

LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



Committee Meeting Minutes

Wednesday, 17 ~~June~~ July 2024

Meeting held via Teleconference

ATTENDANCE

PRESENT

- 1. Myrna Cabanban, Chairperson
- 2. Louis Herrera, Vice Chairperson
- 3. Mark Frank, LAWA Administration
- 4. Tim Ihle, LAWA Airport Operations
- 5. Zamira Curri, (TBITTEC) Airline Rep (proxy)
- 6. James Corpuz, TSA
- 7. Julia Mockeridge, Community
- 8. Kathleen Barajas, Community
- 9. Seyed Torabzadeh, Community

ABSENT

- 1. William Miranda, LAWA Planning

EXCUSED

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

Doug Webster: I'm the interim Chief Operations and Maintenance Officer for LAWA and will be able to join for a little bit today. Thank you for all the good work you all do. Cass keeps me apprised all the time of your efforts, so thank you.

Louis Mata: ADA Coordinator Department on Disability, City of Los Angeles.

Brain Velazquez : Support Service Manager, LAX.

Nick Ross: I work for Gensler. We're going to be doing some examination of the wayfinding at LAX and specifically looking at it from the lens of acceptability and inclusive design.

Firelli Pitters: I'm with Unison Consulting. We work with the guest experience team on our research for the airport. I'm also involved with the airport subcommittee on

accessibility.

Francesco Izzo: I'm Senior Designer with the City, also on the way finding side and happy to be here and listening.

Andy: ATM, Division Manager

Jonathan Gleicher: Sign language interpreter from life science.

III. Chairperson Report

Ms. Cabanban:

- Thank you letters
Cassandra Heredia has volunteered to do thank you letters for our presenters who present to us and also giving us a chance to make comments and suggestions. These letters will also focus on the items that we ask as a committee for the presenters to come back and respond to questions that may not have been answered during the presentation.
- Email invites duplicates –
Ms. Heredia: There are two different invitations for this meeting on my calendar right now. I suspect that what happened was possibly at one point, Myrna forwarded my invitation to outside parties to ensure that they had it, but for some reason on my calendar, it popped up as a separate, conflicting invitation to this meeting. So as long as Tracy has the current information on the agenda that gets pushed out, we have coverage on that. If you receive the cancellation notice but you still have the other one, don't worry about it. You don't have to take any action.
- Procurement 101 (future presentation)
I've been speaking to Mark Frank about trying to secure a time so that we could meet the new CEO, which is John Ackerman. Also, I have asked Mark to do a presentation for us next month. We're calling it Procurement 101. Basically, this will be to familiarize us as a committee on how projects come to LAWA and the time frame and the stages they go through.
- In-person meeting (August and protocols)
I want to go over some protocols for next months in-person meeting . We want to make sure we are capturing everybody when they speak. Whenever a person speaks, even here, actually, if we could always identify yourself so that we can credit you with the comments.
- Proxy protocol
A lot of us on this committee are representing different departments and I personnel within the LAWA. If you're not able to attend the meetings, and I know some of you actually reach out to us and I do appreciate that, make sure that if there are action items on the agenda, you notify your proxy of what you are intending to vote on and keep them abreast of what you normally are presenting to our committee. When they come, they can actually take your place, which is basically what they would be doing in your place anyway.

Ms. Heredia: Just to tag on to that proxy protocol. I want to make sure everyone knows we will push out something in writing. If you assign a proxy, here is what we would like you to do. Let us know in advance so we are not caught off guard regarding who we should direct questions to.

IV. Presentations

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

- Second review from the Auxiliary Curbs Project Team – D. Sneed

Mr. Sneed: I work within LAWA Airport planning unit. In November of last year, LAWA and the design team presented to the DAAAC, the conceptual version of the newly proposed auxiliary curbs project to be located at our intermodal transportation facilities that we commonly referred to as ITF West and ITF East. Although these are two separate projects at two different locations, they're functions and styles are very similar. They were designed concurrently by the same design team to maintain design continuity. For the past several months, Cassandra, myself, along with LAWA design manager, have conducted several coordination meetings focused specifically on addressing accessibility issues. Today you will see the proposed final version of this project and how the team has incorporated your comments into their design. Here to present the newly auxiliary curbs projects from HNTB Architects, the illustrious project manager, Yvette Abdelmalek.

Ms. Abdelmalek: I'm the project manager for the consultants on the ITF aux Curbs project. Our project is split up into two sites as Daniel had mentioned. They're located here in the blue between ITF West and ITF East. The red line is the APM guideway. Each one of our sites is located at a station for the for the people mover. Passengers are going to be able to utilize the people mover to traverse from the central terminal area to the aux curbs sites. The LAX mobility planning team is investigating other options for assisting passengers with disabilities to and from these locations. We intend to have these concerns resolved prior to the aux curbs opening dates that date right now is the end of 2025.

