

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 17 November 2021

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Community
3. Kathleen Barajas, Community
4. Julia Mockeridge, Community
5. Seyed Torabzadeh, Community
6. Brandy Welch, Community
7. Paul Herrera, LAWA Ops Representative
8. James Corpuz, TSA

#### ABSENT

1. LAWA Engineering Representative
2. LAWA Admin Representative
3. TBITEC, Airline Representative

#### EXCUSED

- 1.

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### Meeting Started at 1:04 p.m.

#### I. **Roll Call**

Ms. Cabanban requested a call roll from Ms. Bradley. A quorum was not present.

#### II. **Introductions**

There were no introductions.

#### III. **Consent Calendar**

No quorum. October 2021 meeting minutes agenda, postponed until December DAAAC meeting.

#### IV. **Chairperson Report**

Ms. Cabanban had no report.

#### V. **Public Comments**

There were no public comments.

#### VI. **Consolidated Rental Car Facility (CONRAC) Evacuation Plan Report**

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

Randy Duncan(presenter): design quality assurance manager for the L.A. Gateway Partners team. LA Gateway Partners are preparing an emergency evacuation plan to specifically address how they get persons with disabilities either out of the facility, evacuated, or sheltering in place and all of the requisite steps of egress such that those persons can find their way out of the structure and out of harm 's way.

Team members: Terry Brickman, Quality Program Manager; Rand Simmons, Construction Quality Control Manager; George, Design Process Manager; Jeff, Design Manager for architect PGAL; Stephanie, Greg Izor, Certified Access Specialist. Greg has been involved in the review of the design, has been involved throughout the construction phase which has been in the last two plus years and he makes site visits every month wherein many of us review conditions in the field in the event they vary from what is found on the drawings or is found to be inconsistent with code and/or the requirements of our contract. We're able to make, catch those field conditions and address them well in advance of operational readiness and occupancy of the structure.

The Plan - The emergency evacuation plan is in the design and construction part of our contract and not the operational readiness. Part of our contract and its intent is to ensure that we address all circumstances with regard to persons with any disabilities. So, in terms of reviewing what we plan to present to you today is the plan. I'm going to go ahead and walk us through the plan with Greg Izor who will likely chime in from time to time again, he's our certified specialist.

The plan is 65 pages long, not including appendices. We have our emergency action plan which was submitted to LAWA in 2019 and accepted. That was to ensure that we were able and had a plan to respond to emergencies during construction. That's been in place along with our safety plan to the satisfaction of all authorities having jurisdiction. The emergency preparedness plan is a plan, this will be a, an appendix to our emergency evacuation plan and it is due by December 31st, 2022. So, we have about 13 months before this is an appendix that's due in to LAWA. In the future, there will be incorporated into this plan, emergency preparedness drill reports. We're required twice a year to conduct basically drills for varying emergencies so that the floor wardens and those, you know, within the responsibility matrix, so that we ensure that we carry out the exercises for either a fire in a certain part of the facility or whatever the circumstances is and that we document what went well, what may not have gone well and incorporate lessons learned into the emergency preparedness drill. Also, our drawings with identified emergency exits and our emergency ADA signage drawings and appendix F is our mobility equipment. These are evacuation chairs to take persons out of, safely out of wheelchairs if that's the right solution and down a flight of stairs. We do have elevators on emergency power and that's a, the only, that's the preferred method provided it's safe as a method, means of egress for persons in wheelchairs. Then there's a copy of our deviation request where we have a modified emergency call buttons in single-use all gender family restrooms and nursing rooms. So, the plan itself, this is version one as we had submitted the first version in May of 2020 and we received feedback from the fire department and LAWA's office of emergency management, as well as the LAWA project management team reviewing the entirety of our services. We incorporated those comments into a version that was submitted on August 27th, that was followed up by a site visit in September with the fire department and LAWA's emergency management office along with our certified access specialist and many others. And we incorporated the collective comments in to what is now this November 17 version. The report, it encompasses the items I just described but what I'm going to walk us through where we're addressing evacuation plans for persons with limited mobility, persons who are blind or low vision, persons who are either deaf or hard-of-hearing,

