

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, February 19, 2025

Meeting held via Teleconference

ATTENDANCE

PRESENT

1. Myrna Cabanban, Chairperson
2. Kathleen Barajas, Community
3. Seyed Torabzadeh, Community
4. Brandy Welch, Community
5. Jaun Flores, (TBITTEC) Airline Rep.
6. Tim Ihle, LAWA Airport Operations

EXCUSED

1. Julia Mockeridge, Community

ABSENT

1. James Corpuz, TSA
2. Sandra Mendoza, LAWA Administration
3. Louis Herrera, Vice Chairperson

Meeting Started at 1:03 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

"Minor edits were done to the agenda due to time."

Ms. Cabanban: I'm going to be moving the items on the agenda today. A few people need to jump off for other conflicting meeting, since we don't have a presentation. Welcome, do we have any first-time guest.

Ms. Slaughter: My name is Tara Slaughter with CFS, medical supplies and equipment and this is my first time. Thank you for the invite.

III. Chairperson Report

Ms. Cabanban:

- Committee Expectations – Members get pulled in for other meetings and they have to send proxies. Regular voting members if you send a proxy to the meeting, make sure there is actually a full report. There's a lot of things that are going on involving LAX and its performance. We want to make sure we are doing our due diligence in being members of this committee as well.
- Commission meeting update – Last month meeting was predominantly occupied by actions being done dealing with the tragedies from the fires. In the last few months, we've also been talking about the games that are coming up. We're working on a uniform language that we want the media, the City and of course

for us here at LAWA as a committee to have when it comes to referencing people with disabilities, participants and all the people who we're going to be engaging within the next few years.

- BOAC liaison / Facilities position - For the last few years, we have been asking the position to be filled by the executive level and we have not gotten a response. I think to be more productive and more engaged in all the different areas that we have to deal with as a committee, as an advisory committee, ask that if this position is not filled by Executives by May, that we actually go into our bylaws and recommend an amendment so that we can invite other entities that can represent on this committee. So, want to make sure that this message gets to them. Sandy is not here yet right? So, we'll make sure that we deliver that to her if she comes in later or after the meeting.

Ms. Heredia: You also listed the facilities position on that bullet. Are we going to address that in the bylaws as well?

Ms. Cabanban: Yes, we are going to address that as well. The liaison position can be filled with members from facilities department.

IV. Regular Items for DAAAC

Ms. Cabanban:

- LAX AirEx - In April.
 - Upcoming meeting update - we are due for an in-person meeting in April. LAWA is scheduled for the AirEx, which might pull a lot of the personnel that we have on this committee. Because of their participation for the AirEx, we are going to postpone our in-person meeting, until. May. There is a likelihood that the April meeting will be cancelled.

There is the Accessibility Expo, March 7-9 is the weekend. For those people who have participated or are attended, this is a good venue to actually spread the word.

Ms. Slaughter: Hello everyone. I just want to chime in a little bit. I know you with LAX, with the disabilities for most of our consumers and customers. I wanted to just see how that works with you. I wanted to present a presentation, maybe a later day and time. Just trying to see how LAX can improve services for people with disabilities when it comes to providing example wheelchairs and possible scooters when they arrived to LAX. Our research, we show that 15 to 20% of people with disabilities avoid travel due to accessibility concerns and even when they do, a lot of them are discouraged because of 10,000 mobility devices in 2023 alone were mishandled. If that is something I can present?

Ms. Cabanban: I will have you coordinate with Cassandra and Tracy for those presentations.

V. Approval of Minute

- December 18 2024 - Approved
<https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:8f387072-a920-4b42-a0e6-0f0c0285872f>

VI. ADA Coordinator Report

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

Ms. Heredia:

- Accessibility Sub Committee for LA28 - I missed the first meeting unfortunately, but I am on the invite. I did notify the coordinator that I did want to join for future meetings. I'm confident that we will have enough conversations from the operational to the executive level about how to improve situations for passengers prior to the Olympics.
- Capital Improvement Projects status
 - Wayfinding - This continues to be a project in development. We did have a meeting. It might have been December, might have been November. We had an initial conversation regarding design. I kind of regularly have to point out to people that if you were going to provide an audio message, you have to provide a visual, and if you're providing a visual method, you have to provide a particular height. I am thankful I'm being invited to these meetings so I can tell them during the design phase of what adjustments they should be making. The Capital Improvement Projects that have already been launched and on its way to being transitioned over to LAWA ownership like the ConRAC, I'm trying to provide oversight so they can make corrections before we take ownership. At the same time, we're being proactive where I'm getting invited into capital improvement conversations, which is really important because I'm hoping it set the tone for bringing accessibility conversations into the design phase and not waiting until we already have a piece of infrastructure.
 - New ADA loading zones - New ADA loading zones have been incorporated now into two different projects. One is the lower level of arrivals and the upper-level capital improvement project that is in the queue. I will be meeting with that team and I think Tim, on February 26th. I am hopeful that we are making progress and end roads being brought to the table early instead of after things have already been delivered.
- AOR project status - Capital improvement projects mean they haven't been built yet. AOR project status mean it's already built and we're in the process of LAWA taking ownership of it, transitioning over from the from the construction phase and what kind of fingerprints were we're putting. Both, the ConRAC and the AOR team have been fantastic and very supportive. They help champion my narrative to other teams and to other meetings.
 - ConRAC - The ConRAC is very close to being turned over to us. We still have a holdover with regard to how we're going to reunify people with their durable medical equipment. It is on our radar. Meetings will eventually start in which I can participate.
 - Auxiliary curbs - The auxiliary curbs continue to be a conversation that has ramped up quite a bit with a lot of executive level engagement for these calls with regard to the responsibility for providing support for persons with disabilities when they arrive at the curb, meaning the auxiliary curve as well. It's really beneficial.
 - APM - The automated people mover, you can't separate any of these three. The ConRAC, the auxiliary curbs and the APM are all for one, all in one, all for all intents and purposes, from a passenger perspective is all kind of one

piece of infrastructure. From a construction or project discussion like somebody will say I'm part of the contract but not the APM. I'm part of the auxiliary curbs, but not the contract. Passenger don't know that. I have been rather vocal. That needs to be a seamless experience for the passenger. If we have a gap in providing some type of support or service between projects then we should be doing what we can to address that before passengers start relying on these services and programs.

- Pilot lower-level shuttle program - The lower-level shuttle program that pilot program seems to be going very well. I got a couple of complaints with regard to delay on shuttle service from United, which is T7 and T8. I have asked landside transportation to look into it with the service provider for the ADA shuttle. I'm confident that they'll find out where what caused the delay. I think because the delay seems to be happening at basically at the end of the terminals. Something to do with traffic or a domino effect and this is a consequence from another terminal.
- Trojan consultant project including participants - The charging consulting project is from USC have offered to do an assessment of LAX from the perspective of customer service for person with disabilities. The intent is to look at us and make a determination on what kind of experience our passengers are getting when they come to LAX and how we improve it.
- Metrics reporting - With regard to the metrics reporting, I have been getting a lot of assistance from IT. The metrics I am doing manually, they are finding a way to streamline it so I don't have to do the manual calculations. We standardize a form and is going to ask the wheelchair service providers to populate that electronic form. It will go into a reporting mechanism. The numbers will go in there and will get real-time information. What I was trying the to do before is do it on a quarterly basis but it is so time consuming I haven't been able to do it. I haven't been able to calculate what happened in the third and fourth quarter of 2024. With this streamline reporting method, I am able to provide information on demand about where we are and we can break down from reporting perspective of arrivals and departures. It will be a beneficial tool that I am really appreciative with the IT folks
- Quarterly wheelchair service provider meeting, February 27, 2025 – IT is going to attend the wheelchair service provider meeting that I have later this month and walk the providers through what that form is going to look like and how the reporting mechanism is going to work and that takes me to the quarterly wheelchair service provider meeting that is on the 27th and I will make sure to report back to everybody with how that went.
- Update on FAA final report - The FAA final report, we did submit an implementation plan which is the same thing as a corrective action plan to the FAA with a number of all the points of contact were populated. They came back with a bunch of questions. I set out to planning meetings for the first 90 days. As I meet with those teams from the different divisions and disciplines and I will have more information and provide you with an update if not every month or every other month on what progress we are making.
- Reference Materials and Announcements
 - Transit Access Repot
<https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:71d086d6-ee70-4e0b-93ce-a40c365d898a>
 - [Section 508 Best Practices Webinar in Archives: Highlights from the Fiscal Year 2024 Government-wide Section 508 Assessment](#)
 - [U.S. Access Board Presents Preliminary Findings on Artificial Intelligence \(AI\)](#)

- [Home - Beyond Compliance: Equity, Access, and the ADA!](#)
- [U.S. Access Board Webinar: Accessible Means of Egress \(March 6\)](#)

Ms. Goldkorn: Those of us who were on the committee when we initially met with the students from Dr. Dre real name and the young institute and the professor they walked into one of our meetings for a presentation and they were done. No person with a disability and not one person from the committee was involve in their assessment. I would like to know whether or not they have been told, don't do that again? That sounds pretty harsh but, don't do that again. You cannot do an assessment without including every member of the committee who so chooses to opt into your assessment. Whether it is a guided tour or meandering. To do the assessment has to include people with disability. They need to reach out to the ILC in the area as well without it getting too out of hand with too many people. After the assessment they need to send that out and have people comment. We weren't given comments and they were so excited. They were really upset they messed up. I went to a meeting and did a presentation from our perspective. The professor had asked for somebody to do that and I was close enough to USC to be able the to do that and they really got it. That was after the fact. So, this project. Really cannot exclude the committee and all persons with disabilities on the committee and who we represent. And I remember it clearly.