This slide is the plan view of the ITF West site. It is located next to the economy parking garage. The existing LAX economy parking garage is being relocated to the ITF West. It's moving over to the orange curbs. The LAX it right now houses things like the taxis, the Ubers, the lifts. The other mode of transportation that is moving over to ITF last is the shuttles, things like the off-airport parking, like Wally Park parking spot. The hotel shuttles are moving over here as well as the employee shuttles.

One of the main goals of our project is to alleviate congestion in the central terminal area. We believe that's going to be a great help with our site of just getting all these shuttles and Ubers away from there. The arrows note the circulation patterns of the vehicles, those were the orange ones and the red ones are where vehicles would be able to access the site.

The next slide moves into amenities. The ITF West is large. What you see right here is the eastern half with the legend on the left-hand side of the screen showing each one of the amenities. You're able to see where vehicles would be traversing versus passengers on the hardscape. Also, some landscaping features that we have at the crosswalks on each site are going to be lined with palm trees that will be lit up as well as way lights that can change colors. This is intuitive features. Someone trying

to find the crosswalk could easily visualize it. The last time you guys had seen this presentation we've increased the canopy coverage on the site quite a bit. That's located by the blue rectangles here. As noted on the legend underneath each one of the canopies we have provided seating. Other things to note here are the passenger loading zones. You can see the spacing. There's spaced out so folks are not able to step up onto the curb. We do have accessible passenger loading zone spaced out every 100 foot interval lights, planter boxes with trees, emergency blue phones.

The next slide is the southern half of the of the site. Again, I couldn't quite fit both of them in one very clear view, so this is just the southern area where the taxis and the ride apps will be able to pick up. The legend here shows the same amenities as the previous slide.

Next is ITF East. The functionality of this site will be able to house private vehicles pick up and drop offs. When I say private vehicles, I mean things like your family member, your friend who's asked you to drop them off, you don't have to go into the central terminal area. We have a nice project site that's connected to the APM station. Just for clarification of where it is located exactly, if you are familiar with the new rental car facility, the Conrac, it's just across the way from the it. The blue area is where you would be able to enter the site, go straight to drop off your passenger. If you wanted to pick someone up and, you know, maybe their flight got delayed, or maybe they're on the APM, making their way over here, you would just come into this cell phone waiting lot area that we've created. The main premise here isn't for this area to serve as a parking lot for people to stay for long periods of time. Folks will be encouraged, not leave their vehicles and go across the street or anything. We do have some accessible parking area here on the Southeast corner that you see. There are six spots available along with a van accessible site. We have these blue dots indicating access to the public sidewalk. A very similar amenities as ITF West in terms of the canopies with the seating's, I forgot to mention the phone chargers. Not all the canopies have phone chargers under them, but I would probably say about 75% of them do. The main difference here is we're adding a pet relief area. It will have a hose bib, perimeter fence with a bag dispenser, trash stand a fake fire hydrant. ITF West already has one that exists within the existing parking garage.

This is a plan view of the amenities. Shown on the screen is the crosswalk layout. What we had shown is the profile of where people would be traversing to get onto each one of their pickup or drop off curbs. You'll note the top part of the image, folks would have to go up a ramp and back down a ramp at every one of their curbs to get to the APM or to get to their particular location that they wanted to go. What we've done since then is we've revised that so it's completely flat and you would just have to go up or down one ramp. So, if you wanted to go to the Hyatt, for example, you would just go up that ramp. If you wanted to go to The Parking Spot, you would just go up one ramp.

We had some questions last time on the proximity of how much room there was under each one of these canopies. We did revise these canopies. They used to have 4 posts supporting them. We've revised the design to be 3 posts. That provided a bit more room. We were able to fit the seating with the cell phone charger and then room for a for some wheelchairs on either side of the of the center post or on the side post here in if someone should wish. The shuttle that it applies to this passenger loading zone applies to the shuttles that would be picking up or dropping off. These shuttle ramps are for the Wally Park, the off-airport parking or hotel shuttles. They have a ramp that deploys down for them and to provide access to the passengers onto the curb. We have strategically placed these boulders with

enough clearance to for that ramp to be able to deploy and not get in the way some of the other amenities I've touched on. We have more dimensions of them later on the slide deck. This is the phone charger, the seating, the planters. The railing all along the backside where people are getting picked up or dropped off, that's just for safety measures to encourage people to use the crosswalks. Trash cans and recycle cans are sprinkled throughout the site. This image shows a 3D rendering view of the previous slide. Under each one of the canopies, you can see the passenger loading zone, the railing and then the three posts of the canopies that I was describing with the seating and the phone charger. Next, we'll get into some detailed dimensions of the of some of the amenities.

