

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 19 April 2023

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Julia Mockeridge, Community
3. Brandy Welch, Community
4. Kathleen Barajas, Community
5. Seyed Torabzadeh, Community
6. William Miranda, LAWA Planning
7. James Corpuz, TSA
8. Tim Ihle, LAWA Airport Operations

#### ABSENT

1. Mark Frank, LAWA Administration
2. Suzana Ahmed, (TBITTEC) Airline Rep

#### EXCUSED

1. Louis Herrera, Vice Chairperson

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

#### **I. Call to Order/Roll Call**

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

#### **II. Opening Remarks and Introductions**

None

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

Ms. Cabanban: I just got in from an EV, Ford electric car in Redondo Beach.

#### **IV. Presentations**

None

#### **V. Public Comments on Non-Agenda Items**

None

#### **VI. Approval of Minute**

- March 10, 2023 DAAAC Special Meeting Minutes – Approved
- March 15, 2023 DAAAC Meeting Minutes - Minutes approved to include the comments.

Ms. Goldkorn: One of the comments is I talked about the bill introduced by Tammy Duckworth. In the minutes, it says Tim, it is Tammy and I want to make the correction so everybody knows who the author of the bill is. It is Tammy Duckworth. Thank you.

Mr. Miranda: When I was discussing the planning report it says ATNT roadways. It should be ATMP

as in Airfield Terminals Modernization Project.

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

Item 1-Determine in accordance with AB 361 Section 3(e)(3) that this body has reconsidered the circumstances of the state of emergency and that the state of emergency continues to directly impact the ability of the members to meet safely in person and/or state or local officials continue to impose or recommend measures to promote social distancing.

Virtual meeting approved.

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

None

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

Mr. Ellars: I am the developers ADA coordinator for the Automated People Mover Project which is the big construction you see going on. Construction continues both within the central terminal area and in the surrounding areas around the airport and as noted in a recent social media post by an LAX account, many are getting to completion. The modernization which is a milestone for project and hopefully in the not-too-distant future you will see trains going around on the guide ways. I don't have a schedule or announcement when that is going to happen. If you are on Facebook, I recommend following the official LAX account there for ongoing updates and they will post photos and other updates. It is a good way to stay on top of what is happening around the project. In particular there was a post on March 24th that included several photographs as well as links to additional photographs regarding the project and other activities around the airport and I would suggest following up on that. That is all I have to report about the project. I would like to take the opportunity to introduce my guest at this meeting Osma Thompson who is a colleague of mine and is going to help out on some of the ADA coordinator duties as we continue on through the project. Thank you everyone.

## **X. Operations Report**

Mr. Ihle: From the operations perspective just want to give a quick update on a couple of airlines starting service. We have a new airline called Starlux starting service and I believe they are a South Korean air carrier and Porter which is from Canada. We have a seasonal return flights from Air transit and Austria. One thing I wanted to mention to the DAAAC committee, many of you may recall with the terminal three walk through one of the most comments received was to provide wheelchair space in the gate area. Rather than that being a chair, basically be an empty space on the floor that a wheelchair could be put at and companion could be put in a seat next to the individual. I have been on some planning meetings for the new MSC south project and the architect liked that idea. That is one thing that is added to MSC. There is spaces at the end of the seating rows dedicated for wheelchairs and I wanted to let you know that your thoughts and observations made a good point and will be going into the MSC. They are also thinking about building a set so that a person can go and take a look at what the MSC would like before an entire building is done, test it out that way. That is another unique direction. LAWA may be going on the project to give a small portion of a gate area because all gate areas look the same. This is a perfect opportunity for a person to take a look at it and make any comments before the entire building is done. Also looking at furniture throughout all of the terminals there is a requirement to have. One, lactation in the terminal past screening is not an ADA requirement but what falls under ADA is the size of equipment and furniture that can be in the room. I think I may have mentioned it before, in a couple of the other rooms we provided nice chairs to assist with lactation, with armrests and make it comfortable. They are unfortunately a little too large for the room and we are going to have to scale it down and may have to get benches that don't have armrests or that would at least meet the size requirements under ADA. Unfortunately, that is one of the things we are limited by the size due to the wheelchair turn space in the lactation room. We are looking at what options we have and hopefully we can find something that would

be comfortable and if not, we may have to put benches in those rooms.

Mr. Seyed: In regard to the space for wheelchairs right next to the seats that you just brought up, I was actually the ones who brought it up and I made that comment when we had the first site visit of the Tom Bradly extension. I was wondering if that had been implemented for that terminal? Also, for the Delta terminals. We saw those spaces were missing. A person in the wheelchair had to park their chair in a hallway and in the middle of the traffic. So, I was wondering if those have been implemented for the other two site visits that we have?

