring families with autism and
194 airport community to share and learn from each other on the impact of autism
195 and air travel for our two communities.
196

197 Mr. Rolon plans on having the Autism Society provide a short one-hour
198 presentation on autism which will cover issues faced by families with autism,
199 identifying signs of autism, how to aid families facing an autism event at the
200 airport, etc. The Airport community will then share with the families in the
201 audience what it is doing to make the travel experience better for families with
202 autism. Presentations will be provided by LAWA, airlines, TSA, CBP, and other
203 players who impact the travel experience. This will be followed by a question
204 and answer session where families can ask airport community members specific
205 questions. Finally, the airport community member will be able to ask questions of
206 the families with autism.
207

208 The event will be open to families with autism and airport community members.
209

210 A copy of the Airport's ADA Training Schedule was distributed.
211

212 **XIV. Special ADA Operation.**
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214 No report.
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216 **XV. LAMP Project.**
217

218 Mr. Michael Ellars reported that work is starting to move above ground. Major
219 support columns have been built along Century Way. They are preparing the
220 parking structures in the central terminal area for demolition. Pedestrian and
221 auto traffic will continue to be disrupted. There is an effort to minimize disruption
222 in and out of the airport. There is an entire media division to keep everyone
223 informed of when events are happening.
224

225 **XVI. TSA Report**
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227 There is no TSA report.

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229 **XVII. Projects Report**

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231 Nothing to report.

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233 **XVIII. LAXPD Report**

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235 There is no LAXPD report.

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237 **IXX. City Attorney Report**

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239 Nothing to report

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241 **XX. Operations Report**

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243 Mr. Thompson said there is ongoing construction in the terminals. Cranes are
244 being erected for the Delta project between terminals two and three. American
245 Airlines is getting ready to start a remodeling project in Terminal Four. The
246 American project is a few months from starting. Hong Kong Airlines is pulling out
247 of LAX, effective 4 February.

248

249 **XXI. ADA Coordinator Report**

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251 We hope to present the 2019 Sam Overton Humanitarian Award in February.
252 Volaris has joined the Autism Self-Identification Program.

253 We are working with Open Doors Organization to arrange training for airline
254 cargo handlers on the proper handling of wheelchairs when stored in airline
255 cargo compartments. Each class can accommodate 25 students. Three classes
256 can be held per day.

257

258 Ms. Cabanban spoke about her experience with damaged and destroyed
259 wheelchairs.

260

261 Ms. Mockeridge pointed out that when a loner wheelchair is provided it can
262 result in skin issues that can lead to sores, which can result in hospitalization and
263 surgery for particular people. The reason is that loaner chairs are not custom fit
264 for the person using them, and it sometime takes a long time for a wheelchair to
265 be fixed or replaced.

266 Ms. Mockeridge said she would like to be included in the training.

267

268 There was additional discussion on wheelchair handling.

269

270 Mr. Rolon said he was going to work on developing a check-off list wheelchair
271 users can paste to their chair when they fly. The list would include instructions on
272 how to handle the wheelchair, type of battery, and other important details. The
273 check-off list would be easily peeled off by the user.

274

275 Mr. Rolon asked if the Committee would be interested in a demonstration of an
276 autonomous wheelchair? Ms. Cabanban asked if they could demonstrate the
277 chair at a Committee meeting? Mr. Rolon said he will see what he can do.

278

279 **XXII. New Business.**

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281 No new business.

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283 Ms. Mockeridge moved for adjournment.

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285 Ms. Harmon seconded the motion.

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287 The committee voted unanimously to adjourn.

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289 The meeting adjourned at 2:19 p.m.

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Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 19 February 2020. The minutes of the 15 January 2015 meeting were approved/not approved by DAAAC.

Secretary

Date