

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 16 February 2022

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Kathleen Barajas, Community
3. Seyed Torabzadeh, Community
4. James Corpuz, TSA
5. Paul Herrera, LAWA Operations
6. Louis Herrera, Community

#### ABSENT

1. LAWA Engineering Representative
2. TBITEC, Airline Representative
3. Brandy Welch, Community

#### EXCUSED

1. Grant Firestone, LAWA Admin
2. Julia Mockeridge, community

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### Meeting Started at 1:01 p.m.

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

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

#### II. **Introductions**

David Kim: MSC design Manager

Sam Bakr: General Manager for LAX

Cassandra Heredia: I am on

Steven Wrenn -Access Service

Terrance Henson: CSRS, Public Policy Manager

#### III. **Chairperson Report**

Ms. Cabanban will have Tim Ihle report about Wednesday.

#### IV. **Presentations**

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

- Midfield Satellite Concourse (MSC) South Project

David Kim: I am the element manager for the concourse. I will start sharing the

PowerPoint slide. On my team, I have our design manager and our stakeholder's manager. Here is our agenda. We have the campus vision that is where the MSC south concourse is. The extension to have west gate terminal.

We are adjacent to the hangar. How do we get there? There are a few ways to get to the west gates. We go through the tunnel or take the busses from the terminals around CTA. You arrive and go to the concourse level. You walk down south.

We hired an architect in 2019. We had them start building. For those that might not know, it was waves crashing onto the beach. When we did the MSC north, we told them to design something complimentary to TBITEC.

Continuing with the ocean theme, they decided to design a peer concept. You see these pure like structure coming out from the west gates. Here is a program summary. It is an expansion comprised of two levels, ramp services and concourse level. This is mostly a domestic concourse. It will have eight gates. It will have an outdoor space. It includes ten acres of airfield improvement to accommodate the aircrafts. We have the possible outdoor spaces to the left as a rendering in conjunction with the space. To the right is the light rendering. Here is another few more renderings. The top right is the sectional cut. We look at the concourse being 16 to 20 feet high. Interior will have natural elements. Wood texture. It will give you the natural field inside there. The lower right image that you see is a section which means the long part will cut through. You can see the width. Here is a current schedule right now. We went to the board to start advertising for procurement. We had an outreach in late December. We posted the request for proposal for our construction management at least to submit their proposals come March. We will do the interviews and selection. We are hoping to finish design by November and start construction at that time. We are looking at 20 to 24 months. Questions?

Ms. Goldkorn (chat) The diagrams are not accessible. Can the font be enlarged so they are compliant?

Mr. Kim: We will send this digital copy to you.

Ms. Cabanban: Which stage are they working on and which are done?

Mr. Kim: We are at 30 percent. We just stated building. We are waiting for the contract to be on board to start constructing this year. That is why we are reaching out we will start engaging with that.

Mr. Cabanban: The portions next to what is open to the public. I hope we get to the point where we are engaged in every step, so we don't have the look back. that we are trying to do on the stage one right now. I would ask that we keep the line open.

Mr. Torabzadeh: I want to echo DAAAC being involved, so we won't have the same problem with Westgate. We find issues. Hopefully we learn from the past and consider those issues that we brought up.

Mr. Corpuz: Will the build ups be prepurchase?

Mr. Kim: A third party. We will try to make sure we get their input and put it into the thought process. That way we provide it for the committee. We will do a mock up and have you come and sit.

Ms. Cabanban: I want to look at where we are in the next steps. It will be Completed in August 2024.

Mr. Kim: August 2024 is the anticipated opening date,

Ms. Goldkorn: When you get proposals, will be have a chance to review them?

Mr. Kim: Not for the contract proposals. It's for construction contractors.

Ms. Goldkorn: The public outreach was held on December 21. What public was reached out to?

Mr. Kim: A general public outreach. That had access to the construction. The proposals, you had access to what was out there.

Ms. Goldkorn: Was it in the newspaper?

Mr. Ihle: It is public outreach. That is the intent that the city will be publishing. This notifies about an RFP release. Vendors and firms can prepare and get ready to submit for it. This is initial notification.

Ms. Goldkorn: I read all those notices. It's helpful for the entire public to know what you are doing. There is a legal civil rights requirement that all contractors must comply with the ADA. Are they in your contracts?

Mr. Kim: Yes. There is a statement that they will have to follow all the rules and regulations. That is a contractual requirement.