Mr. Ihle: There haven't been any changes. It was more we already bought the furniture and it was laid out like that and approved like that. This is something that is considered for any future design. Like this one for the MSC they indicated that they could keep wheelchairs near the windows and I immediately rose my hand and said no it is for individuals who want to be with their traveling companion and it would be great to have seats next to them. Also, some individuals may not want to transfer to a seat dedicated for ADA passengers. They might prefer to stay in their wheelchair. I don't think right now they could make any additional space in the other areas because the furniture is by design for that particular area to get the most seating available.

Mr. Torabzadeh: They cannot remove it to make space? There is no need for additional furniture it is just a matter of removing one seat to make the space available for the wheelchair.

Mr. Ihle: These are connected seats. It is a big frame and they are not modular where you can take a seat out and add a seat in. The seats are module built to be one size.

Mr. Torabzadeh: That could pose a problem for wheelchair users. Another comment I had regarding a statement you made, if they decide to transfer to one of the seats; I remember that was not an option for them either because the armrests didn't have the feature to be raised, they were fixed. If somebody wanted to transfer, they would not be able to do that because the armrest wouldn't lift up for them to be able to transfer. That is another issue.

Mr. Ihle: That is another item we are addressing for the planning of the new facility. I think that is one good thing and Cass can attest to that we have now got a stronger voice with planning over the last year as a result of the input from the DAAAC committee on projects that are still in the planning stages rather than the projects that have been built and coming up and identifying areas where they could have been better for accessibility.

Mr. Torabzadeh: That is great and I am glad you are going to do that. My next comment while we are on the subject, this was actually one of the items addressed. If you remember there was a big list and there were more than ten items in our report after our site visit. None of those is going to be implemented because the facility is already built? Nobody is going to go back and address those issues that were raised? The concerns are in accessibility that we mentioned. We listed in our report after the visit. It is not going to be implemented at any point?

Mr. Ihle: CASS has raised her hand and she can speak to that. I can't recall everything that was in the report that was mentioned and had now I been overseeing all of the terminals rather than just being and focusing specifically on the ADA coordinator role which Cass has now taken on if you recall.

Ms. Heredia: I can in my briefing. We will get to that on the agenda.

Ms. Barajas(chat): Individuals in wheelchairs can't transfer to a regular seat.

Mr. Ihle: Understand and that is exactly why we want to get spaces next to seating so that doesn't

require being transferred but an individual in a wheelchair will be able to plug in their electrical plug in. Their phone or anything for electrical outlet or if they are with a traveling companion, they can sit next to the individual in the wheelchair and they don't have to be separated.

Mr. Corpuz: So what you was saying, recommendation for the manufacturer and I think it was the removal of the armchair that allows a person to transfer if they want to and the other thing we almost forgot was the power and USB charging units to be placed on the end cap and middle and accessible to those in the wheelchair and it is too late in the game to get those done because they are purchased but maybe recommendation for the manufacturer for future business.

Mr. Ihle: Definitely. Those are key stand outs and thanks to the entire community some of the suggestions are tattooed into my brain and when I see some things, I immediately bring them up to the architects.

Ms. Goldkorn: Thank you madame chair these are suggestions and the fact that the architect said that is a good idea the architect should know the building standards and requirements under section 504 rehab act for providing equitable services and programs. The fact these are still an afterthought is troubling to say the least. All of these things were brought forward when one was built and there is no place to sit at and that was a long time ago when the southwest terminal one opened. They aren't suggestions, the committee is bringing forward legitimate issues of violations of building standards, programs and services and you have to go back to the drawing board. They should have been built in compliance to begin with. If you got to get out a saw and start cutting away at the frame of the chairs in order to get them established in compliance then I guess that is just something that is going to have to happen. The law is the law, building standards are building standards and this should have never been approved. I am not sure why they were and it is extremely trouble to see is same mistakes being made over and over and recognition by every department of the importance of this body as a front-line resource how should we do this? What do you think about this on paper? I wanted to make those comments and I wanted them to be in the record. As far as furniture options we got to see some of them for previous construction and it was really helpful for everybody to be able to say yeah, this is why this doesn't work. everybody is a visual and tactile learner.

