



**LOS ANGELES WORLD AIRPORTS
ADA ADVISORY COMMITTEE MEETING
21 SEPTEMBER 2016**

**Flight Path Museum
6661 West Imperial Highway
Los Angeles, CA 90045**

CALL TO ORDER

Myrna Cabanban (Acting Chair) called the meeting to order at 1:00 p.m.

ITEM 1. ROLL CALL

Myrna Cabanban called for the roll:

ADA Committee Members – Community Representatives

- Chair Sam Overton: Excused
- Myrna Cabanban: Here
- Ruthee Goldkorn: Here
- Louie Herrera: Absent
- Jody Schinnerer: Absent

ADA Committee Member – Airline Representative

- Joe McGlynn: Here

ADA Committee Member – TSA Representative

- Danielle Bean: Absent

ADA Committee Members – LAWA Representatives

- Brian Haig: Excused
- Heidi Harmon: Here
- Cassandra Heredia: Absent

ADA Committee -- Staff

- Larry Rolon, Administrator: Here
- Kerrin Tso, Deputy City Attorney: Here

ITEM 3. APPROVAL OF THE MINUTES

Myrna Cabanban indicated there was not a quorum. Meeting minutes were not approved.

ITEM 4. SPECIAL INTRODUCTIONS

Rolon indicated there were no special introductions.

ITEM 8. TECHNOLOGY UPDATE

Mark O'Connor, from LAWA's Information Architecture Division, provided a recap of LAWA's CIO presentation at the Future of Travel Expo in Las Vegas regarding approaches that LAWA can take when it encounters visually-impaired passengers at LAX. O'Connor advised the Committee that he worked with Larry Rolon to put together statistics about how many people with disabilities are traveling through the airport. He expressed that the findings of hundreds to thousands of people with disabilities going through the airport were quite significant.

O'Connor advised the Committee that there was a broad agency announcement about available grant monies for wayfinding assistance and ADA technology that was put out to private sector companies for bids to the federal government on building in ADA-specifications for applications. He said that one of LAWA's technology partners has put in a request and is very interested in building an application that would covers the many aspects of the disability communities.

O'Connor also made the Committee aware of a Google wayfinding, audio app for people who are visually-impaired or blind. He said the app, for example, works for the entire London Underground system and gives people precise audio signals for directions such as forward and step up. When asked by Committee member Goldkorn if the app only worked with a smartphone, O'Connor responded that a smartphone is required and that technology companies like Apple and Google are heavily invested in trying to create operating systems that will contribute to the disability community.

Larry Rolon, in reference to the ADA Committee Meeting held in July, reminded O'Connor that the Committee wanted to reach out to the disability community – especially people with visual impairments – to find out how they can be better supported with technology that's tailored to their needs. Rolon indicated that he is ready to put out the letter for a meeting but just needs to confirm the date and location. O'Connor said he welcomes the meeting and will make sure that some of the technology providers will be available to attend. He said he wants to make people aware that there are a whole bunch of technology choices out there. He pointed out that Apple and Google work with third-party devices that communicate with smart devices. O'Connor further stated that working with the disability community is a major strategic initiative for both Google and Apple and that Google contributed over \$1 million in start-up funds for the wayfinding program that launched for the London underground.

Rolon also mentioned that he recently attended an FAA-sponsored ADA Conference in Washington DC and he learned about how Atlanta has a yearly competition for technology students at Georgia Tech whereby students are presented with a disability-related problem and then develop technology to address the problem. Both Goldkorn and Rolon discussed the possibility of creating a similar local program for LAWA and perhaps partnering with CalTech, UCLA and/or Loyola Marymount. O'Connor added that he is aware that AAEE is working with grant organizations to identify funds specific for ADA applications. He also said he will speak with the new CIO Technology Innovation Director to discuss grant-funded opportunities in the technology sector.

Goldkorn mentioned that with the possibility of the Olympics coming to Los Angeles, it is important to get ADA technology systems in place or at least piloted. O'Connor stated that he has a good working relationship with the airport innovation company that is doing work with United Airlines and can inquire.