The first item we have here on the screen is the seating. Each canopy is equipped with a two-seater and a three-seater. The style of seating you see here all of the seating has backrest in between the seats and armrests. Note that on the far ends the armrests are not present. I didn't get a chance to add this on the slide deck, but someone had previously asked about the dimensioned underneath the seats. The manufacturer has let us know that there's at the backside here where it's tight, there is going to be a minimum of 12 inches. There's room for a service animal to be able to fit. LAWA Maintenance has committed to cleaning these areas regularly. Some other dimensions for some of the other amenities as we proceed, this image here shows the dimensions of the trash can and recycle cans. The height off the ground is 39 inches.

Next on the slide deck is an image of the blue phones that we're going to have on the on the site, both at ITF East and ITF West. We dimension off the ground and of the total height. Each of the blue phones are equipped with a with capabilities to be able to reach the local police department. We are coordinating with LAWA's sign shop and we're going to be adding the stickers that you see here on the screen that provide a text option for folks that aren't able to use the telephone. The last one was the dimensions here. We see is the phone charger. This shows the dimension off of the ground for where the plug would be located.

Mr. Ihle: The final design, they'll just be aggregate crosswalk? Was there any thought to prevent vehicle from striking passengers at the crosswalk? Now that we are doing at grade will there be any lights or anything in ground to advise vehicles that they are about to cross a crosswalk just for an extra safety measure?

Ms. Abdelmalek: We do have additional safety measures. I think that maybe the first thing I'll address is that we have a baller. The bollards located at each one of the crosswalks. Vehicles aren't able to go up and hit someone.

There's quite a variety of signage on the project in terms of the yield signage painted on the ground with pavement markings. There's signage on both sides of the of the way, and then on top of that we have added some, not a speed bump, it's more of like a gradual speed hump. That's to deter anyone from going incredibly fast and just have a physically triggering that something happened here and I should slow down because of it. There's no visual indication besides the striping on the ground. There's no flashing light or anything.

Mr. Alvarado: Will this be a route for the ADA shuttles as well? For those passengers that require internal transportation?

Mr. Sneed: The LAWA accessibility team is still investigating potential options of how to address that issue. As it was noted in the first slide we've been meeting with

some of the other airports and other agencies to see how they address the same challenges of getting patrons from their remote auxiliary curbs into the terminals. The mobility team is still investigating other options, but again, the idea is that you can still have access directly to the curbs. Anyone who wants to drop off any accessible passengers who need to drop off, that can still drop off at the curbs within the central terminal area at the terminals. These are just other options as if they choose to use.

Mr. Corpuz: Are smart carts going to be allowed on the tram and into your pickup areas? Is there a repository or a location where they don't obstruct passenger flow, wheelchair or scooter devices from traversing the area?

Ms. Abdelmalek: Our project is not installing these right now. If LAWA would elect to install these in the future, there would be space for those to be placed on the curb.

Mr. Corpuz: But you don't know if the smart carts are going to be allowed on the tram or not.

Mr. Sneed: As of now yes. The current working order is that the luggage carts are allowed on the train. When that opens a year from now or so, that may be reevaluated to see if that still needs to be allowed or not. The idea is that a separate vendor will be responsible outside of this design team for handling those placements of the CART and the pickup and drop off of those carts.

Mr. Corpuz: The smart carts tend to impede the flow, opacity, pedestrian traffic and so forth. So, keep that in mind.

Ms. Heredia: I know you guys don't have an answer to this question, but I did send an email to the appropriate executive, which would have been Doug and David to ask the question about how access paratransit shuttles are going to be allowed to utilize the pickup drop-off zones. I don't have an answer yet as to whether or not those access paratransit shuttles are going to be treated as taxis. They don't really fall into these categories. I am going to ask that question and get back to the committee on what the response.

Ms. Barajas (chat): What about private vehicle pick up in the main terminals for individuals with access needs?

Ms. Abdelmalek: Our project does not prohibit anyone from being able to enter the central terminal area. You would still definitely be able to do that.

Ms. GoldKorn: Good afternoon everybody, thank you very much and I appreciate the opportunity to ask some questions. The picture of the trashcan at the curb, how do we get to the trash can? I have a question about where paratransit will be allowed to pick up and drop off. One of the biggest issues we have always is that we have to be dropped off at the curb at the terminal not having to deal with the crosswalk, traffic and being where the sky caps are. How that works together is critical and it is a major issue. You have an opportunity to solve a problem that everybody endures, making sure that the signage of where paratransit picks up and drops off is on the ideas at the curb, at the terminal, and where the sky caps are.

As far as the seating, the example of the double and the triple, the ones on the end

don't have armrests. So where is the wheelchair going to go? You have a wheelchair, you have luggage, you might have a baby buggy and other family members. You are sitting there and you are basically a fire hazard and you are blocking the phone charger. Wheelchair parking is still an issue and it is inside of the terminals and there is no place to go we have no seating at any of the gates. You have little signs on some of the seats? Where does the whole chair go? Where does our luggage go? Even if we are not using the phone charger that is a major issue. That one picture you had of the wheelchair near the phone charger, that is nice, it is great. There should be more.

