

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, December 18, 2024

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Kathleen Barajas, Community
4. Seyed Torabzadeh, Community
5. Brandy Welch, Community
6. Sandra Mendoza, LAWA Administration
7. Tim Ihle, LAWA Airport Operations
8. James Corpuz, TSA
9. Jaun Flores, (TBITTEC) Airline Rep.

EXCUSED

1. Julia Mockeridge, Community

ABSENT

Meeting Started at 1:28 p.m.

I. Call to Order/Roll Call

Ms. Cabanban requested a roll call from Ms. Bradley. A quorum was present.

II. Opening Remarks and Introductions

Ms. Cabanban: Everyone introduced themselves.

III. Chairperson Report

Ms. Cabanban:

- Commission meeting update - We have been talking about the FIFA World Cup in 2026 and the Olympic and Paralympic Games in 2028. The airport is a major entry point for the events. The committee DOD Stephen Simon is inviting LAWA to have a seat at the table.

Mr. Simon: Mayor Bass has created a committee for the upcoming events. We want community and City Departments input. The advisory committee has been formed and we need folks to represent this space. We meet the 2nd Wednesday of every month, hybrid meeting.

Ms. Heredia: We hope to get support.

Ms. Goldkorn: Is your office going to address ad hoc in the meetings, like housing, transportation, etc....?

Mr. Simon: currently we are getting everything together. We're not looking to recreate but make use of the services and facilities we currently have.

Ms. Cabanban: A letter went out with the agenda, regarding the inclusive language accessibility for the LA2028 games. Please take a look at it and be reminded when address the games, it should be LA2028 Games or Olympic and Paralympic Games.

IV. Approval of Minute

- November 20, 2024 minutes – Minutes were approved

V. Public Comments on Non-Agenda Items

None

VI. Regular Items for DAAAC

Ms. Cabanban:

- Sam Overton Award - Sam Overton served as Chairman of LAWA's ADA Advisory Committee since 2007 passing away June 2017. He served on the city Commission on Disability and retired in 2012 after 36 years as deputy attorney general for the State of California. For his hard work with the committee, we wanted to emulate his efforts when it comes to the airport accessibilities. We've established this award in his name and in his honor, the Sam Overton Humanitarian Award of Excellence plaque. Sam was one of the pioneers when it came to regulations with the state on accessibilities. He's very well-known in the movement for the disability community.

This year we had two that tied for first place and two that were so close, we wanted to recognize them.

Winners of the plaques were the Airport Operations Readiness Team (AOR Team) - a champion of efforts to support those with disabilities at the ConRAC during an evacuation, making sure the corrective actions were taken to ensure accessibility of all the emergency blue phones and the MSC South Team for going above and beyond to include the DAAAC and the ADA Office in asking for recommendations and input, including the demonstration of furniture and chargers, etc., that would ensure and improve accessibility for those with disabilities.

Certificates of appreciations are presented to LAWA Landside Operations and Customs Border Protection(CBP). LAWA Landside Operations set a new standard of customer service support for persons with disabilities. CBP, created a process to expedite Customs seal processing of new wheelchair service agents at TBIT and provided hours for dedicated processing lanes.

VII. Airport Operations Briefing

Mr. Ihle: New airlines, TAP Air Portugal will begin flights out of Lax in 2025. Between January-October we had 65 million passengers come through LAX. Last Year we had 75 million. I'm predicting 77 million by the end of the year. We are the 4th

busiest airport in the US and the 8th in the World.

VIII. Planning or Facilities Briefing

NONE

IX. Customs and Border Protection (CBP) Briefing

Mr. Hicks: The Global Entry program which uses the next generation equipment, has been put in TBIT. It helps people get through the process fast. They don't have to stop, just walk right by. International airlines Emirates and Japan Airlines have already started using it.

X. Transportation Security Administration (TSA) Briefing

Mr. Corpuz: LAX hub is top 7 in complaints and top 8 in compliments. There is room for improvements.

We now have QR codes at every check point for the boarding process. In January, T4 will have a new check point with new equipment. T7 has new device that creates a better experience. TBIT has a new baggage system.

I urge people to use TSA cares when traveling for assistance. This can be requested a head of time. We also have our Support Specialist at the check points which can be requested anytime you are traveling and need immediate assistance. You can also call me direct if you need any assistance at (310) 482-8007.

Ms. Cabanban: For the QR codes, is there enough data to determine it's working out good or bad?

Mr. Corpuz: It's fast and has been good so far. There's not enough time yet to determine if bad.

Ms. Cabanban: Can guest give input right away?

Mr. corpus: Yes, they can give input right near the stations. We recommend everyone to give input.

XI. TBITEC Briefing

Mr. Flores: We had 62,051 wheelchair request for TBIT, MSC and T1-5 in November. We had an 8.01% increase compared to November 2023 with 57,449. Monthly we are averaging 4,600 wheelchair request.

XII. Executive Level Briefing

Ms. Mendoza: We want to thank all of you for working with us as we were changing locations. We have a new deputy Director, Erin Trapp.

XIII. Airport Police Division Briefing

Officer Hoang: We work with the LAWA network conducting truck top training

scenarios. Some examples are earthquakes. We do this monthly, twice a day, AM and PM. All divisions are invited, LAFD, Operations, Emergency management, etc. We get know each other and know what expertise or experience each other have.

XIV. Los Angeles Fire Department Division Briefing

NONE

XV. LAWA Guest Experience Briefing

NONE

XVI. ADA Coordinator Report

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

Ms. Heredia:

- Thank you letters will go out soon to the Capital Improvement Projects (CIP) teams.
- Capital improvement Projects status – Wayfinding: The intent is to make it make as accessible and seamless as possible. Daniel Sneed coordinates these meetings. The way finding team is to provide information from a more streamlined and seamless experience that will include things like the CONRAC and APM, making information accessible to everybody.
- Pilot lower-level shuttle program – The lower-level ADA service is better. We need to work on the north side. It works out for the south. Overall, it's more efficient.

Mr. Chong: This has been good for curb accessibility and near the elevators. Overall, the operation is efficient.

- Update on FAA final report – I drafted a plan and sent it to the stake holders. I requested an extension with FAA for mid-February. I hope to have a final implemented plan by mid-January.

The FAA said they would get the final report within three weeks, it took a little over two months. It has 14 corrected action item we need to address and a couple of them are already being addressed or have been address. They were kind of what I want to call the easier items, at the lower hanging fruit. There are a number of items that are going to take longer and also, debrief Doug and Ian on the approach I want to take. I got their guidance yesterday during a meeting. I will be reaching out to the executives who have oversight over the units or divisions that are responsible to take a corrected action and I will let those executives direct me to who they want their point of contact to be for the corrected actions. It is also going to be a bit of a I multiyear process, revising contractual language for tenants and airlines at the airport, in and of itself will take some time.

- Reference Materials and Announcements - I just want to point out from one of the articles that there are states in the U.S. that still pay a lower rate for those with disabilities.

. Ms. Goldkorn: Fair Labor Standard Act, it's amazing that they are still doing that.

XVII. Presentations

None

XVIII. New Business

NONE

XIX. Adjournment

2:19

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on February 19, 2025. The minutes of the December 18, 2024 meeting were approved by DAAAC.

Tracy Bradley 2/19/2025
Administrative Support Date