persons with speech disabilities and/or other cognitive disabilities. The plan is designed to as I mentioned have either both evacuations plans and shelter-in-place if that's the means to find your way to a safe place during the emergency. Then there's the ADA emergency exiting accommodations as I've described. For a document like this, version control is important and ultimately this needs to be what has been verified by our certified access specialist. We have from our program executive for L.A. Gateway Partners has approved this to submit to LAWA and as I mentioned while, well, I guess I didn't mention it, but it's required that this plan be approved and the L.A. fire department and that's after we present this to your committee and LAWA's coordination office. So, with that the first section here is we've gone through and defined everything that needs to be defined relative to this plan for the reader to become familiar with all of the components and elements that comprise the LAX rental car center which is at the last, it's at the rental car center APM station, basically the last stop of the automated people mover system. We are not the automated people mover operator. We are the operator of the rental car center. That being said, we need to have and ensure that our plans are in coordination with the APM operator such that any threats that are coming by way of the APM and/or are on their way to the airport from our facility via the APM that our plans are, they dovetail with one another. CONRAC is, well, that's a construction industry and a rental car industry term, many people don't necessarily think of rental car center which is more the consumer definition. We define who our customers are, the design and construction limits of our contract. And then varying design phases, who we are, the developer. We discuss and define our, who makes up the drill committee and the drill committee, who the drill committee members are and that will, those committees will, they will meet after, before and after the emergency drills, the emergency preparedness drills which as I mentioned per our contractor are required twice a year and encompass the varying emergencies. We talk about our hearing loop that we talk about in the court yard discussing in more detail these plans pretty much the emergency preparedness plan, the evacuation plan, we have a separate safety and security plan and some other plans which are, they're on a need-to-know basis for only specific persons within LAWA that are party to those plans. Cyber security plans, Quick turnaround area, that's the part of the facility that is employee-occupied only. That's where the vehicles are taken from, ready return, to the maintenance area for refueling, car wash, and light maintenance or vehicle lifts over there. Ready return area is the customer, one of the customer accessible areas as is the customer service building. So, the purpose of the plan is as I mentioned, basically to ensure that we have a plan in place that people have copies of, they're apprised of, those that are within the responsibility matrix know what their responsibilities are. And this is going to be, I want to say a fluid document because every time you have a facility the size of the CONRAC which is 6 million square feet, it will encompass 10,000 rental cars ready, in the ready/return area. There are an additional 6,000 cars in the idle storage just adjacent to the ready/return, those are vehicles to on the surges on Mondays and Fridays for rental cars, the rental car operators will be able to move vehicles and put them in the spaces so they can continue to meet the demands. So, with a facility that size and with the magnitude of the people that will not be on any list other than perhaps a reservation. But we will be evacuating persons not within an office building with floor wardens that know who occupies each of the offices. But a very active facility with at times peak Monday, peak hour Friday. An estimated 5,000 people will be coming to the rental car center to either rent a car or will be returning their car and making their way via the APM to the central terminal area. So, this is where we review our technical requirements and how we've met those with the active involvement of our certified access specialists. These have also deemed our project ADH coordinator. These are some of the other requirements in our accessibility section or defibrillators, duress

alarm, call points, fire extinguishers and emergency call buttons. These are also, hold on. This encompasses our emergency action plan, that's for construction only. The emergency preparedness plan is due 90 days before operational readiness. These are the various disasters we're prepared to respond to, hurricane, flood, earthquake, hazard material spills, fire, interruption of travel, to and from LAX due to accident or incident. Criminal activity, sabotage, terrorist acts or acts of shooters or power failures. So, the emergency preparedness plan has procedures for each of those. These are the drill reports that I described, those are going to be the future appendix item. This is where we discuss the essentials of an emergency plan, acknowledge all individuals impacted by the emergency, especially persons with varying disabilities, established roles and responsibilities for all constituents. And as I said, make provisions for shelter in place or full evacuation or partial evacuation. Prioritize fire, fire safety planning, safeguard the IT and cyber security schedule training reviews and incorporate lessons learned we have an effective way to communicate our plan in the latest version of that plan. Disabilities already gone through them, prioritized the four elements of an evacuation notification, wayfinding, you know, self, self with device, self with assistance, get them out, what kind of assistance they need and mobility persons with mobility devices may need use one or more device such as canes, crutches, et cetera. We're going through the plan and describing persons with circumstances of their disabilities. As I mentioned, we discussed getting service animals out of the facility as well and make accommodations for them until they can be either moved back in to the facility if it becomes safe and get people either reacquainted with their baggage that may have been left in certain place and make accommodations for those service animals. We have various notification systems within the facility. We have exit signs. We are connected to a digital messaging system with the airport's emergency response. Digital messaging on large signs will notify of varying emergencies. Let us see. We are going through the people with limited mobility. Persons in wheelchairs, we do have the emergency evacuation chairs, there is an argument that people with certain spinal conditions should not be removed from the chair. They can suffer further injury. We need plans to accommodate both circumstances. Moving people out in their wheelchairs safely. The plan, there is an example of an evacuation chair. The ones we are purchasing are more robust than the one you see here. It can accommodate 500 pounds. There are images to help convey to those that are preparing the procedures and plans. We need to make accommodations for each of those conditions. I don't want to say that some of this could be redundant. We have details as to persons with each of these disabilities, how we can safely get them out of the facility. Escorts, persons with canes, people who are deaf or hard of hearing. Persons with speech disabilities. Cognitive disabilities. The QTA is employee only. It will be the largest gas station in the United States. Given the number of pumps for refueling. It is probably the largest car wash facility in the United States. It will be the largest consolidated rental car facility in the United States. We have plans such that our emergency preparedness plan, there would be specific evacuation plans. Floods. We would only be concerned with 100-year floods. Earthquakes. Plans to accommodate for those. Not too many hurricanes or tornados. Any hazmat spills. We have a robust number of submittals that address spills. Preventative plans and emergency shut down protocols. Those are comprised in our operations and maintenance plan. I am talking about the transport chair. The emergency preparedness will have various shelter in place and locations. Our specialist approved our presentation to LAWA and this committee. Their project management group. It is managing our contact. Based on our meetings we have had in August and September and over the phone, our expectation and hopes are that provided this committee is satisfied that we have prepared an emergency evacuation plan that has the accommodations so once the plan is appended to it, we will be in a position to safely