As far as the crosswalks are concerned, municipalities, whether they are the county level or the city level, they are putting in lighted crosswalks. The bollards don't help the crosswalks. It keeps the cars running people over on the walkway. Municipalities are recognizing the dangers of crossing the street, and the statistical analysis that are done of the number of people with disabilities, wheelchairs and scooters in particular, who are being mowed down.

Looking at new construction and not addressing existing issues seems a little short sided. Looking ahead and forward by looking back at the needs of people with disabilities, which is only increasing. Our numbers are going to be changing however the numbers of people with disabilities relatively stagnant. Yes, we do travel and yes we are now allowed to have jobs. and so on.

What is the purpose of the boulders other than just being part of the landscaping? Obviously, they are big enough and heavy enough and I presume they are real because we know sometimes they are landscape designers are phony ones. those are all of my comments and my questions.

Mr. Herrera: The signage may be nice and beautiful however it is useless to somebody who is blind. How are you going to propose to ensure that we are being dropped off by transportation? I've been in other airports where they have restricted areas and I've asked them to drop off at the curb. It turns out it is more of a problem. The driver goes and continue to drop me off at the actual curb in front of the terminal. How are we going to mitigate that issue? What kind of lessons learned are we going to apply at LAX to ensure this doesn't happen here?

Hearing the description of everything that is being propose and the area with the wheelchairs and the space near the trains. It kind of create as scenario that could be dangerous for people like myself who are blind and my service animal because of somebody backing up or try to go around another person. I don't know how wide that space is going to be. It needs to be a better plan or a better thought process that will take into consideration all that could potentially create a problem.

Ms. Heredia: I just wanted to let everyone know that I'm capturing the questions that have been brought up. I do want to remind everyone that the project teams that present here are not the ones that create a scope for a project. They are guided by the scope that is created by LAWA executive management. Any questions we have regarding how a project is moving forward or what amenities or other items should go directly to LAWA executive management because the project team here, they're not the ones who write the scope. I will write these out and I'll work with Tracy just make sure that we present that request when we do the thank you letter to the team for presenting. We will include in the letter these are the follow up questions that we're presenting to LAWA executives to see what kind of resolutions we can find.

Ms. Abdelmalek: It'd be happy to get with Daniel and answer all of these. Thank you

for voicing your questions and your concerns.

Mr. Sneed: I think a couple of them we can address. Can you go to the trash can image? Just to clarify Ruthee, this is a sample image of the trash can style only, not actual depiction of where it will go. The location where it is going our site, if you go to slide 10, is fully accessible. The trash cans will not have any curbs around them. In additions to the seating, when you noted where does the wheelchair seating go? On Slide 9, the team has already developed a life safety accessibility path of travel. They specifically indicated the wheelchair safe zones are outside of those accessible path of travel. The path of travel for graphics is not shown on this, but the wheelchairs will not be within the circulation path. As far as the charging stations, we wanted to locate the charging stations next to the wheelchair reserve space, but it will be turned and focused on the front. So, anyone can plug into it as well as a person who will be sitting in a wheelchair, or someone who is not. About the purpose of the boulders. I'll let a Yvette address the purpose of the boulders. Please note that someone mentioned about the lighted crosswalks. This team, along with our transportation team, we did investigate providing some type of illuminated bot dots or some type of illuminated signage. The reason why it was not included in this presentation at this time is because we have an existing working condition now, LAXit. The difference is even though this is an area where cars pass, it's different than a street crosswalk. This is more of a private driveway. The emphasis was focused on how we slow down the vehicles. The reason for the speed humps because of the constant pedestrian traffic. The lighted bot dots and lighted signs would stay illuminated 24 hours a day and it would be begun to desensitize. Drivers will be used to seeing it all the time. There was more of an emphasis of how do we alert people of across, well, how do we slow the cars down? Lastly, the paratransit pickup and drop off areas again that if you can go to the slide one, the total site plan of your entire site. The blue areas indicate the extents and scope of work for this design team. Only those areas outside of their scope is more addressed by LAWA's, LAX mobility and planning team. We've heard you; we hear you. We're looking into it. We're trying our best to solve it, but that is outside of this design team scope that they're presenting here today.

Ms. Abdelmalek: Each one of the boulders varies from about 3,000 to 5,000 pounds. LAWA has a group known as the Threat and Vulnerability Group, so they assess risk for the Airport. These boulders basically are a visual deterrent.

Ms. Cabanban: Slide 13, for the emergency, I know you said that all the signages and stuff and I don't know if this were addressed through the questions already, but for someone with site impaired, how would they know that this is here? Is there going to be like, some kind of announcement or beeping sound?