Rolon mentioned that another subject brought up at the FAA/ADA conference he attended was using wayfinding in the form of a fluorescent light to transmit messaging signals through the beacons. O'Connor mentioned that he wasn't too aware of the technology but that he would be interested about how they would merge wayfinding messages with an emergency response messages.

Rolon and O'Connor initiated a discussion about improving overall guest services for disabled passengers such as offering audio books for the visually-impaired. The Committee heard great examples of how Disneyland and other European Airports really tailor their guest programs specific to the disabled customer's needs. Examples such as dedicated concession staff, comprehensive reservation records, and concierge-level assistance were touted as value-added services.

ITEM 5. 911 TO TEXT UPDATE

Dawn Smith, LAX Dispatch, was introduced by Larry Rolon. Smith was following up from her last meeting with the Committee to discuss the status of implementing a program that allows for texting to the Airport Police 911 Dispatch Center System. Smith said that LAX now has a text-to-911 system in operation. She mentioned that fliers have been posted around the Airport and was hopeful that passengers and tenants are aware of the system and the ability to send a text along with photos and videos to the Airport Police 911 Dispatch by dialing 424-646-7911 for emergencies.

Regarding 911 routing, Rolon said he spoke with Richard Ray, the ADA Technology representative for the Department on Disability, who inquired about the ability to direct dial 911 instead of having to call 424-646-7911. Smith

explained that most direct dial 911 calls from the Airport are currently routed to either LAPD Dispatch in downtown or, depending on which cell tower the call originates from, to the California Highway Patrol. She said there has been some talk about having the LAX Dispatch center become a public safety answering point to allow LAX to receive emergency calls by dialing 911 directly, but that would require local and state approval. Overall, it was emphasized that in lieu of another option right now, it is most important that everyone who travels on a regular basis through LAX should add the 424-646-7911 number in their phones to help expedite response time in an emergency. Goldkorn indicated that perhaps Rolon could coordinate with the Inland Empire Disabilities Collaborative to publicize the number.

ITEM 13. CITY ATTORNEY REPORT

Cabanban referred to City Attorney Kerrin Tso to provide the report. Tso stated that the Board approved the settlement between the City of Los Angeles World Airports (LAWA) and Coca-Cola. Coca-Cola signed the settlement of an agreement to pay the City \$43,000.

Tso also indicated that the City of Los Angeles applied its reply brief in the federal action against AECOM and Tutor Perini of August 6 2016. The City is waiting for a hearing date – which will take some time. In response to Goldkorn's question of whether the case will go to trial or mediation, Tso said that the parties were not in agreement to go to mediation so the City will have to go for the appellate argument. Tso then briefly explained the legal process that could unfold.

ITEM 12. LAWA CONSTRUCTION REPRESENTATIVE REPORT

Heidi Harmon provided an overview of the current ADA accessibility improvements taking place at LAWA: Parking Structure 6 has work on the sidewalk facing the terminal in east way; Work on ramps and rails is taking place in the theme building; Parking Structure 7 has work being done on the handrails; and, Parking Structure 2B, the northwest corner is going to be replaced along with a sign. Harmon indicated the work is in Phase 2 and is anticipated to be done by December 2016. She also handed out a photo of the latest passenger loading zone.

ITEM 6. LAX GUEST EXPERIENCE PROGRAM

Larry Rolon introduced Amy Willard, LAWA Customer Service, to make a presentation about the LAX Guest Experience program. Willard addressed the Committee and explained that the program, called LAXCEPTIONAL EXPERIENCE, launched about a year ago in conjunction with the facilities capital improvement taking place at the Airport. The guest experience program addresses all aspects that passengers, or someone who is dropping off a

passenger, might encounter in their visit to LAX such as lounges, concourse, customs, restrooms, concessions, gates, baggage, and ground transportation. Willard emphasized that the goal of the strategic program is to generate a positive guest experience at the center of focus throughout all links of the service chain. She said that the foundation of the program is to have a hospitality mindset whereby LAWA refers to people at the Airport as guests – versus customers or passengers, and focuses on how the guests feel.