evacuate people with different disabilities. The emergency management office indicated that they were prepared to approve the plan. However, they wanted us to note that it is with the understanding that we will be appending the plan and the results of the drill reports once those exist. That will be mid to late 2023.

We want to acknowledge the committee members CHL. While we don't have their email addresses, we would be happy to import those before approval. Persons that will receive copies of this would be the Office of Emergency Management, Director and Chief of Operations and ADA Coordinator. Captain of the Fire Department. Deputy Executive Director of the Airport. These are other team members I introduced earlier. While it is under the contract, the named individuals that will be operating it will be populating this with a two version of the report. These are the rental car representatives. Because this facility will be open 24/7, there will need to be shift responsibilities. That encompasses our evacuation plan. There are probably 100 drawings with signage as well as the emergency evacuation chair. Many of you I sent it through we transfer. You may want to take the time to review the exhibits separate from this meeting. Feel free to send an e mail. The office of emergency management field coordinator. She will forward those questions. Are there any questions? Sorry if I was long winded. This is really important. We want you all in the loop and have had a chance to review. Thank you

Ms. Cabanban opened the floor for questions.

Mr. Torabzadeh: In your plan, people with disabilities are the first ones to be evacuated or after everyone else?

Mr. Duncan: Persons that are fully bodied, many will be in their cars. We are confident they will be either able to hear the public address system, read the digital messaging. The first attention will be to those with disabilities to ensure that they get the proper attention. It would likely take longer to navigate those individuals out of the facility due to communication or otherwise. That is the top priority. confident they will be either able to hear the public address system, read the digital messaging. The first attention will be to those with disabilities to ensure that they get the proper attention. It would likely take longer to navigate those individuals out of the facility due to communication or otherwise. That is the top priority.

Mr. Torabzadeh: For the evacuation chairs, do they only go up as well as down the stairs? In some cases, case of fire, there are times people have to be evacuated to higher floors.

Mr. Duncan: Excellent question. I haven't seen literature that suggests they do go up. Are there two types of chairs? Ones that only go down and ones that go up as well?

Mr. Torabzadeh: Yes, there are chairs that only go down there are other chairs that can go up as well. It depends on the chair.

Mr. Duncan: I will look into this. What's your name?

Mr. Torabzadeh: Amir, one of the committee members. I work for CalTrans. We have some evacuation chairs that go up and down. We also have chairs that only go down the stairs.

Mr. Duncan: I will get a response.

Ms. Mockeridge: I have two points. Most of plan is someone needing another person to evacuate. The plan is always to expect another person. That should be looked at what can the facility do to let someone evacuate on their own. To have to wait for someone to assist you, there may be a time component. It may take too long. It is important to set up the environment to assist people without a person. Second point is a person should never be separated from their mobility device. That should be a last option. When you talk about the chairs and the alternative chairs, that should be a last option. Thank you.

Mr. Duncan: If a person is transferred to an evacuation chair, someone should carry that is not assisting with the evacuation chair of the individual, someone should carry the wheelchair as well down to the bottom of the facility to be reunited with their mobility device. Right?

Ms. Mockeridge: It should be a priority to keep the device with them until the last option. Having them be united. Having that device get to them as soon as possible needs to be part of the plan.

Mr. Duncan: Absolutely.

Ms. Cabanban moved to questions in the chat.

Ms. Goldkorn (from the chat): Who is Conrad and who are they consulting with? Is this the final plan? How many people with disability on a committee and on the drill committee? Is the government office of emergency services, is he the head office of access? She is asking about service animals. Dogs and horses only. They never get separated from their handlers. Do the digital message boards have verbal notices? Do they have an interface capability to smart phones?