Ms. Goldkorn: When they don't what happens? Anything written if they don't comply? Any consequence?

Mr. Kim: I would like to take these comments offline. If that is okay with you.

Ms. Goldkorn: I am well aware that there are specific definitions that the access board and DOT have that may not meet our requirements. Specifically seating at the gate areas. They are not considered areas of assembly. Will the gate areas have fully compliant accessible seating areas?

Mr. Kim: We will have compliant seating.

Ms. Goldkorn: Are you mimicking the MSC or will you make design changes to accessibility is maximized?

Mr. Kim: We will make it compliant per code per law.

- LAX-it and Economy Parking Shuttles/ADA

Mr. Ihle: Sam is the general manager of parking. They provide shuttle service to the LAX and parking lot and the ADA shuttle that provides assistance to individuals needed service between terminals.

Mr. Bakr: I am here to answer any questions and clear anything you have for us. We oversee green line and economy parking. We have full staff. All the busses are equipped with ADA equipment. All drivers are trained and certified. As well as staff. They will help customers with wheelchairs. If anyone has questions.

Mr. Ihle: Can you provide information on how many vehicles are available? None will go out that is not functioning. How do you ensure that every vehicle you see is ADA accessible? What information is provided? Is staffing located at all the stops for additional assistance.

Mr. Bakr: Between all the routes, we have 54 vehicles. They all have ADA ramp. One of the procedures they have to do is check the ramp. If anything is wrong with the ramp or lift, the vehicle doesn't go in service. This is what we have between all the routes. That is every shift. We are 24/7 operating the ADA shuttles.

Mr. Ihle: Can you speak about ambassadors?

Mr. Bakr: We have passenger assistance personnel. We have seven stops. They are assisting ADA customers. Once we have ADA customer, the shuttles will have wheelchair at T4. We send the shuttle right away. The driver is aware. Deploy the ramp. Pull in the wheelchair.

Mr. Ihle: I need to clarify that the ADA shuttle is for interterminal pickups. All the shuttles are ADA compliant the ambassadors will be able to assist them right away. You don't have to call a special number. It is only interterminal requests.

Mr. Bakr: Yes.

Ms. Cabanban: How will a person recognize that there is someone there waiting at the stop? I know you said they are all equipped to work, however, what kind of testing either do you run them, first, to make sure one ramps are working? By the way, just because there's a ramp, it doesn't mean that there's no either people with disabilities that may not need the ramp. So how would someone who has a visual impairment know that there is a person who can assist them when they arrive at stops or when they are going to the stops?

Mr. Bakr: It doesn't mean because we have a ramp or lift that's working. What each driver is required to do before they go behind the wheel, is make sure that ramp or lift is working. They deploy the ramp or the test the lift before they leave the lot. When it comes to the ADA routes, we have the ADA third party at the terminals or the airlines. We have an app where they can log in and request the ADA pickup. They go in, they log in and they have the ADA request from point A to point D. The shuttles go straight to the terminals. That's happening on the upper level. For LAX or any other routes on the lower level is where we have personnel standing at each stop.

Ms. Cabanban: How do we recognize?

Mr. Bakr: They are wearing a vest, in full uniform and they interact with customers.

Ms. Cabanban: They approach the vehicle?

Mr. Bakr: They approach. They make sure they're going to that route. It's crowded down there. If they're coming to our route or going somewhere else, they direct them. If not, they help them to get on the bus and not find the driver before they come.

Mr. Herrera: This is interesting that there's an app. What is the name of the app or is the app already available? Is this something that is plan in the works. Trying to get access to the shuttles is a nightmare if you can't see and the people there are less than helpful. Some of the staff there at the airport are great at pointing. Knowing I have a guide dog, should indicate to them that I can't see where they're pointing. But yet they keep saying "It's Over There". " There needs to be more training, more awareness. I hate to use the word sensitivity training, but there needs to be more awareness as to how best to communicate with people with various disabilities. Obviously, this is not what has been in the works. What is considered it might be the de facto standard, it's something that stay for years and years and years. This needs to change. It needs to be a better way to deal with it. If there's going to be a specific spot where this ADA shuttle is going to be located, there needs to be some delineation that makes it stand out from any other place so when I'm standing there, I know that the vehicle that shows up is going to be an ADA shuttle. That ADA shuttle will not know that I'm waiting for a vehicle.