Ms. Heredia: I didn't know anything about that project. This project we reached out to them and asked them to assist because we want to improve the environment here. We haven't had a kickoff meeting yet with regard to the scope. Because we going to start a self-evaluation next month I think that may help to inform them with regards to look at the areas we already know are substandard. We are going to address them because this project only lasts 16 weeks. Example, I don't want to direct them onto curb site loading zones that has two project teams working on that. I want to direct towards area that are not going to get a lot of attention because they are not compliance related. I will bring up to them we have the ability to tap into the DAAAC. We will have a project schedule and let the DAAAC members know we are doing a field walk on this day and time and if you would like to join us know. Since they are doing this pro bono and we are the ones that reached out to them. I don't want to mislead anybody with regard to the time frame for inviting you onto the walk through is and whether or not there is a conflict in scheduling and I will bring up of course at the kickoff meeting. It's not the same students that are doing it, so it's seven years ago. So, we're going to start from scratch with this one, but I will let them know that a previous project came on board and they didn't necessarily handle the process the way we preferred.

VII. Public Comments on Non-Agenda Items

Ms. GoldKorn: Exhibitors at the Expo, is LAX going to be at the Expo as an exhibitor?

Ms. Heredia: Not that I know of.

VIII. Airport Operations Briefing

Mr. Ihle: I've been in quite a few meetings with Cass and I can attest to how vocal that she's been and advocating for accessibility. She's definitely got a point across and making good suggestions. The reason for all these meetings is the airport's getting to prepare for the 2028 Olympics, which will get here in 3 1/2 years. It takes a long time to get projects done. We're on the cusp of doing what's known as a refresh program, basically to make our facilities look and appear nicer in advance of the Olympics. There'll be quite a few projects underway. She mentioned the wayfinding program. There will be some terminal improvements as well

to refresh our existing terminals. So, that is a big thing in terms of statistics. Our final numbers for 2024, we are at 76 and a half million passengers. The 2024 rankings by airport have not come out. I believe this will probably be the first time LAX dropped out of top ten in passenger traffic. In 2020 due to COVID and we were ranked to 15. I went back to 2000 and even under that. I never recall LAX being outside of the top ten world's busiest airports. The international traffic is close to what it was prior to covid, but the domestic traffic has been very minimal in terms of growth. That is where we are hurting. At the same time, we, are in the process of investing quite a bit of money to improve the experience prior to the Olympics and as a result as Cass stated, we were reorganized. We are now under what is known as guest experience and that will include looking at things from all passengers perspectives to improve the experience coming through LAX.

IX. Planning or Facilities Briefing

NONE

X. Customs and Border Protection (CBP) Briefing

Mr. Hicks: Some statistical recap for CBP. Tim mentioned international travel. We have been doing fairly well in January of 2025. We had about 985,000 arriving international passengers for that month which is about 25,000 more than January 2024. Overall, we are at about 95 percent of where we were pre-COVID and that is highest number we had since COVID. That is a good sign going in the right direction. For those who know what global entry is, I think I did an informal poll once that most everybody did, now global entry is available to Japanese passport holders. So, we are slowly enrolling the world in global entry which is the easiest way to get through international travel in the United States. There was a perception that was not just a perception, it was a reality that there was a huge amount of congestion in the Tom Bradley terminal at 6 o'clock in the morning when we first opened. We dug down into it and saw number of aircraft that were arriving before the posted hours of operation. They were getting here at 5:15 and 5:30 and we were sitting at the gate which means when we allowed everybody to deplane at 6AM it creates a stampede and a bottleneck when you 15-1600 passengers have coming off at the same time. We decided to try opening at 5 o'clock instead of 6 o'clock. It went well. We are extending to the end of March. The end of March we enter summer season. We think the summer patterns some of the weather patterns might be changing around that time, which are pushing those aircraft to get here early. We are going to assess and see if we need continue to open early or go back to 6 o'clock.