Mr. Duncan: We consults with the architect of record at LA world airports and the architect of record for the southwest terminal improvement plan, plus the expansion southwest terminal. They design facilities throughout the country. In terms of the knowledge of the requirements of LA world airports, they are very familiar with what the requirements are. This design is to maintain contract. The documents are more demanding than what it is of a typical airport or the airport in certain areas. Pre TSA, post TSA set of circumstances. In terms of ADA, the designer is along with an access specialist who has been working on other projects for many years. While I would like to say our spear of who we have consulted with has gone beyond that, it is probably the experts that are familiar with requirements with regard to disability. We have reached out to the disability office in the past.

Ms. Goldkorn: Is this the final plan?

Mr. Duncan: No, it's not the final plan. The entirety of the document will be a living document. Over the course of the 25 years we will be operating it, it will have updates twice a year. I think that is the second question. Remind me of the third.

Ms. Cabanban (reading the chat): Final plan? How many people with disabilities are on the committee? The drill?

Mr. Duncan: We are not required to do drills until we have achieved operational readiness. That will take place on March 31 or 2023.

Ms. Goldkorn: Do the digital message boards have verbal notices? Do they have message boards with interface capability to smart phones?

Mr. Duncan: Our contract stipulates who would be involved in the emergency drill committee, we are open to modifying it to ensure we have a representative from your committee participate in these drills.

Ms. Cabanban: That is a good and smart decision. Keep us abreast. There is a question from Nikki. People on the phone can't raise their hands. I have Jeff.

Mr. Geoffrey Straniere: ADA compliance officer from the City of Los Angeles. I am positive I have been on the phone and video screen with you all today. I did want to encourage that although we are familiar with the structures of management and engineering contracts, I highly suggest there is some focus group or forum called to order from this group or the public at large. Not because of some error. It is good practice. Not what was installed through construction. I want to add that to today's dialogue.

Ms. Cabanban (question from a committee member): What experience does the ADA certified person have with disabilities?

Mr. Duncan: One of the oldest in the state. My number is 14. I am also certified by California as a disabled veteran business enterprise. I worked as DSA in compliance for many years. I wanted to add. Jeff, the design manager from the architect, he is the executive Vice President of PGAL, he suffered a serious back injury. He was in a chair for many years. He continued to conduct business and do field visits and participate in job walks. While mostly doing that in a wheelchair. He has firsthand knowledge as the architect of record of being disabled himself. And he brings that experience to the project.

Ms. Cabanban: I remember that. You guys have presented before them? Any other questions from the chat that I didn't see? Tracy, do you see anything else?

Ms. Bradley: No.

Ms. Cabanban: Thank you for the presentation. I would ask though that if any kind of presentations in the future, please send us the presentation if possible we do have a member in the committee who is sight impaired and I would very much like him always to see presentations. No matter how much you describe things on the screen, we could never do that justice for him. So, he has the ability to, you know, make those useable for himself. So, for future Mr. Duncan, just to make sure that you do use this committee. We are obviously not in a position to approve anything, but we are here to help. In the past we have not been utilized for the purposes that we are here to do for contractors. And I can guarantee you that we will help you by pointing out what we see so that it can be done and we are not going back to fix anything, you know, retroactively which would cost us more all in time and efforts, I think. So, I keep that invitation open for you. Please reach out to us. So that's what I have. Any other last comments from everybody? Nope? Okay. Well, we thank you and your 60 pages of presentation.

Mr. Duncan: Thank you very much for your time and for your feedback.

**VII. LAMP Project Report**

Mr. Ellars: I appreciate the presentation as well, as the ADA Coordinator for LAMP it's nice to see what's happening. I don't have anything to report for the People Mover Project this month, other than work is progressing in the central terminal area. You'll notice a lot of the elevated guideway shoring which is the wood and steel support mechanism for the concrete has started to come down, so you can actually see the actual concrete structure up in the air more clearly now. My understanding is that there's probably going to be less work being done during the holidays due to the anticipated higher usage of the airport, but I don't know how that's actually going to manifest. I don't want to promise that there's going to be less work actually being done. But we are moving in to the holiday season and as that I expect there to be a lot more passengers using a central terminal area so I am going to continue monitoring the construction activities within the central terminal area and other adjacent areas outside of the airport to make sure that we are maintaining accessible pedestrian paths.