Ms. Abdelmalek: We do not have a paging or anything automated with noise on the project.

Ms. Heredia: The aux curbs team told us this in the last presentation that because this is an outdoor space, trying to have public address in an outdoor space with all the noise was not going to be efficient. An emergency blue phone is not meant to be a passive source of communication. When you go into a terminal, you don't have to do anything. PA announcement comes over the speakers. You listen to it or you don't listen to it, but it's passive. It doesn't require you to do anything. I'm hearing

loops or supposed to also support that, but a blue phone is meant to be a communication method that you use if you're looking for it. I think that this team can probably show us the locations of all the blue phones. If we wanted to know where those blue phones are, then that information would certainly go up either on like flylax.com or the ADA website from both places. I'm going to guess that they are very close to the canopies and where people would either get on to the APM. They should be fairly easy to find.

- Parks and Rec to give us an overview of VRI (video remote interpreting) - A. Rodriguez

Ms. Rodriguez: My name is Ashley Rodriguez. I work for the city of Los Angeles Department on disability. I am their public information officer. I'm a Latina woman in my mid-30s. I'm wearing a blue dress today. A lot of my graphics for this presentation are just going to be decorative, but I will go through and describe them today.

I'm talking to you all about video remote. Interpreting this presentation is designed primarily for me to go from department to department to let them know that the Department on Disability offers on demand VRI. This is the start of the conversation where we will then work with them to train, make sure that their apps are downloaded properly on their devices, then provide technical assistance and troubleshooting as well. I'm going to be telling you guys more about it as more of an informative point of view and there will be time for questions and comments at the end.

This slide is just the basic information. It has my name, Ashley Rodriguez, my title with the Department on Disability as well as our contact information. I did provide a remediated version of this in PDF format for Cassandra, so you'll be able to look at that if you do need to get our phone number, the TTY number, or our email address. To start off, we're going to be talking about the agenda. I'm going to go through it right now. On the screen is an image of somebody using a tablet to show a sign language interpreter interpreting to a person that's viewing it from the other side of the counter. We'll be going over the importance of VRI is, when to secure a sign language interpreter, essential tools for the setup and then the conclusion.

Understanding VRI on this screen is a bunch of text and then an illustration of two people communicating over a counter, with a screen showing an interpreter. VRI is a program system that uses video conferencing technology to provide language interpreting services remotely. The Department on Disability offers the VRI in American Sign Language specifically to all city departments, and this service comes at no cost to the other departments or for the users. This enables real time communication between deaf and hard of hearing individuals who use American Sign Language and hearing individuals.

We are right in emergencies. I have another illustration of how VRI works in this one. It's ideal for situations where a quick connection is necessary. Particularly useful where an in-person interpreter is not available. It's effective in many settings, including public counters, evacuation centers and shelters, temporary housing during disasters, and during public safety incidents. There are definitely situations where we want to make sure we're letting the city departments know they should be securing an in person or remote interpreter through other vendors. This is particularly for complex long-term interactions such as community events and meetings, webinars, press conferences or hearings of sorts. We encourage

everyone to book a SALY in person or through remotely for cases where detailed and sensitive information is exchanged. We're thinking again, public safety incidents or in medical situations. Then for large events or settings or VRI might not be feasible due to the scale or technical limitations. Then where there is sufficient time to book and coordinate, this is VRI is on demand. We're primarily focusing on making sure that the departments that manage public counters or manage public facilities like cooling centers or evacuation centers know how to use that tool when needed. We want to make sure that everybody else also knows when to book a sign language interpreter through the means that we have when we have time.

On this screen, we're going to talk about technical requirements. There's a picture of a barista with a VRI with the tablet showing VRI in front of them. For VRI high speed Internet connection is required. We can use a computer that's connected to Internet. We can use our mobile devices or tablets as long as they're connected to data or Wi-Fi. We also want to make sure the devices were using have a quality camera, speaker and microphone. The Department on Disability works with different vendors. Right now, it's just one vendor to connect to the VRI service through a secure platform. For this setup, I have another image. This is like a medical office, where a doctor has a tablet with the screen facing the user, and an interpreter is on screen. So, users want to make sure that the camera shows a clear view of the user. Always position the screen so that the user can see the interpreter at all times. Then my job is to train city employees to know that they should be speaking clearly and stay close to the device. The microphone picks up their voice. They should be keeping the device stabled to avoid shaking or too much movement, and that they should be adjusting the volume at a comfortable levels so that they can hear the interpreter clearly. From users perspective, I'm encouraging everybody to ask what your preferred method of communication is. Ensure that you're in a well-lit area so the interpreter can see you clearly. Make sure your face and hands are visible on the screen at all times, and then pause occasionally. Allow the interpreter to relay your message accurately. Don't hesitate to ask for clarification or repetition if needed. I adjust this slide to teach the city employees to make sure that they are also following similar etiquette guidelines.