Last thing I want to talk about is T2 international arrival area we call the FIS is getting closer to opening again. It was just turned back over to CBP from construction and now we are running our own internal security and IT. There is little project that is we need to do to get the international arrival area ready to go. We are doing a test flight next month to make sure everything works and then we are going to go forward from there to see what time, what date we can announce as being the relaunch of T2 for international passengers. No firm date yet. But we are rooting for it and the hopefully it won't be too long.

XI. Transportation Security Administration (TSA) Briefing

NONE

XII. TBITEC Briefing

Mr. Flores: I have two things to report and I want to share numbers for what we oversee; Tom Bradley, the West Gate and Terminal 1.5. We had a request of wheelchairs 60,681 which in comparison to last year was 55,227, for the year of 2024. January which averages around 1,957 has an increase of 5,454 wheelchair from the

previous year of 2024. Everything is increasing. Second, we recently rebrand our name. We are no longer TBITEC and we are LAX Tech and this started January 1st, of 2025 due to the confusion with TBIT and we are overseeing T1.5 and T5.

XIII. Executive Level Briefing

None

XIV. Airport Police Division Briefing

Officer Hoang: Like Cass mentioned, we have truck-tops every month which are our tabletop exercises. They are scenarios that we make up, hoping to have a role for everyone here at the airport, TSA, CBP, fire, and so on. Next month will be a vehicle with an explosive device. Hopefully, Cass can be there for that one. Cass always enlightens us, gives us ideas and issues to think about, which are always appreciative. We started planning that today. We will see how it goes next month.

Ms. Heredia: I would like to bring up something we will have to address during the AirEX, which is again how we addressing persons who either have a speech or hearing disability and or how are we dealing with? Assigning the durable medical equipment reunification as part of the recovery phase. I think it'll give us an opportunity with the trunk tops afterward to kind of refresh. I just wanted to make that request and you can talk to me about it later.

Officer Hoang: Since I've been attending your meetings, that DME and reunification has been something that's in the back of my mind. Good thing you brought up because actually this year we're going to try to cover more of the recovery portion of incidents. Also, I reached out to EMD, Richard Chong, the new EMD replacing Justin so they are going to be attending. We can work EMD to figure out the DME and ADA portions of incidents. This year's already planned out, but next year if you have ideas for certain scenarios, then go ahead and pop them over to me. The only thing about scenarios is we have to consider is we are trying to get the most play out of everybody. So, some scenarios people recommend and then it won't involve a terminal that there's no use for it because then we can't get TSA or CBP involved. The whole point of these scenarios is to try to get everybody involved.

Ms. Heredia: I think that if there's a scenario at some point that involves again, like the ATM or the ConRAC because, I think the trunk tops you did maybe last week like a demonstration in the CTA, if you got a lot of demonstrators and they start impacting the sidewalks and people cannot get through like the public rights where being blocked, that kind of consideration is also worthwhile.

Mr. Hoang: Well always try to take that into consideration. We did a protest. One came into the CTA and a big part of the police response is do we have the right to block them from coming in when they are peacefully protesting? When they are breaking the law, jaywalking, blocking streets, that is a different decision and discussion that we have to have.

XV. Los Angeles Fire Department Division Briefing

NONE

XVI. LAWA Guest Experience Briefing

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

Ms. Saldivar-Chavez: The highlights on what we did. It was somewhat of a complicated survey that we did. There were several things we were trying to determine. So, what our team was doing is we were interviewing people as they were checking in and waiting for their wheelchairs, asking them how the process of requesting the wheelchair went. Were they able to do it? Was it easy? Did they use the airlines for that or did they just come in this morning and request a chair? That was the first portion. The response was positive. The hitch that we noticed was that after they checked in with their airlines, this was specifically over with Alaska Airlines and Terminal 6, they also needed to know that they needed to check in to have their tickets scanned. Some of the passengers were not aware. So, they were sitting there for a while until the person working there realized they hadn't scanned them. The problem with that was when they scanned their boarding pass, that puts them into the queue, so they had already waited 30-40 minutes and hadn't been scanned now. We talked to the people working there and sometimes it really wasn't the employee, but the employee had multiple duties. One of them was scanning the boarding passes, putting the passengers in a queue, and requesting the wheelchair and other duties were also doing large baggage and different items. Their focus was in 100% on getting the wheelchairs or the people in the queue. That was one issue we notice.