**VIII. LAWA Operations Report**

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

Mr. Herrera: We've been tracking quite a few incidents happening over the weekend and a busy weekend indeed. As we've been tracking passenger counts at the airport with the latest restriction with travel United States and border restrictions lifting to the degree that they have two to three weeks into the month. We see an uptick of international arrivals after the passengers in the federal inspection areas so we are seeing an uptick in activity in various terminals not just the uptick that we see in domestic travel with the latest holiday and in preparation for Thanksgiving weekend. A lot of the issues that we've been responding to a lot have to do with the airfield and our fueling system. We had a couple incidents involving flooding in the terminal environment for our passengers which we were able to quickly respond to and mitigate. We are developing a more thorough and comprehensive fire light safety inspection program. I know Tim and I spent time walking the terminals and identifying some of the areas that could be as we talk in to account ADA needs and ensuring that corridors and pathways and clear ways are of the appropriate width so that we can remove operational elements from these clear ways and pathways to be in compliances with Los Angeles Fire Department, LADBS and ADA standards. So, I reached out to American Airlines which is a terminal in question that there were several chairs placed in pathways and it's just an ongoing sort of repeat effort that we need to do on a monthly quarterly annual basis to ensure that our facilities are meeting the standards per the drawings and per LADBS, LAFD and ADA guidelines. Good news, passengers are starting to rebound and we're hopeful for a busy holiday period, ongoing efforts with the Super Bowl coming up in February, February 14th, 2022. SoFi stadium will be hosting the NFC champions in Super Bowl for 2022 and there's going to be an influx of passenger traffic for the February period. So, working out some of the logistics of how we're going to handle some of the aircraft uptick at the fixed pace operators on the FBDOs and out at the Delta maintenance hangar, the primary location to handle a lot of the media and NFL sort of logistic coordination for that time period.

Ms. Thomas: I'm with ATM, we're one of the wheelchair providers. I know that you're involved with the construction happening at Tom Bradley, right?



Mr. Herrera: Yes, Operations has responsibility for construction in that space.

Ms. Thomas: We're having a big challenge right now there with the ADA shuttle. It's very crowded with normal vehicles, additionally there's only a small section where the shuttle can make the stop. And we are receiving all the TBIT passengers. So, for our challenge is that the shuttle cannot go in to the curbside to pick up the passengers.

Is there a way we can dedicate an area there? I know its construction and everything has shrunk, you know, as far as the curbside. And I understand that, but we are having quite challenges every day and with the oncoming traffic that's coming in created by the holidays and the opening of the borders. We are having a high peak of passengers arriving and they are connecting to others carriers. I'm speaking on behalf of the ADA shuttle, though I don't work for them, on my end, my agents are having challenges reaching the shuttle. Does that make sense? It can't park curbside. So, if we can dedicate an area where the shuttle can park easily, board passengers and disembark passengers, that would be great. Yesterday we, we waited almost 40 minutes for the shuttle to be able to find a spot. So, what they have to do is they have to keep going around and around and then coming back to see if they can find a spot to park. And safely, no passengers.

Mr. Ihle: Paul Herrera focuses on the terminal construction. This is outside the terminals on the roadway. So, I'll be reaching out to Richard Chong, and we'll contact you Iliana to address this issue. I know some of this construction is actually supposed to be removed mid-December. So, it's running a little bit behind schedule. So, I'm hoping this area that you're talking about is hoping to widen up come mid-December. But we can talk offline about this and I'll rope Richard Chong in to the conversation.

**IX. CBP Report**

Mr. Hicks was not present.

**X. City Attorney Report**

Ms. Mora had to leave.

**XI. ADA Report**

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

Mr. Ihle: The new LAX economy parking opened up last month, it's located just East of the airport at 6100 West 94th street. And right now, that facility is designed to connect directly with the people, the APM system which I'll open up in about a year and a half or so the parking structure is operated by ABM parking which is the same company that operates all the other structures throughout LAWA. There're approximately 4,300 park parking stalls in the structure. And the daily rate starts out at \$25. If you just pull up. However, one of the great things about the new parking facility is you can go online and reserve it, reserve parking in advance. And those rates can be as low as \$15 I went in and noticed. Based upon the number of spaces available, the demand, length of stay, et cetera. But it really is a good parking option for individuals that need it. You know, one of the recent complaints we have from regarding an offsite parking operator was the

need to be able to contact the parking operator to come in, pick the individual up and go to the offsite not LAWA-operated parking facility. Whereas with this new parking structure, we have shuttle buses that run continuously every day routinely. So back and forth. So, you do not have to make any special arrangements to be picked up and taken to your parking location. There's also an individual, there's one entrance into the parking structure. So, ABM does have an individual assigned to that location. So, if anybody needs assistance with grabbing the ticket at the entry point, there is somebody there at all times to assist with that. I did go out with our parking services team and the signage, I will admit, could be better. So, ABM is working on signage to indicate where the disabled parking spots are. You know, unfortunately it can't snap a finger and the signage magically appear but they said it should be done within 30 to 60 days. There's a part, there are right now 54ADA parking spaces in the facility. They're in close proximity to the elevators. I will mention though; the facility was designed specifically to connect to the people mover system. And these spaces are right in front of where you would go to connect to the people mover system. However, in the interim time, we're using shuttle buses to get back and forth to the facility and probably using the shuttle buses port next, you know, year and a half or two and it is a further distance to go from an ADA stall to the parking to the bus pick up and drop off location. Unfortunately, the facility itself was designed for easier accessibility for the disabled community to get to the people mover system. And, you know, that is the focus.