## **XI. Planning Report**

Mr. Miranda: April 11, the Board approved the baggage optimization project, phase two which was upgraded to baggage handle systems and Tom Bradly international terminal. It will replace and consolidate existing baggage screenings and provide connectivity to the new west gate. The board also approved the new passenger concourse facility at concourse zero. This is being planned and developed by Southwest through a land lease agreement. This was the first of two new terminals that will be developed as part of the airfield and terminal modernization project which leads us into the second terminal which is terminal nine. April 14<sup>th</sup>, Lawa had their terminal nine industry showcase. It was an opportunity for LAWA to share the project vision and procurement overview for the upcoming terminal nine project. This is one of the largest showcases LAWA has had with over 1100 attendees from the industry. Architects, engineers, planners and contractors, not just network but see presentation of terminal nine very beginnings of what is expected.

Terminal will bring roughly 1.4 million square feet of ground up construction serving international and domestic gates and baggage connections to the whole CTA. Forty percent larger than the MSC. Most importantly reference during showcase this is the new stations for the LAX people mover. It will be interesting to see how that develops over time.

## **XII. ADA Coordinator Report**

- Presentation topics for 2023 DAAAC meetings

Regarding the presentation topics for the meetings this year from my standpoint there will probably be

another presentation added.

- QR codes – Update wheelchair service provider directory

Tim and I had a conversation that was facilitated with service providers by terminal and the ground transportation providers. A new directory will be generated that will tie back to supporting the information that needs to be uploaded for the QR code.

- Curb cut outs

Which then ties back to curve cut outs and ADA loading zone. I will give progress reports on that as we go. I'm going to the CTA and make a list of the cut outs we need and where they are in relation to the ADA passenger loading zones so I can start coming up with a game plan.

- Website revision and update

Once that starts happening, I can then move to working with IT to update and revise the ADA web site on transportation related information including loading zones.

- Ground transportation promotion

Also, provide additional information on the type of ground transportation that is available to passengers who have a disability and need access to transportation. I think I mentioned in the past, we promoted LA exit for such a long period of time, a lot of passengers feel it is their only option to access ground transportation upon arrival. That is not the case. That is the type of information I'm trying to correct and the trying the to make sure I get it all done in cohesive fashion at will take a little while. Those are what the presentation topics are based on.

- Update current corrective actions

With regard to an update on current corrective actions, the CASP report was provided to the executives and as well as the city attorney. People at upper-level executive management have the CASP report. One of the things we have to identify, this goes back to questions that have been raised, what standards or building codes were being used when some of the capital improvement projects were put into motion? My understanding from the architects is that the 2016 codes were used when the planning was implemented. You have to agree to a certain standard and the 2016 standards were what was agreed to and implemented at that time. The CASP report initially had a lot of information in it. With newer codes and newer regulations, we had the to ask them to go and revise it to be sure we are compliant with the original codes that were used which was the 2016 standards. So, a number of items still reman and they didn't change significantly. One of the advantages to this is having CASP on. Go look at TBIT and MSC. We have been able to shine the light on this gap. I think the gap was already being address. The architects go with construction companies and the city attorney ensure that in the contract language, it says that company that is providing the service or the construction will add here to all ADA codes and regulation as required, local federal and state etc. Everybody, I believe does their due diligence, but there is a ten percent gap. It is not intentional; it is just the idea that things look as if they are compliant on paper in a two-dimensional world. We move into the implementation phase when things are ordered or installed and we start to see where the anomalies are. That is the intent of trying to address the items in the CASP report. **ADA** has gained a lot of ground in the past year or so. I think I agree with Tim, a lot of it has to do with the contributing information on the MSC and that report. As well as Tim spearheading a lot of the efforts. Now the new chief development officer Terry is engaged in this. We had a couple of phone calls with her as well and she wants to mitigate in the planning process in this as much as possible. So, as new capital improvement projects are getting green lit. We are involved at an earlier phase. There is a lot of positive movement. I think she is going to be a good champion to ensure compliance, but that doesn't necessarily mean that every single building that gets opened will not have some type of issue that has to be corrected. It is just we will have to do our due diligence during the inspection process hopefully to find the items and address as quickly as

possible which is not necessarily an option for us in the past. It looks like that is going to be the preferred path forward. I think that is it. The intent is to talk about the process. Not just short term of bringing CASP back in to see if we can address underlying issues but also as a path forward long-term looking at things in our design construction handbook or what we call the DCH to ensure some items are addressed correctly as part of the due diligence. Hopefully and ideally have a CASP that is contracted by LAWA versus a construction company that looks at it from the perspective we need from the inspection process. Hopefully before it gets to public we can address it that way.

- Overview on coordinated evacuations for ADA populations

It is my intent to distinctly identify the safe refuge areas in TIBIT and the MSC and just ensure whatever needs to be put in place for these safe refuge areas to meet the intent gets done. The original number of people I was talking to was maybe four and I think on the last call we probably had ten different people. I am getting a lot of positive response and a lot of valuable information and input from different partners on how to do this correctly the first-time versus trying to go just piecemeal it.