Mr. Bakr: Let me clear up something. My staff is standing at the shuttle stop. They're not inside the airport. They're not all over the airport. They're only standing at LAX and pick up area. And they assist customers as we go from there.

Mr. Herrera: How am I going to see them, me as a blind person.

Mr. Bakr: Somebody's going to be bringing you to the stop, then they will take it from there. They will approach you; they will help you from there. On the upper level there's no personnel and there's signage. Technically the wheelchair provider who comes from the airline bring the customers to the stop where the shuttle stops.

Mr. Herrera: That's for wheelchairs. What about for blind people? I'm an independent person, I travel a lot, I go in and out I go out to catch my shuttle to get to my location from the airport. I take the shuttle back in to the airport when I need to fly out. I am independent. I don't need to have assistance. I may be blind, but I'm a professional. I am an ADA Coordinator for a utility company. I do a lot of travel. I'm hearing what you're saying and I think this is great that you offer these services. In order for the service to succeed, there needs to be a methodology that identifies how someone like myself, someone like Myrna, somebody that may be a person with disability of other kinds is going to be able to give the appropriate assistance or be able to know where to go, to take advantage of this service. How do I know this is the spot where the shuttle will be picking up? How do I know where is this going? Is this going to be a stop with any type of announcement through a speaker or something that identifies that shuttle when it pulls up, so I don't ask every vehicle "are you the ADA shuttle? " How am I going to know it's a shuttle when they pull up?

Mr. Ihle: I'm not sure if Sam mentioned, the app itself, it's not an app for the public. It's an app that the service providers have. The service providers are the ones that are contracted out by the airlines to notify the dispatcher that a passenger needs transportation. Let's say they arrive at the Tom Bradley Terminal and they need transportation to Southwest. The wheelchair provider service puts that information in the app. Within their app is how the pickup is coordinated. The ADA shuttle is specifically for inner-terminal connections and that has to be coordinated through the airline themselves, regardless of disability. The individual has to coordinate that directly with the airline. I realize that you're very self-sufficient in that. I hear you having questions about knowing how can we identify the stops on the lower level. That would for the LAX shuttle stops. Fortunately, I do have Richard Chong who is part of our landside operations team. This is something that, I can address with him and try to come up with ideas on how blind individuals would be able to notify, or be aware that this is where they have to go to catch like, the L.A. exit lot, an LAX shuttle lot or the fly away stop. Let me think about how we can get some kind of information on what we can do for better awareness on that. That would be something to report back on. I understand your concerns, it's something that is a very relevant concern.

Mr. Herrera: If you need assistance or if you want to get some input from a regular traveler, I'd be more than happy to assist.

Mr. Chong: I'm with Airport Operations. I have oversight of the landside environment. Obviously, we work very closely with airport police and traffic officers to minimize the impact of all the construction that is happening. When

we have very big special events like we did with the Super Bowl, my team and I are quite involved to make sure that our roadways are open and that they are free of any kind of obstructions. My other collateral duties are having oversight of the L.A. Exit project. My team and I are the administrators of the L.A. Exit. Sam Baker and talk every day to deal with operational issues and concerns and certainly, ADA matters are something that we really do focus on very heavily. I'm not just saying this to placate to this community, but when we have concerns related to ADA, inquiries, comments, we jump at those and make sure they are addressed properly and properly mitigated. Sam and his team have been great about dealing with those matters as well. Just to add more texture to L.A. Exit, it's probably one of the biggest shuttle operations we have that serves the airport environment. Just to give you a little bit of context. We have about 21 vehicles with different shapes and sizes that serves L.A. Exit. In comparison, terminal connector may have two or three buses operational, the economy parking that's Sam and his group also oversees. They have about a fleet of about 10. So, compare that, we have a pretty large operation. That's by design because there's quite a demand for passengers to get to LA Exit. L.A. Exit, has a central location for people to connect with their Uber, Lyft, and also their taxi operations. That is our method of picking up passengers throughout the terminals and taking them to L.A. Exit. We're a 24/7 operation and with that there's a lot of demand to it. To Sam's point, all our equipment is ADA compliant. Sam and his team are very good about making sure that there's a free trip to make sure all those ramps are deployed properly, the drivers know how to use them and making sure that there are operational. They're not just props, you know, on a vehicle. We make sure they are operational. When they are not, and if they're not, those buses do not go in to service. We make sure they are fixed and addressed before they do. We're good about that and all the drivers obviously know how to deploy them. But not only that, they really go out of their way. This is something we talk about every time we myself and Sam's team meet. We want to make sure that we really work very closely with the ADA community and those with limited physical challenges. We want to help them with their luggage's, sometimes they're not all able to do so and we want to be very watchful of them. Some of the people who are ADA are very noticeable and obvious, but some are not. So, we again, we go out of our way to make sure that if they're struggling with their luggage, with their belongings, both the driver and the attendant at the terminal are there to help. Sam and Tim mentioned that we have what we call ambassadors and they're all out at each of the terminal and they're very helpful. Not only helping with the luggage but also with wayfinding and general customer service. They're Sam's staff, but they've been so helpful with just providing all information about ground transportation options, it's not just L.A. Exit. For them to be out there it's been huge. It's been very helpful to the general population. Not just the ADA community, but the general, the entire, all the passengers come to L.A. Exit. That was very evident during the Super Bowl event when we had quite a bit of influx of people coming in to LAX and they were super helpful in providing good customer service. Those are kind of the texture and the overview of L.A. Exit. I'd be happy to take any questions or comments about that.