So, I understand that initially it's going to be, you know, a little bit further of a distance to get to the bus operating pick up and drop off location, there's nothing that can be done about that at this time because the way the parking stalls are all lined up, they have to meet ADA requirements in terms of walkways and all this. So, we just can't pick up and move and repaint stalls and that. So, I did want to, you know, provide that information. But the bright news is when the APM opens up, it's going to be very easy to access.

The shuttle service, right now the bus service is every seven to ten minutes, we have eight shuttles throughout the day, three during non-peak hours and it's reduced down to three. It's a 24/7 operation, and like I said, benefits are that you do not have to make any special arrangements once you arrive in to LAX to get out to the parking spot. You can like I said, the best thing is to, and I really think it's encouraged individuals to go online and make a reservation if you're going to fly out. Because the rates are cheaper plus you have a guaranteed parking spot. Right now, like I said, they just opened it up about a month ago and right now it's 50% capacity. So, you know, come the holidays, even though it's recently opened, I'm sure it's going to be pretty well full. And also, there's quite a few electric vehicle stages, electric vehicle charging stalls, there plans to be over 500 electric vehicle parking stalls. At the location. And some of those electric and vehicle parking stalls will also be ADA only parking stalls.

The other thing on my reports, we're planning to do a site visit of the Midfield Satellite Concourse for individuals who are on the committee or participating here. We would like to reach out to all of you to, so that we can set a date that would be convenient. I will say it needs to be during a workday because that's when I will be able to get resources if I'm able to assist with the tour. And we're looking at doing it after Thanksgiving but before Christmas holiday. So, the first, you know, beginning of December through mid-December or so. So, I think we need to have that discussion so we can set a date as well as identify who wants to attend and the tour will begin, will consist of going through the midfield satellite concourse, the Bradley West terminal at the Tom Bradley international terminal. So, once we set the date, get the number of it, who's all going to participate, there will be other communications, you know, logistics wise of, you know what to do, to understand how everybody will be able to get to the tour.

And then the final thing is we're having our 2022 AirEx exercise and it's tentatively scheduled for April 12th or 13th. That's the tri annual, every three years, LAX has to do a full-scale emergency exercise for emergency preparedness and with that we would like outreach to the disabled community to, for volunteers to assist with that. So, you know, our first responders can, you know, locate issues that also affect the disabled community. That is all that. One final thing, I would put on the report, one thing I noticed I did recently receive a complaint about an individual saying that they were waiting for a shuttle pick up and they would see buses drive by and they were not ADA accessible. I want to inform the entire DAAAC committee that all the shuttle buses that serve LAX are ADA accessible, whether it's the shuttle buses that go from terminal to terminal or out to the remote parking structures to the L.A. exit lot, the Uber and Lyft to the economy parking. Every single bus is ADA accessible. However, I did notice the buses did not have a placard indicating, you know, the wheelchair sticker on it. So, I was able to get a bunch of those stickers and they are now on the buses. So hopefully that would alleviate any confusion by individuals thinking that these buses are not ADA accessible because all of them are.

Ms. Cabanban: On that bus issue note, Tim, so I know, are these different buses? What do you call them? What do you call them in?

Mr. Ihle: There are three different types of buses that serve there. There's the one that starts with a C. Like, coach buses or something?

Ms. Cabanban: Yeah, I'm just remembering we had this issue with signages already. So, I don't understand why none of them have the signages that you're talking about. You know, this is before your time. So that's something we need to go back to. Because I distinctly remember going through even the verbiage and placements of those signs before. So, I don't know why they were removed.

Mr. Ihle: The signage I'm talking about is the placards on the buses themselves so that when a bus goes by the

Ms. Cabanban: No, I understand. We've gone, we did those signages. So yeah, that needs to be fixed. So, question for the setting up of the date for the walk-through please? I'm going to make sure, we want to make sure that we set the date by the end of this month. So, I'll need members, please, to actually we'll present some, a couple of dates to do that so Tim maybe if, once you get the date that you can get those folks and then we can present them to our members so that they can give us their availability, but I would very much, we've been asking for this so let's make ourselves available. Hopefully for many of us so that we can actually do the inspection that we are, we have been suggesting so that we can actually do the in depth, you know, look through of it. So please watch out very quickly for those dates when Tim sends it out and please respond as quickly as you can as well so we can set up. We've been through walk-throughs before for some of us. So, we know that there's certain preparations that need to be done on the airport side for security. So, we want to give them that time as well. You know, so let's just work through this so that we're finally going to get it done.

Mr. Ihle: Thank you, and I'll reach out and get maybe, like, four or five dates that I know the architect, operations, and some others are available. So, and then I'll provide you

Ms. Cabanban moved to the chat for questions.