- Terminals

I will go to the safe refuge areas and Jillian will help me catalog where the area is, what it has and doesn't have and what it needs. We will identify who can provide whatever it is we need to make that safe refuge area serve its intent. That is for the terminal standpoint.

- APM / ConRAC

From the APM and ConRAC. I did an initial site walk of the ConRAC a couple of weeks ago and Tim and I are schedule today do another one on the 25th. That one is looking good and I have questions. Of course, it is not open to the public yet. I have time to address some. I think most of the focus on my end has been ensuring different types of procedures, protocols and continuously get brought to the forefront so people don't let it the drop through the cracks. It has been mentioned on a number of occasions we need to have a formal procedure for how to reunify a passenger with a disability with their DM E, if they get separated from it during an evacuation. Everybody agrees that is a side bar meeting for a year and a half with different projects. I'll bring it up and I am sure I will be the bulldog on that to make sure we have something in place.

Ms. Mockeridge: So, thanks for bringing up the topics. I would like to mention just in meetings past with regards to curb cut outs if that is being assessed for future presentations? Also take a look at the metal bollards that are at the curbs as well. I think Kathleen has presented to the group that those can be a barrier for transportation when arriving and departing. If that could be put into any presentation you are doing or thoughts about where the curb cut outs are and how they might impact someone's experience. I think this is something we hear often and when we are talking about construction and how things are built and being ADA compliant is one thing on paper and I have heard several members express this. There is a difference between compliance and functionality. It is really the function that needs to be. We need to go above and beyond to ensure the functional space that is being built that is the goal, not just ADA compliance. We know that those standards and for a lot of cases are outdated. So, we just need to take that extra step. Those are the main comments that I had.

Ms. Heredia: I will do my best to look at that and see what I can navigate. The bollards were meant to serve a purpose from a homeland security standpoint to ensure vehicles cannot drive, crash into the glass doors of the terminal. If it gets to a point where they need to be moved, sometimes you have a policy from two different public entities. That is where I may have to navigate something to have those installed again as part of homeland security measure. They received a grant for it. Let me

look at that. Thank you for bringing it up. I was visually aware of that, I think. I hadn't confirmed. With regard to functionality, that may be case to case. We brought up a number of items regarding MSC prior to it being open. We were told everything is compliant. All this stuff. You know, then we got push comes to shove. We found out it wasn't. I am worried about the compliance point first. Then having the conversation about functionality. When we say LAWA needs to take corrective action, we need to determine whether the construction company or design build company didn't meet their obligations, that becomes part questioning. You have a task report. This is what is required. That has a hard and fast rule to it. There is no gray area. We think when we get to the ask that going above and beyond is within anything else, they will come back and say, who is supposed to pay for that? We have the upper hand more than before. Just because it is so engaged on the issue of ADA compliance. When she brought up the idea of some things in a revision, that was promised. The DCH handbook is where you go for items above and beyond. I am sure Tim and I will do our best to bring those to light. We will keep the DAAAC apprised. When we have questions. Can you give us some guidance? I think that will be one approach on that.

Ms. Goldkorn: I have a few comments. As far as access and functional needs, this is not an option. Vance Taylor is in charge at the governor's office of emergency services. They are critical. I have been saying this for decades because I can get to it, whatever it is, that doesn't mean I can use it or have it. Whatever it is. There is a specification for usability built into access and needs. When it comes to evacuation, access and functional needs is at the top of the list. You have to contact Vance. This is something that was developed quite a while ago, years ago. It seems to be significantly missed. When you are going over to the areas of refuge, we fought it tooth and nail, people with disabilities have to be with you. You can't determine what is a need in that area of refuge without having people with disabilities there. This body is your front line. Everybody joins this organization. Appointed and approved. They do this because they know they know best. Anyone who has anyone questions just need to ask and it will be answered. Visitations are critical. I think it is very important for not just the emergency evacuation areas. The terminals. So what? We can access it. We can roll up to a gate counter. So, what if we have a place for our mobility device where there is a wheelchair or scooter. We have luggage. Where does that go? Where does the wheelchair go? We are in the middle of the aisle. Access and functional needs are so important here. When you go backwards and start identifying what you missed, if you are able to say, my bad, we are fixing this, you are steps ahead. If you say, it will cost too much to fix it, we can't do that correction, that is a problem. A very serious issue. Walking the terminal, is anyone from DAAAC going to be with you? Has anyone been invited to join you? That perspective will be extremely important for you. This is nothing, over and above, beyond, bare minimums. Nothing prepared after the MSC that is over and above. They are full on compliance. If people can join you, you would find it important. I think it will be beneficial for everyone.