Ms. Cabanban: I think we're going need a lot of training. Hearing a lot of the

language that is not the language that is now used within the people with disabilities world, so a bit outdated. We don't call ourselves "ADA people". I'm going to ask that we all reach out. We're here to offer you that help to train, and helping you use the proper terms so that if you are going to work with the community there is no offenses being out there. Just to let you know, I sometimes I forget what terms are being used as well.

Ms. Barajas: Are drivers and LAXIT staff given sensitivity awareness trainings in regards to individuals with speech impairments who might take a bit longer to communicate what their destination is? So, either Sam or Richard.

Mr. Chong: Yes, they do receive sensitivity training to identify particular challenges, disabilities, including speech issues as well. As I mentioned before, we're not just leaning on the drivers to provide that assistance, but we have ambassadors, attendants at each of the stops. Before the passenger even wait for the buses or even get on to the bus, there's an attendant to help with those individuals.

Mr. Myong: I'm from ATM Wilshire service at Tom Bradley. I'm senior manager. I've been attending these meetings. I never really say anything. I'm always attending to get the information. I'll share information discussed here with my team to make sure our team is all fully aware of what's going on all sides. The discussions and information during this meeting are very valuable. I have a couple questions to Sam about the ADA shuttle service. You mentioned the ADA shuttle service timed from 6:00 in the morning to 1:00 in the morning, is that right?

Mr. Bakr: Yes.

Mr. Myong: Are you planning to extend this service hour a little bit earlier? Summer's coming and more people are travelling. My team is experiencing or noticed that we're getting more passenger in the morning before 6:00. This time may need to get adjusted.

Mr. Bakr: Yes. As provider we have no issue extending. We have the contract manager for the ADA on here, Jason Harris. If he asked me to extend the service, I will. I have no issues doing it. But I have to get approval from the airport first.

Mr. Myong: The shuttle service drivers so are providing wheelchair service at Tom Bradley. We provide quite a number of wheelchair passengers or the passenger with the disability and then a lot have connecting flights with American or other airlines. Manual passengers have their own luggage or carry-on bags. Our agent is having a little difficulty assisting passenger on to the bus along with their belongings. Would drivers help us, help our employees to bring loading up those belongings for passenger or absolutely just with the driving the bus?



Mr. Bakr: They will be helpful. We do this on daily basis, I just have your employee ask the driver if they need help and they will be more than happy to help them.

Mr. Myong: Tom Bradley there's many issues there. I've been trying to get hold of somebody who runs Tom Bradley. Last week I had to take a customer who waited for the bus for over 45 minutes for somebody to come out.

Mr. Bakr: Any issues and you may contact me. I'll send you my contact information. I did not receive a report about that particular case. If there's such a case, I will share my team's contact information so we can communicate right away if there's any issue arise.

Ms. Goldkorn: Which shuttle only operates from 6:00 A.M. to 1:00 A.M.?

Mr. Bakr: The ADA for the airline connector.

Ms. Goldkorn: The airline, the accessible shuttle for the airline connector? Is there a reason it's not a program and service that's instituted in 24 hours and its only limited operation?

Mr. Bakr: Correct. That's a question is for the airport. We operate whatever hours the LAWA give us.