Ms. Heredia: I want to let everyone know that I had a call with stakeholders, to have a conversation about how we may be able to implement this tool. It is available if they wanted to use their cell. How would we launch that? That kind of came up in the conversation. We will give an update to the committee on how we think we can pilot this. If we could develop a cadre and stakeholders. The idea is to use this as the quick tool in the moment to connect someone and provide them with additional information. How are we going to have a reliable cadre do this? It is not feasible to think they will be able to do this regularly. So many don't interact with the public. We will give you an update on that. I want to thank her. She saved this for us last minute. It is an ongoing project. We are working to update our contract. We hope that is done soon. The vendor will provide training in addition to what I could do to help other departments.

Ms. Rodriguez: To give you a little bit of background on the timeline, we are currently working to update our contract and we're hoping that is done soon. We have 200 active accounts. This is available 365, 24/7. We want to make sure that we are taking the right steps so people know it is a resource they can use.

V. Public Comments on Non-Agenda Items

Ms. Cabanban: From Steve Stargen from United; How is the autonomous wheelchair pilot project coming along with American Airlines and do we foresee any potential inconveniences for travelers with disabilities during the upcoming World Cup and Olympics?

If you could forward that comment to whomever can answer that for us fast for next month, that would be wonderful.

Mr. Ihle: I spoke with the director of customer service a week or two ago just inquiring what the status was on the pilot program. They're happy with the way it's going. They will continue to keep it under a pilot. At this time there's no date when this pilot will end. So right now, they're still under evaluation status, but there are still happy with the pilot .

Mr. Sneed: I was out at Terminal 4 yesterday. I personally witnessed the automated wheelchair program and the people that were experiencing it. They were very happy to see it.

Mr. Ihle: In regard to the World Cup and Olympics, LAWA is sending a cadre of various employees to Paris to look at their Airport Operations during that time period and how the influx of Paralympics. That is a primary items that will be looked at as part of LAX preparing for both the World Cup and the Olympics. There will be real time review as well as post review.

Ms. Mockeridge: Tim, based off that, that is a good idea to hear. Is there a way we could ask the individuals that do go to the Paris events for their assessment afterwards as LAWA gets ready to move forward planning that time period for us so we can support those efforts?

Mr. Ihle: I'll be one of those individuals and I will give a report back to the DAAAC on my return.

Mr. Alvarado: From a TBITEC perspective, I guess I'm preplanning for the Olympics as well. Another thing we managed is FIS. We review that contract during that timeframe to make any amendments and staff according as well.

VI. Approval of Minute

- May 15, 2024 minutes – Minutes were approved.

VII. Regular Items for DAAAC

NONE

VIII. Landside Access Modernization Program (LAMP) Report

NONE

IX. Operations Report

Mr. Ihle: Just wanted to give a quick update on the FAA's reauthorization and what is required within that authorization. One of the requirements is for one adult changing

room in every airport terminal facility. The thing I wanted to make important is even though this is something that will be part of the FAA reauthorization act, LAVA had this in our design and construction handbook. We have been ahead of this legislation requiring adult at least one adult changing room in all of our new terminal. Operational report, from January to through May, we had a roll over 30 million passengers passed through LAX this year compared to January through May of last year, which was around 29 million. We basically had a 4.55% increase in passenger traffic during the past five months of this year over last year. Domestic travel numbers are basically the same, but where our increases basically coming from is the international passenger. The previous year, it was 8.2 million and this year it's 9.4 million.

Ms. Heredia: I just wanted to tag on to what Tim was reporting regarding the metrics for the increased passenger volume. I will be providing metrics to the DAAAC. While the passenger volume has been increasing at LAX, the actual volume of passengers with disabilities requesting assistance is greater than the 15% increase on regarding international travel and definitely greater than the percentage of domestic. We are seeing is that increased demand from persons with disabilities requesting assistance.

X. Planning Report

NONE

XI. Customs and Border Protection (CBP) Report

Mr. Hicks: CBP will begin a pilot project to enroll departing international passengers at TBIT to complete enrollment, and the global entry as long as they are ready conditionally approved. This is the 90-day pilot and will be located in TBIT Great Hall.

XII. Transportation Security Administration (TSA) Report

Mr. Corpuz: Some statistics for the month of June, we screened a little over 3.2 million passengers out of LAX. We received the highest number of TSA cares request, point year to date, we have 2317 requests for assistance through TSA cares. May had 328 and June had 477. A little bit over half, 239 were for passengers the in the autism spectrum.