The second portion was, we went to see what their journey was like. We followed them from a distance to see how long it took through TSA, to the gates. It seemed fairly smooth, no noted issues. We also spoke to them after the fact. If we didn't catch someone before security, we spoke to them at the gate, asking again how their journey had gone. A couple of people said it took a little long, but not extensive. The third part of the survey was done in the FIS in "Tom Bardley. The objective was to see how long it took them to get through customs. We waited for flights to come in and we saw them picking up passengers. We went at different times of the day to see. Some day it was standing room only, completely packed. They were issuing numbers to be picked up. The way it worked is that they would go get the passenger from where they were deplaning and bring them over. If they had too many passengers, they would sit them in a chair, use that wheelchair, go back and get another passenger. They were just sitting them there, giving them numbers. Then they would switch over to getting them from the from their seat and wheel them through customs. At times they would wait right on the other side of customs waiting for their baggage to be coming down. Other times they would actually take them down and sort of park them by the carousels. A very confusing process for us. We were trying to understand the process because it was so complicated. I spoke to a few people who had been waiting a long time and they didn't know why other people were being pushed ahead of them when they had been sitting and other people were coming in. What we found out that if the passenger was in first class or in business class, they didn't have to wait, they get wheeled directly through customs and down to their baggage. When I spoke to the providers, I asked them why they were doing that and they said because they were paying extra because they were first class or business class. It was sort of part of the package. They were expecting that kind of treatment and so the other people were meant to wait longer. The other thing is they were definitely shorthanded at times when flights came in with 50

request. Then they would double up with another flight coming in that may have 30 request. I did talk to a couple of people as well, wanting to know how their journey was. I found out that a couple of these people were taking connection flights and because they were not familiar with the airport that it was easier for them to request a chair. They would be wheeled to their connection and they didn't have to worry about trying to find a way around. Other people also had the impression that if they requested a chair, they would be sort of VIP and go through security quicker, but at the end I they realized that wasn't getting them what they thought they were getting. Those were pretty much the three scenarios that we were encountering. The FIS had the longest wait times. An hour's wait just to get through customs, but it had a lot to do with not having the right staff. Now when I spoke to the wheelchair provider manager, he said a lot of it also was in the communication between the wheelchair provider and the airlines, not giving them enough time for them to prepare their staffing for the day or for the flights. So there seems to be a lot of little issues here and there that is affecting that portion of the service that we're providing, as I said, was mainly in the FIS Customs area.

Ms. Heredia: Thank you so much. I mean the amount of work that you and your team had to have done. This was so many man hours from your team and I am so appreciative cause this is really, really important information. I do understand that the staffing issue is a challenge because there are times when the airlines don't notify in advance that somebody is going to need assistance when they come off the flight. That has been a problem that's been that's brought up before. I am disappointed to hear that the first come first serve process was not being followed. I know that this is an issue that we brought up before. People don't get charged for wheelchair service, so you can't decide that because somebody's paid more for a ticket that they're owed the wheelchair service before another person has shown up because there's no charge. I'm going to have to look into it.

Mr. Ihle: One thing I did want to point out is with the wheelchair service are the agreements that they have with the airlines. The first eight people off the plane automatically go right on through because the airlines are. That's kind of just kind of figured there would be at least 8 individuals with accessibility needs. And those will be processed immediately. If you're number 9, then you go into a waiting queue. So that's another reason people that are sitting. They may see people, bypass them because a new flight has arrived and the first eight people off that flight now get processed.

So, it is a very confusing process. Somebody sitting down would not understand all the different nuances that go into this as well as the need to get people that are connecting passengers through rapidly so that they don't miss their connecting flight as well.

Ms. Saldivar-Chavez: I forgot to mention that. they did say they're very aware of anybody making connections, so they will prioritize them to make sure that they meet their connection.

Ms. Goldkorn: That was that was very eye opening that-that amount of effort was put in. I think most of you on the committee, I have, experienced all those things. Did you notice any independent travelers? I've been yelled at by TSA officials for having the audacity to travel alone and not have.

Ms. Saldivar-Chavez: No, our focus was really on those that have the requested the chair. However, while we were standing there observing people going through TSA, we did not notice anyone taking an extreme amount of time to get through.

XVII. Presentations

None

XVIII. New Business

Ms. Cabanban: do we have a date for AirEx?

Ms. Heredia: April 23rd which is a conflict with our meeting. A lot of same audiences participate which would cut into participation for DAAAC. So, April meeting may be canceled. Aso, an item not on the agenda Tracy is going to be helping me on a regular basis. I've been fortunate enough that airport operations have offered up her to help me like one day a week so that we can she can support field investigations and field operations. I can't do all the admin stuff and all the planning stuff and still go out into the terminals or drive all the way to Van Nuys and do a spot check or go to Union Station and do a spot check. She'll be supporting me with those field investigations and complaint investigations as well.

XIX. Adjournment

2:16

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

<i>Tracy Bradley</i>	<u>3/19/2025</u>
Administrative Support	Date