Mr. Ihle: There's very few connecting flights, if any between the hours of 1:00 and 5:00 A.M. The service the ADA shuttle service providing the terminal connections begins I'm sorry at 6:00 A.M. through 1:00 A.M. and I'm sorry, what were the hours again in. Majority of flights are between those hours. After those hours, are mostly, we get at LAX are going to be cargo operations in the middle of the night. We very rarely get passenger flights arriving at 2:00 A.M., 3:00 in the morning. The main thing is to be able to provide good access to enter terminals operations. I could check with the ATM. If there's a passenger, 1:00, I don't know what their staffing hours are, but they could always take the individual to another terminal if the ADA shuttle is not available. I do not believe there would be large demand during those hours when there's hardly any flights at LAX.

Ms. Goldkorn: The schedule was established based upon the flights and not really, I mean, that's hard data. Thank you very much. I very much appreciate having that information.

Mr. Ihle: The LAX-It columns are the stops, that are painted in green. They do stand out for the LAX-It. I am working with Richard and his team so the columns that are for the LAX shuttles provide transportation like the Metro shuttles, a service called I-ride. What are other shuttles you could mention, Richard?

Mr. Chong: There's the terminal connector, there's also the city bus center stops there as well too. The economy parking. And the G lane bus. All of those stop at the stop.

Mr. Ihle: I'm working with Richard so that those columns be painted reddish-pink color to stand out from all the other columns. These are some projects, I know Louis has a concern, how can we make easier for individuals to be able to locate those columns. I will have a conversation with Louis, get suggestions from him, work with Richard and his team on that. For those that are not visually impaired we are doing our best to make sure columns are very noticeable for individuals to find.

Ms. Cabanban: We've been working with the LAX-It issue for three years now. Maybe when all that is done, we can get visuals for us too. Sam or Richard knows the crowd in those areas. I don't think you need to be told what kind of crowd we're dealing with in that area. Any kind of identifying things that we can see that would be helpful to us as well.

Mr. Ihle: I do want to mention an individual with the disability can have a taxi come directly in to the central terminal area. It is not required that they take the LAX-It shuttle. Richard or Sam, can you provide information to how an individual can get direct taxi service from the CTA.

Mr. Bakr: Most of the taxi pick up does happen at LAX-It. However, there are two separate taxi stops inside the CTA. First one is at the parking structure 3 on the first level and the other one is at terminal 7, the very far east end of terminal 7 on the arrival level. Those are independent stops that any passengers could go to and grab a taxi. So that eliminates the need to take the shuttle to go to LAX-It.

Ms. Cabanban: Those are inner lanes, right?

Mr. Bakr: The one on terminal seven is on the inner lane, on the lower level. The one at parking structure three is at parking structure three, first level.

Ms. Cabanban: Just for the members who do use Access Services since we had someone here from Access, I just want to let everyone know that they are allowed to go in if they are being dropped or picked up. I know this is an issue that we have worked a lot with the LAX PD to let them know as well as personnel. When the Access vans or vehicles are pulling in to terminals they're allowed to go through. We don't run the risk of having, you know, our passengers cross over to the other side. So maybe that's something your staff can just kind of keep reminding? I know that there's new people all the time on the grounds. We need recognition of those vehicles and there are access locations. We should have stand signs too. If there is a high demand, we can request the airport put them there for customers who need it. We invite you back any time for input.

Ms. Barajas: Do the taxi drivers know they can do this?

Mr. Bakr: They can go to those two other locations I shared at parking structure three and terminal seven and LAX. Those are directions.

#### **V. Public Comments (Non-Agenda Items)**

There were no public comments.

#### **VI. Approval of Minutes**

Meeting minutes approved for October 20, 2021, November 17, 2021 and January 19, 2022.

#### **VII. Consent items for DAAAC Action**

Ms. Cabanban: Determine in accordance with Section 3E3. This body has reconsidered the circumstances of the state of emergency. It directly impacts the ability of the members to meet in person. This is an action item.

Mr. Ihle: It is a new state law that requires the board has to determine whether or not to remain video conference or to return to on site. We are still considering a state of emergency. We will have these web meetings until we are no longer in a state of emergency. I know the cases have been declining. That is great news. We need to do this monthly.

Motion passed to have web meetings until we are no longer in a state of emergency.

#### **VIII. Regular Items for DAAAC Action**

None

#### **IX. Landside Access Modernization Program (LAMP)**

Mr. Ellars: Work continues in the central terminal area and outside of it. You may have seen some of the guide way construction equipment. It builds itself as it expands. They completed century boulevard last year. Now, they are doing Sepulveda. That will complete the track. The west station to the consolidated rental care station. In the future, we may see vehicles driving around. I think that is a way's out. This was a comment made about the new south midfield concourse. Seeing elements in person. I will keep the DAAAC aware. When they are available to preview, that is an excellent option to see those before they are put into services.