We had 11 complaints from passengers with disabilities. The highest number was four from those who had medically necessary medication and medical supplies. Two was for mobility disability, not wheelchair. There's another 2-4 persons with wheelchairs. Some of the specifics for the complaints, rude and unprofessional behavior during medically exempt screening liquid screening, another cooling element in a cube needed to keep medication refrigerated, one was passengers upset that she was not allowed to walk through the metal detector with kids. One which we certainly could have controlled, passenger said that I am disabled and walked with a cane. When going through the scanning process, I asked for a wooden cane and it took me 20 minutes to get one, which is unfortunate and certainly controlled by.

I also oversee the special projects portion of the TSA, which entails construction throughout the Airport related to TSA and just a couple of brief updates are three

brief updates. One is that the terminal zero expansion has been put on paused until 2026. The brand-new Terminal 4 will be ready by the November of this year. Seven new lanes and eventually into 2027 it will be 10 lanes of total. Terminal 5 is a disasters 1 right now because we are upgrading the inline baggage screening system with bigger machines, faster machines and so forth. New inline system should be available in December.

Mr. Torabzadeh: I was the last passenger to get on the airplane, but his team really made it possible and much more convenient for me to go through.

XIII. TBITEC Report

Mr. Alvarado: the new MARK area and MA stands for Mobility Assistance Area. is going to be relocated effective July 22nd. It will be pretty much in the fourth level TBIT touch some images. One hundred seats will be available, an increase from 55 estimate that we have currently. It does have an expedited area going into the checkpoint, so it should be a smoother process going to TSA screening locations. There also within close proximity to restrooms, with ADA stalls, ADA accessible water fountains.

Last meeting, they you guys request this information. This is kind of a summary for the last six months of two separate dwell times. The first one on top would be for ticket counters to the Gate train station here at TBIT. On average to start on the first template there on average ATM service 22,827.

Passengers dwell times vary. On average it's about 9 minutes and 2 seconds. Transportation time from the AMA area to the Gate train station is sitting at about 32 minutes. FIS dwell time, average passengers being transported there at 32,592 with an average dwell time of 15 minutes.

Ms. Heredia: This type of information is something we'll share with Catalina and Tommy so that we can get a better idea of how people are perceiving the services and make our adjustments needed.

Mr. Alvarado: ATM is in the process of having additional scanners to kind of capture other areas. We could pretty much estimate the fourth quarter of this year we'll have better results as far as from the aircraft to the actual curve.

Ms. Heredia: I do believe that the new mobility assistance area is going to help a lot with these well times. I think that the repositioning of the area and the more amenable space and how much closer it is to the curb and having additional elevators, all of that is going to really improve the passenger experience and decrease the wait time.

XIV. Executive Level Report

Mr. Frank: John Ackerman, he's unfortunately got tied up today between the board meeting and Van Nuys tomorrow and some other urgent matters that had come up. we're going to have to delay that either till it's looking like September is probably going to be more of the date, but we will continue to push for August. You ask if I can put together a presentation on the kind of like an example of a capital procurement process I'm working with that with our TDG group, the

development group, and we should have something a presentation put together for next month.

I'm also working with Becca on the board DAAAC official liaison. We're trying to sort that out and see how we can go about achieving the goals of both DAAAC and LAWA in that regard.

XV. Airport Police Division

Mr. Girvan: The Blue Phone project, making sure that those that can't speak, can actually text, and then our dispatch would actually get the text. Dispatch has an iPad system, when people text through the blue phones or from the blue Phone area we were able to get the text that I was able to see it.

We're updated the location for the blue phones so that the patrol officers can respond more effectively and efficiently and faster because the location descriptions were very confusing.

XVI. Los Angeles Fire Department Report

Mr. Girvan: No updates or anything to report at this time

XVII. LAWA Guest Experience

Ms. Saldivar-Chavez: Cass asked us to assist with some surveys and we will be doing this at Tom Bradley and MSC on the wheelchair assistance. We'll also be working at Terminal 6 and Terminal 7 for the alley exit bussing. Our goal is to go ahead and start the survey the second week of August and maybe run it for two weeks. We want to have at least five solid days where we will be able to gather this data.

XVIII. ADA Coordinator Report

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

Ms. Heredia:

- Status on FAA on site compliance review - Review has been confirmed. Still scheduled for August 27th and 28th.
- Update Current Corrective Actions Request
 - Self-evacuation and transition plan – I have pushed out a reminder to executives and angling at the operational level that has a stake in understanding how the FAA views us from a compliance standpoint and whatever corrective actions we are going to have to take. These will directly be reflected on current corrective action requests, such as the self eval and Transition plan I am working with our budget gurus in operations and legacy management and facilities to direct the money that's already in the ADA OFFICE towards the self-evaluation and Transition Plan.
 - ADA loading zones -I did have the opportunity to make John Ackerman aware during a briefing last month that our ADA loading zones, none that are in the CTA with the exception of the acts they dedicated access paratransit loading zones, the ADA loading zones we have

throughout the CTA are not compliant. We would hope that we could add that and just roll it up into the capital improvement project.