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

Mr. Corpuz: LAWA has been very proactive and responsive to these things. Prime examples, they were meant to address threat to be reassessed. In our haste to provide security, we may have overlooked the access ability. It is compliant. It may not be functional. They have to part to align with the opening. LAWA has been very accommodating.

TSA report 2.9 million passengers screened in March. Two disability complaints in March. One was something I worked with. A man who was hard of hearing. He thought he was being discriminated against; it was a miscommunication. Second was accessibility, a scooter. His child was denied the scooter. He has autism. The passenger never mentioned a medical device. It was not a scooter. It is one foot, you push it, another you are standing with a handlebar. If he had he mentioned this device, he would have been treated differently. We work with airline partners. Those lithium

batteries are not allowed on the aircraft until after the travel date. Two complaints for the month of March and the month of April. I want to thank LAWA for assisting us. We hosted a day for Columbus High School. 37 children, high school kids on the autism spectrum. It was covered by ABC news. They provided these backpacks meant for spectrum passengers. They went over very well. The kids were screened. Given boarding passes. American Airlines provided aircraft. They were served a meal. They were ecstatic. It is amazing what we provided, they valued. They stood by the glass windows and watched planes take off. They cheered very loudly every single time. Very innocent. Very gratifying to see that American Airlines great event. We had another one a week later. It was a good event. We hope to have more of these to share the experience with other people who request that type of experience.

#### **XIV. Customs and Border Protection (CBP) Report**

Mr. Hicks: Good afternoon. Hello, everyone. To follow up, we enjoyed those two autism events. Some of our agricultural K9s were there. Great event. Looking forward to doing more in the future. A few items today. One is to talk about stats. We are at 82 percent of where we were in 2019. 800,000 arriving passengers. Travel is picking up. Good to see. Job security for everyone here. We have modified one of our temporary sale issuance policies to help companies like ATM on board new higher wheelchair attendants. That will speed up the pace. They can get attendants into the area and helping passengers with wheelchairs. We think that will decrease wait times. We think that is a win-win. We had a visit from the LA 28 City based commission that is doing all things related to the 2028 Olympics. How CBP is going to handle ADA Olympic and Paralympic athletes, visitors, all that stuff. I introduced them quickly to Cass so the office could be involved. We are a long way to finalizing projects. This was one of the first things that LA 28 wanted to talk about. Great first thing. When 2028 comes and we have those international visitors, it will seem like maybe starting to prepare five years out isn't too early. I will keep you updated on the status and with a view towards the Paralympic part. We want to have for their arrival experience to be triple A plus. We want them to have few arrival issues. We are working to make sure that aspect is covered.

#### **XV. New Business**

Ms. Goldkorn: I would like to stress something mentioned earlier in the meeting. The abilities expo is your first line talking one on one in a non-stressful situation with passengers. Getting an idea of how we travel. What happens. What we expect. What we need. I believe that the spaces fill up quickly. Contacting them now for the next expo is important. People need to talk to the TSA people. Need to talk to the customer control people. You get a good handle on what fear factors are. What the issues have been. I can't stress enough how important it is to contact the abilities expo now. Coming up is the small business expo. There is no reason why the airport shouldn't consider itself a business. Working with people and business owners on business travel. I think being an exhibitor will give a no stress environment to hear what people have to say about what it is like going to LAX. I wanted to put it in your mind. Consider the small business expo.

Mr. Corpuz: March 15th of next year?

Ms. Goldkorn: I believe that is correct.

Mr. Corpuz: I will send a request. We have to get it approved.

Mr. Torabzadeh: I would like to make a comment. It would be very important to be a participant in the ability expo.

Mr. Hicks: Why don't we get together offline? We can plan to be co-present at the event. I think it sounds great.

Ms. Cabanban: We tried to do it in the past. We did that with the LAX PD. The show we did.



Ms. Goldkorn: Yes. It was an event with us. LAX PD's building with no accessible bathrooms. If you want to it again, check the bathrooms.

Ms. Cabanban: Other comments? I think we did that. Maybe we can get back into the swing of things.

Ms. Heredia: An issue of staff with most of the divisions. Five points of contact are doing multiple jobs at this point. I am not sure how you would pull that off. They do have a nice building now. Very accessible. I can ask. I am not sure what resources will be available.

**XVI. Adjournment**

2:14PM

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on June 21, 2023. The minutes of the 19 April 2023 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	06/21/2023
Secretary	Date