#### **X. Operations Report**

Mr. Herrera: I appreciate you having airport operations. As we resume operations, we had a great Super Bowl weekend. Not only with the local win but Passenger traffic arriving here from different places. We did the best we could to clean and provide optics to be indicative of a world class airport. We are excited for the win. We anticipate more events coming to Los Angeles with the championship games and Olympics. Opportunity to grow. Always be in that state of preparing our facilities for arrivals. We saw about 1183 passenger flights. We are still seeing 75 percent of our traffic in 2019. The variant is starting to go back. Masks and social distancing are still requirements indoors. We today's lifting of mask mandates and being hopeful that by march 30 there may be a

lifting of it to give optics for people to get back to the airport. Doug is joining the team here. The new deputy director. He started this week. The deputy responsible for operations and divisions within that group. There is a lot going on here with terminal operations. Terminal 4 and 5 redevelopment program is under way. We ensure the path of travel or just the flow of how lobby and terminals are set up around much of this \$1.5 billion construction project in 2018 and will conclude in 2028 is feasible and navigating around those barricades. June 2028 is to conclude the T4/T5 program. Most has certification and the bells and whistles of a world class facility. The sky way project on the north side, we will have some capability. It is likely to go live by May of this year. There is a lot of activity in terminal two. We are trying to get through these next several weeks until we can go live. We divert a lot of traffic at terminal two. With the connector between 1.5 and 2, we have been able to address some of those concerns that have been apparent of late. Our aircraft is returning to normal operations. We are hopeful for a successful first quarter, second quarter to get to a busy summer season come July, August, September.

Mr. Corpuz: Does the DAAAC require a walk-through of the new checkpoint?

Mr. Herrera: I can work with you if the DAAAC request that. The opening of the checkpoint will be a soft roll out. Six lanes. The goal is 14 by the end of the year. Terminal two will move over. It may be a multiple visit.

Ms. Goldkorn: We are about 8 weeks out form AIREX. What is the process for determining and processing information about participants with disabilities?

Ms. Cabanban: I think we need to be mindful of that date. I will reach out to our operations team.

Ms. Heredia: We did see your e-mail. I had a separate conversation. As we send reminders, we will ensure a message is included so anyone can give us advanced notice to make sure the resource is available.

## **XI. Customs and Border Protection (CIB) Report**

None

## **XII. ADA Coordinator Report**

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

- January 2022 ADA Complaint/Compliment Summary

Mr. Ihle: I wanted to give a summary of compliments and complaints. I receive calls from the public on the ADA phone number on our website and questions will be sent to the information line. One complaint is a long wait getting through customs. The wait was three hours. I did a tour. It is understandable why there are long times. I will address this and ask them to do a presentation next month on why it is so complex for an international arrival for the wheelchair provider to work. They have to deploy resources accordingly. We will have that for next month. We received another complaint. Poor customer service by an unknown employee. The employee requested the individual not sit at a seat that was reserved for individuals with disabilities. They had a cane. They didn't believe

they should be seated there. Unable to track down the employee. We are looking into that. A comment we received was about poor customer service. We received a compliment on service provided through Southwest Airlines. The wheelchair service provider and parking on the ADA shuttle.

Ms. Cabanban: May we have the information of how people with disabilities are accommodated at customs? I don't know if you can answer that. I would like more information. What their process is when an individual comes through? What do they search? Two-part question. The next question. May we have the information of how people with disabilities are accommodated included in next month's report. Three hours is way too long. People with disabilities will need to use facilities. Having water or nutrition. My question is a general question of how are people with disabilities accommodated. We get all wait. We wait our turn. Asking if that will be in next month's report.

- Calendar Year 2021 Wheelchair Request Statistics

Ms. Heredia: I do have a summary of Calendar year 2021 Wheelchair report. I did crunch the numbers. A report on a hard copy. Our total pushes between all six wheelchair providers were 751,126 pushes. That is the grand total between departures and arrivals. I only had information from one provider. The comparison numbers the wheelchair pushes based on that are still down by 25 percent. According to the information I get, is in alignment with the passenger numbers. I can break these down for everyone. I can show where the providers are in terms of who got the most pushes. As well as high and low numbers. That seemed to vary. Summer and December had the higher numbers. There were some variations.