- Kiosks – to my understanding are functioning correctly.

Mr. Sneed: I received the CASp certification letter today

- Update on evacuation and muster point update for CONRAC – We did come to consensus that every blue phone, once it is appropriately signed, there will be informational and instructional signage on those phones. Every blue phone will end up becoming a muster point, which I'm trying to train everybody to use the term area of evacuation assistance so that we just use the same term throughout all our facilities, whether it's terminal or CONRAC. All of those blue phones can serve as an area of evacuation assistance. Ideally, what that means is you go there and regardless of how you decide, you're going to communicate with PD dispatch, whether it's audio or via text, once you press the red stress button, Airport Police, it'll populate a map so they know exactly know where you are. They will confirm the location with you based on the unique identifier on the phone. Then they'll provide that information to first responders to come assist you.
- Update on emergency evacuation programs for persons with disabilities – Prior agendas, this was itemized out, but now I'm just rolling out it all up under programs regarding evacuation support for persons with disabilities. It includes things like any kind of emergency communication, including those blue phones including types of signage, how that signage needs to be presented. We're making a lot of progress in places like the CONRAC. Trying to address the existing terminals is going to be lengthier, but I am getting support again from the wayfinding team. They are #1 on the list in terms of implementing signage in a cohesive fashion.
- Upcoming presentations - We will get a presentation hopefully next month no later than September, from Richard Chong, who runs landside operations on types of ground transportation existing. As we move forward, I'm also going to make a request to someone by the name of ARDENE BLACKHALL from IT regarding sensory awareness. He's spearheading a project about quiet airports. I'm going to ask if he can present, possibly in September.
- Upcoming presentation for First Step Children Network: They reached out to me for those of you who are not aware, they support families and their children with autism, for a presentation on what types of resources are available to families when they want to travel. I'm going to be bringing up is the TSA cares program. I will connect with you later and see if you want to co-present with me. The intent is to let families know what kinds of resources they have at their disposal. If they're going to travel with family members or their children who have autism so that it minimizes the stress experience on them or the stress level.

Mr. Herea: I like the description of the signage how is that going to play out in terms of people who are blind and can't see the signs? Are they going to provide sky cams to assist? Left waiting for somebody to show up and assist and not having anybody show up. It's treated as a joke. You supposed to provide communications for people with disabilities, and we don't. Will, there be any kind of thing, technological solution being looked at in terms of providing information for somebody who may be totally blind?

Ms. Heredia: I think they can answer these questions and more effectively than I can, but my understanding when we had the call earlier this week. Yes, they do intend to harness technology. They are very specific about this very supportive of the idea that what should happen is someone with a disability, any type of disability should have a seamless experience and be able to access the information they need starting at the end of auxiliary curbs and going all the way to their gate or in reverse. The wayfinding team is adamant that they do want to offer the best experience so that someone with a disability can travel independently and still get access to that information.

Also, skycaps are not provided by the airport, they are provided by the air carrier. The Air Carrier Access Act requires persons with disabilities, the assistant beginning at the curb and going all the way to the gate. If there aren't skycaps available, then what is supposed to happen in theory? Is that someone with a disability can get to the curb and be assisted with their luggage? Wayfinding, a wheelchair, whatever it is they need, starting at the curb. The problem is that once COVID hit and so many people obviously like the diminishing numbers in terms of staff came into play. Having those curbside personnel available from the airlines just seems to have really diminished the intent. With the QR code program, which I hope to establish as soon I needed to make sure that I also wasn't doing that piece meal. We want the QR code signage, the blue phone signage and wayfinding signage. The QR code signage that I was hoping to implement was supposed to coincide with ADA loading zones being updated. Now we have a larger challenge in that they can't just be updated, they have to be redone. I'm having to go back to just putting up signage. I'm going to hope that that helps when we're in the CTA, but these other projects like the auxiliary curves projects, the CONRAC, the APM, those improvement projects with capital improvement projects seem to be moving forward with a higher standard to support accessibility and we continue to make requests.

Mr. Ross: I just want to thank you, Louie, for bringing that up. It's definitely something we're going to be looking at in depth as we move forward with the wayfinding enhancements for LAWA. Having information that's not visual only and it's perceivable to multiple senses is one of the key pillars of what we're doing for the project. Thank you so much for sharing your experience. It's definitely something we're taking into consideration for the project and would love to have your input invoice helping us to find that as we as we move forward.

XIX. New Business
NONE

XX. Adjournment

Ms. Cabanban: Take a few moments before you log and send good thoughts to all the people who were involved in the violence that happened in Pennsylvania.

2:57 P.M.

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on August 21, 2024. The minutes of the June 19, 2024 meeting were approved by DAAAC.

<i>Tracy Bradley</i>	<u>08/22/2024</u>
Secretary	Date