Mr. Torabzadeh: Regarding the new parking structure, the existing parking structures entrance to the parking activating the system to get the ticket and for the arm to go up the gate opens for wheelchair user is, such as myself, is almost totally impossible. I have to wait for someone to come and get the tickets for me. Was there any accommodation made in the parking structure to make this more accessible compared to the other parking structures? Or we still have to rely on someone to come and get the ticket? I know you mentioned that currently there is someone to get the ticket. That person is going to be 24/7 and is this going to continue? So, with the new technology, I'm sure the ways that that operation can be made more accessible so I just wanted to ask if you have any comments on that.

Mr. Ihle: The parking structures in the terminal area, mainly those parking structures have multiple entryways, plus they're on two different levels. And to have a person in each individual opening does make it more difficult. But that was the way, you know, things were previously built and, you know, that's the way it is. But the new facility, like I mentioned, is a one-way entrance. So, everyone is funneled in to one entry point. And my understanding and I can verify is that the contract with the parking operator does require that there is a person onsite at the very entrance on the 24/7 basis to provide assistance. And I believe, and I can also double check that there's also a person at the exit point as well. So, I hope, I hope that answers your question. Myrna has informed me about the issue, you know, in the existing structures how difficult it is at times for individuals to get their ticket when, you know, when they pull out. But unfortunately, like I said, many of those structures, they have just on the, on, you know, parking structure one, you know, I think there's, you know, I think maybe two entry points just on the arrival level and two entry points on the departure, that's four entry points for just one parking structure.

So, then we have, you know, seven throughout the terminal area and 24/7, it does make it very costly and if impossible to have a person at every single entrance to those facilities. But at least with the new facility which is a lot less expensive and very convenient, especially when the people mover system opens up, you know, for use of that, use of that facility.

Mr. Torabzadeh: Thank you for that, sir. But I'm hoping that with the new technology hopefully we can make all those entrances more accessible to wheelchair users because of the way it is, it's quite challenging. We hope that there is one person there but there are times that we just have to wait and honk on your horn until somebody goes through, there have been times that other drivers have, have come up, come, got off their cars because they were waiting for me to go through the gate. And someone got the ticket for me. So, I'm sure there is a solution for this.

Mr. Ihle: This is just for the airport. Maybe you know technology that I'm not aware of. Maybe you can share information where other parking structures are, malls or other places that have technology that do make it easier, you can share it with me. This is part of the advisory committee to make us more aware of what is out there. If you're aware of technology that is out there, that makes it easier for these circumstances, please pass

Mr. Torabzadeh: I sure will. Voice recognition would be one solution. We will discuss this with you later.

Mr. Ihle: I can't invent anything. Provide me with information. Look at ways to do things in the future. Advise us on things we are unaware of.

Ms. Mockeridge: I want to speak on experience with the economy lot. It may answer some of the questions. My family used the lot. We booked in advance online. Smooth process. As we approached, it read our license plate. We went in. That worked out very well.

Mr. Ihle: I wasn't aware of that. That is a solution. Booking in advance. Reading the license plate.

Ms. Mockeridge: When we left, we had difficulty. It was because my husband didn't book extend our time. The arm didn't go up. He needed to pay some extra money for the extra time. There was an employee standing near the area. When it was clear we were requiring extra time because we couldn't figure what was going on. By then the employee had started to come up to our car to see if we needed help. We had paid and went up. I didn't see anyone at the start. We had an easy entrance into the facility. I didn't have time to look for that. This is something that seems to be in place. The employee was very accessible. That was late at night. We were in the lot after 10:30 PM. It reads your license.

Mr. Ihle: Information is on the website. We can plan for extra time. There is the information on the site regarding parking. I am not sure what the question is. It is a new addition to the website. It was built into compliance with signage. There can always be improvements to assist an individual to the location. All the stalls are marked. I asked to provide additional guidance information to make it easier to find the parking spaces. It is fully compliant.

Ms. Goldkorn: My question was because you said it will take a long time to get out of there because of where the spaces are. They were built for one purpose. To service the people mover. It isn't there. It will take you extra time to get out of there. These parking spaces are not conveniently located for you to be able to exit and get a shuttle. That is what you said, sir. I get it. If you don't tell us, we will miss our flights. We will get really upset. We will have all kinds of other issues that may relate to our disability if it comes to fatigue, food, our service animal needing to go to a relief area. You said it will take a while. They are not located so that it is a short distance to get to the shuttle to be able to get to the terminal. That information has to be on the website. We hate surprises.

Mr. Ihle: It is a relatively short distance.

Ms. Goldkorn: What is relatively short? It is defined by the individual with the disability. Are they dealing with luggage? A power chairs? All other issues. That information is critical to be on the websites to be prepared so when we get there, it is not hard to get to.