Ms. Cabanban: Next week for the break down.

Mr. Ihle: The other one item you asked me was just to mention the site visit next Tuesday, at the request of, or as a result of a complaint received through DAAAC regarding the flyaway service and the accessibility to get onto the flyaway. meeting has been set and coordinated. The flyaway operator will be there with the bus along with the driver. Airport police, LAWA engineering, LAWA construction maintenance, Landside Operations, myself will be there. If members of DAAAC would like to attend, I encourage that. The only thing we have to do is make sure in advance, there's not a quorum because that would then require a meeting notice. As long as we do not have a quorum, we will be fine. So just coordinate that through Myrna, myself, if anyone is interested in attending.

Mr. Torabzadeh: I express interest in coming. Are you going to provide us with the logistics and the parking information and all that?

Mr. Ihle: Yes, I'll work out directly with you, Amir, and anyone else that needs that. Myrna, I believe you may come. If you do come, you go through Access but Amir, for parking, I can get you your validation. Just, you know, once I know who's coming, we'll work out all the details so it goes smoothly.

Ms. Barajas: Are we clearing a ramp? I will be there.

Mr. Ihle: Yes

Ms. Cabanban: We have Kathleen, Amir and myself.

Mr. Ihle: Friday will be the last day to confirm attending. 9:30 is the start time. I have it scheduled through 1:00. I honestly do not know how long this will take. I try to be conservative and extended it for late in the day, three and a half hours. We may be done before then or it could be longer. There're multiple stops on the lower level as well as the upper level that the flyaway bus goes to. Each stop is going to be, is a little bit different. I think it is very important that we look at each stop individually, so that everybody can see firsthand what the issues are and try to come up with what would be the most effective and efficient solution to the issue.

Ms. Cabanban: This bus that we are meeting, is it also going to be picking up people or just for us?

Mr. Ihle: Just for us, just for us.

### **XIII. Transportation Security Administration (TSA) Report**

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

Mr. Corpuz: for the month of January, we had a total of four complaints related to persons with disabilities. Two of the complaints were passengers who did not feel as though they should be screened because of their disability. One was fighting about the missing a flight because one of her carryon was prohibited. It was brought into the sterile area. The last one was a disabled person was complaining about a manager who removed their shoes. That was to screening leadership clarification in the procedures. The one comment was really nice. It said that the person with disabilities say they were treated with dignity and good humor, they were very grateful to the officer, very nice to hear. As far as the overall statistics for fiscal year, fiscal year started in October, October 1st. We've been doing the TSA cares. The service that helps those who need assistance go through screening. We take all types of phone calls. Our efforts to increase at LAX has been fruitful and so in October we only had 66 requests for assistance. November, December, 116 and 107. Respectively and we had 102. Triple figures are good. IF we get the more requests for assistance, I believe we can reduce the number of complaints. In terms of the actual complaints for passengers with disabilities or excuse me, persons with disabilities, there's no real trend. We did get 10 in October, 12 in November, 4 in December and 6 in last month. Speaking, just to dovetail on Ruthee's question on CBP, Department of Homeland Security, they are the sister agency, at LAWA. The president has put out an executive order for those to be more responsive to the travelling public, the public in general. Each agency is creating an action plan to address the executive order and to assure that we can be better at communicating with passengers. So CBP like TSA will be doing that. We intend to promote the TSA Cares more; we intend to be more responsive. How we're going to execute the executive order will be left to be seen. But it is a coordinated effort. Hopefully you will see that we will become better than what we are now and we're always striving for improvements. If you have any feedback regarding what we can do better, please feel free in one of the committees we work with. and Tim and I

can collaborate to see how we can improve from the standpoint.

Ms. Goldkorn: My question has to do with shoes and other clothing. It was hard enough to get dressed the first time. And getting in to arguments about shoes and outer clothing such as a sweater or a jacket, we get padded down. We get inspected. This is why most of us don't bother paying any money at all for the pre check because generally speaking, an alarm will go off. Our wheelchairs are all over the place. They go off. It's a tertiary screening anyway. We don't take those things off because there's no one there that can put them back on. If I take off my shoes, they will not go back on. Because my feet will swell. The issue of asking can you take off your shoes and the answer is no, why is that going to be a conversation? Is there a training issue? We try to work within our own constituency about this is what you have to do when you go to the airport and this is what you need to expect when you go to the airport. People are going to ask you questions. They don't know who you are and they will probably, never see you again. They're not going to know anything about you unless you're like Louis and fly all the time. There is a disconnect on this and when the question is asked and answered, does everybody understand just move on to the next phase, get the person with disabilities through and to the pat-down and that sort of thing? What is the solution here? That one person did make their complaint. Is there a systemic thing we need to talk about relative to how the screenings are done and when the questions are asked and answered, don't argue?