Willard also presented figures about the importance of providing a positive customer service experience. She indicated that 13% of customers who have had a bad experience will tell at least 15 people about it. Poor customer service costs businesses in the U.S. approximately \$41 billion each year. According to J.D. Powers, happy customers spend more money. Goldkorn supported what Willard said and also pointed out that social media has a tremendous impact on how many people eventually hear about a customer service experience.

Goldkorn inquired if the LAXCEPTIONAL EXPERIENCE program will include training about cultural competency and disabilities. Willard responded that she has been working closely with Rolon to gather input, feedback, and suggestions for outreach. She said that training is a currently a major focus of the program so that everyone is on the same page in terms of fulfilling expectations. In addition to training, Willard said they are developing a mystery shopping element to the program which will be called Performance Management.

In conjunction with Willard's presentation, Joe McGlynn, Committee Member representing the airlines, provided feedback on the design of TBIT by mentioning that the importance of considering wheelchair activity in Bradley West seems to have been absolutely ignored by the designers. McGlynn reported that the excuse he heard for not considering wheelchairs was that "we can't design for the one-off." He said no one seemed to believe that TBIT has 1,000 wheelchair pushes a day. In fact, McGlynn stated, one designer said "I'm in airports all the time and I never see wheelchairs." McGlynn said that the airlines and Aero Port Services (APS) have to operate in an environment that has multiple levels to go through and it is very wheelchair unfriendly. When he has brought this concern up during mid-field satellite concourse meetings, he said it was dismissed.

Willard responded that the LAXCEPTIONAL EXPERIENCE program is aimed at providing a positive experience for everyone and that the group has definitely brought up the issue of accessibility. She said that designers have been receptive to learning from the lessons identified from TBIT. McGlynn was pleased to hear that the guest experience program has been mindful of the needs of the disabled community and stated that wheelchair pushes are very expensive (\$60 a push) for airlines because of how much time it takes to navigate the up and down, in elevators, etc. Goldkorn echoed McGlynn's sentiments and also

brought up the fact that the demographics for people born from 1946 to 1964 demonstrate that it is the fastest growing population. She pointed out that there is a tremendous opportunity to plan NOW for the future of the aging population whose eyes, ears, knees, and hips might stop working and might need services that support their disabilities.

Cabanban added to the discussion by stating that she doesn't understand how the disability community should even be the people to have to bring up things that are not up to par because whoever is awarded the contracts should be the ones concerned with designing to code. She further added that if something is designed wrong than the designers/contractors shouldn't be allowed to proceed. Rolon agreed and mentioned that the ADA Committee should be involved at different phases of the design to make sure they are also designing to the perspective of somebody with a disability. In the end, if a design is required to be ADA compliant and they don't fulfill the regulation requirements, then they will be required to fix it.

Going back the LAXCEPTIONAL EXPERIENCE program, Willard closed her presentation by pointing out that the staff has been initiating small programs and events to get quick "wins" for Airport guests, such as the Pups Program, selfie stations, themed pictures, handing out flowers, etc. Goldkorn thanked Willard for the presentation.

ITEM 7. PRESENTATION OF NEW ADA VAN/BUS TRACKING SYSTEM IN CTA

Rolon advised the Committee that the speaker was not able to attend. He said he will try to schedule the presentation for the next Committee meeting.

Goldkorn requested to have a discussion about the taxi problem. She said that there are still some issues at the taxi stands at the Airport. In response to Rolon's question about what issues she encountered, Goldkorn said it is an issue of availability of the person who will actually get the cab. Rolon responded by saying that he plans to contact someone who does inspections of taxi cabs and request they do a covert operation to make sure the ADA taxis are compliant. Goldkorn requested that Rolon review response records as well. She mentioned that she had made a reservation for a taxi and it never showed up. Rolon indicated that taxi service providers have an obligation to provide equal service and advised he would try to review details and report back at the next Committee meeting.