There is a sign. It tells us where to go. We find our accessible parking spaces. Not having that is a big issue. It is giant for people with disabilities. Please add to the website that the time it will take to get to the shuttle to get to the terminal may be extended. Please plan your time properly.

Ms. Cabanban: We will check the website.

Mr. Ihle (to Ms. Mockeridge): Did you have any issues with your experience finding the spot?

Ms. Mockeridge: I was parked in a stall, nondisabled. I don't know. I can't speak directly on that.

Mr. Ihle: This was two weeks ago. Around 15,000 users. We have had more than that. At the time when I asked, we had 0 complaints about the facility. If there are, I will address them by the users. There have been none from any community regarding the facility. 20,000 users.

Ms. Cabanban: Sometimes the complaints don't filter through. We spoke about a walk through with some of the structures that have opened up. That is on our plate to look at.

Mr. Ihle; We can go to this new parking lot as part of the tour.

Ms. Cabanban: I know Tim mentioned that. We can visit as many locations as we can. Please make sure you respond quickly to the test dates. Dates we proposed. Along with the AirEx, we will follow up with that. I hope we can reach out to as many people in the community. Item 12. TSA report. I have Mr. Corpuz today. Is he still on?

## **XII. TSA Report**

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

Mr. Corpuz: We finished our fiscal year. It ends in September. We start our new one in October. We screened 18 million passengers last year. We received 52 complaints. It equated to 100,000. We are tracking it better. We have TSA cares. We have over 620 roughly for last year. If we increase that, the disability complaints will go down. I will work with Tim. He is new as well. I will try to get some signage to promote the care. When the person uses the economy lot, if you pre-apply, it reads the license plate. You contact TSA.gov. They will meet you at the airport. That is available.

Ms. Cabanban: Nice to see you again. Are you back with us?

Mr. Corpuz: It is up to you whether I am allowed to take Tsung's place. He deals with construction and special projects. It has part of the responsibilities for the DAAAC. I oversee complaints. I could easily take over. It is more suited that I take over for TSA. It is up to the committee approval.

Ms. Cabanban: I don't think it is up to us. We need TSA. You guys are switching. How many complaints? We need to know and address those and if there are complaints, we can help you with. I was hoping it was just educating everyone on every level. Let us put faces on

Mr. Corpuz: I have too much information for you. I have that. Trend analysis. Most ever complaints come from two categories. Those who don't use disability devices. Top two. We will address them on your own experience. I will meet with our leaders to see what process we can do to improve that. The people that need the most help shouldn't be waiting the most. This holds more accountable. I have the breakdown. I use the breakdown to see what kind of targeted training we need for specific areas. We have eight checkpoints.

Ms. Cabanban: If we could see a breakdown. Something is just so prominent. The members can look at what is going on and address those issues as well.

Mr. Corpuz: As soon as I get it, I will provide it. This meeting comes about at the same time period.

Ms. Cabanban: If we set the goal, we can work forward. That was a project we have been working with in the past. That would serve that community. I want to make sure of one thing. When you deal with people with disabilities, don't make it seem like we can't do anything. In that wait of half hour, I should not have had that happen.

Mr. Corpuz: It means you may need a different type of needs. I agree with you.

Ms. Cabanban: We would work with you. If you need training, we are here to help you. We used to do that in the past. We are here to help.

Ms. Cabanban (referring to the questions in chat): What is in the chat? We booked TSA cares. Can we add needs?

Mr. Corpuz: Absolutely. You explain what you need. Someone will call you and explain to you what the process is to your needs. You can anticipate what you will go through. They will meet you knowing what needs we have. Follow up with a speech impairment. We have various disabilities to address. We will be okay. The ability to get speech accommodation for the initial cause is questionable. I think it alluded to the fact that when contacting, I will follow up. If it is difficult to contact them, we just encountered that.

Mr. Ihle: I would be willing to work with you to help get the TSA cares message out I never heard of the TSA care before. I think that is a good program. Another good program. Is with the united at terminal eight. You can pre- book a slot for when you go into screening. You may want to inform them. You don't have to worry about standing in a long line. You can go online and do the speech more.

Mr. Corpuz: We will expedite the screening process. They require a 72-hour advance time. If you have difficulty getting through, when you get to the airport, ask for PSS. We will provide you with one. When you get to the airport, ask for PSS. We will assist you right there on the spot without having a 72-hour advance notice. Thank you, Tim.

### **XIII. New Business**

Ms. Cabanban stated the Committee was working on replacing the regular December meeting with a walkthrough of the West Gates at TBIT. She extended an invitation for others

**XIV. Adjournment**

Chairperson Cabanban called to adjourn. With no objections, the meeting adjourned at 2:52 pm.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regularly scheduled meeting on 16 February 2022. The minutes of the 17 November 2021 meeting were approved by DAAAC.

*Tracy Bradley*  
Secretary

2/16/2022  
Date

DRAFT