Mr. Corpuz: The complaint I read to you was the passengers outside of it, we don't know actually what transpired. We need to investigate it. Leaving your shoes on, there's no mandate that says you have to take it off. We have alternative measures to screen. So that's why I forwarded it to the leadership screening saying if this is in fact true, this person needs additional training or perhaps needs to be watched and determined if the officer really knows what they're doing. New officer's been out there for two months, or out there for 12 years, we don't know. So, we did the appropriate follow-through to make the determinations of where did we go wrong? Was it the advisement piece, we don't know? There are things that we are required to do that we can't circumvent. There are different ways of approaching it as well. That's why we strongly recommend doing the TSA Cares, having the passenger reach out. You will get almost like a valet service. A valet very familiar with screening and actually who can conduct the screening themselves if there's a long wait time. We recommend TSA Care to minimize additional pat downs, because we know the capability of some of these machines. If they see additional bulk that doesn't fit the human body, that generates a pat down. The reason we advise for the bulky items to remove, to eliminate the need for a pat down. So, these are things, it can't be uniform, cookie cutter because every person is a different person. That's why we highly recommend those who need assistance use the TSA Cares. But we do research this. If there's corrective action needed, then we take appropriate action. If there's a misinformation, then we talk about better communication from that terminal or screen check point. You're absolutely right, we cannot be so rigid to require people to do things that they cannot do physically. We look at every single complaint. We treat it seriously and we investigate to ensure that people are following, what they're supposed to be following in terms of the officers.

Ms. Goldkorn: I think that the information is very clear for all of us on the DAAAC end for our constituency and when we have opportunities and meetings with our constituency to be able to go over that. I really wish that TSA and airports in general were active participants and presenters at all of the ADA conferences, Whether it's the national ADA Coordinator's Conference or any of the symposiums. There's so much information that has to get out to everybody who has anything to do with the disability community. I've been pushing for this for years. I thank you very much for your response to that and I think that it's a symbol of ask the question, accept the answer and move on. I always get patted down. Whether I'm wearing a sweater or a jacket and my skirt and my four-inch stilettos that I don't walk in, I always get patted down. LAX, TSA has always been in my experiences exemplary. I appreciate the response very, very much. I'm still going to be pushing for y'all to be presenters at national ADA conferences.

Mr. Corpuz: Thank you for the kind words, that means a lot, especially here locally because we just strive to do better. We do participate in local and national events, organizations that invite us. We've done one last year, the Orange County area, the travel agents. Those who have persons with disability clientele, we're very appreciative because we did a presentation and we also did a mock-up type presentation. We can do those things. Just make it a logistic issue. If we need someone from headquarters come and do it, we will do so on a national level. Please let us know when they occur and we will gladly try and schedule it, because we do need that outreach.

Ms. Goldkorn: I appreciate knowing that and when I go to the organizers of the next national ADA symposium which will be coming in in a few months, I will once again plant that in their heads. Thank you. Tim, people in your positions as ADA 504 compliance officers for airports, we need airport presence.

#### **XIV. New Business**

Mr. Herrera: I like the advantages of having virtual meetings. This Webex tool can be interesting. It sometimes in the past it has let me connect but now every time it keeps asking me to validate my account or my access. Were we ever issued a specific user account or accounts to attend this meeting?

Mr. Ihle: I know that LAWA is looking at other options rather than Webex. I know Webex isn't the most user-friendly. LAWA is looking to going to Teams, internally. I don't know if that would also be used for external meetings as well. We try to do our best with Webex.

Mr. Herrera: For whatever it's worth, Teams has got some good positives that are very good, especially for those of us that do presentations. It's kind of nice to see and hear how certain things have been presented. It seems to be much easier and more inclusive. In my experience.

Mr. Corpuz: TSA, we're married to Webex and we've been very limited. However, because of the collaboration during the Super Bowl events with the multiagency that use Team and really great reviews from our organization, we may gravitate