ITEM 9. ADA TECHNOLOGY FORUM

Rolon indicated to the Committee that he discussed earlier in the meeting the relevant issues regarding the planning of the ADA Technology Forum.

ITEM 10. FAA ADA CONFERENCE UPDATE

Rolon mentioned that he learned a great deal while in attendance at the FAA ADA Conference in Washington D.C. on Sept 7-9, 2016. In reference to the negotiated rule-making issue, whereby the LAWA ADA Committee wrote a letter to the Department of Justice stating its belief that animals should be classified in accordance with what its used for ADA – versus what its used for ACAA - and that people should sign a document that certifies under penalty of perjury that their animal is indeed a service animal, the FAA is talking about what animal species constitutes a service animal. Additionally, emotional support animals are being discussed within the FAA.

Goldkorn stated that she is very glad to see there is study taking place to get empirical data that will be necessary for the Feds to understand the necessity and importance of a comfort animal under specific diagnosis – especially mental health and cognitive disability. Rolon indicated that there is talk of perhaps referring to those animals as psychiatric service animals – differentiating them from comfort animals. He also said that a major issue being discussed pertains to documentation since airlines say there is a tendency to commit fraud. As far as international travel, Rolon said that people need to be aware that some countries have a no dog restriction.

Regarding timelines, Rolon confirmed there are two more sessions left for the Negotiated Rule-Making Committee to meet. He confirmed that the Committee has been talking about species restriction and there will be an opportunity for input on the consensus of the Committee. Rolon said that essentially there is an overlap in regulations that needs to be addressed and certain agreements need to be adopted that distinguishes between what an airline vs. airport authority controls. He also stated that, unbeknownst to him, all tenants at the Airport are supposed to let the Committee know when they receive ADA-related complaints. The idea is that communication will be enhanced and that the ADA community will benefit from the shared knowledge.

Rolon said that the FAA also suggests that Airport lease agreements include language to the effect that animals covered under ACAA are allowed in shops and restaurants in the Airport. He said there is some discrepancy because under the ACAA animals are allowed, but under the ADA animals are not allowed. The different regulations also impact ground transportation.

In speaking about ground transportation, the conversation shifted to the topic of ADA complaints about transportation providers. Rolon suggested that all the Airport's shuttle buses have clearly visible signage that identifies who and where people can go to make a local complaint. He also said transportation companies need to understand the importance of communicating to the public

when they have a lift failure. Lift failures are supposed to be reported immediately by drivers to the individual transportation providers. Rolon believes that all contracts with transportation providers should have a termination clause in the event the company or tenant fails to provide appropriate performance and obligation under the ADA. He further stated that regulations regarding a passenger's securement have to be followed and that when a transportation service provider makes announcements, it must be heard by people waiting to board the bus/van.

Goldkorn said she has noticed that the Flyaway doesn't always announce where they are going when it arrives. She pointed out that for the unsighted/blind or hard of hearing/deaf, they could miss the bus if they are busy with something. Rolon added that private providers now have to have a procedure in place to address complaints. He said all LAWA tenants need to establish a complaint procedure and indicated that he will send out memos or letters to all the companies to inquire about their complaint procedures and to request a monthly report of any complaints they receive.

In speaking more about his attendance at the FAA ADA Conference, Rolon mentioned that he learned a lot about training and service requirements at airports. One question, in particular, was answered: How will airports ensure disability passengers are not left behind in an evacuation? Rolon advised that everybody working in the terminal should know how to deliver people to relief areas. He said too many people don't know where different services in the terminal are located – whether it be a restaurant or restroom. Goldkorn agreed and said that proper wayfinding signage is an important issue that needs to be addressed. Rolon concurred and mentioned that the traveler experience should always be considered when installing any signage. Rolon continued that during an evacuation, staff needs to be aware of the well-thought-out contingencies for issues such as when an elevator or escalator goes down. Rolon and Goldkorn emphasized the importance of being aware of alternate paths of travel and to think about what concerns might be on those alternate paths of travel, ie: chemical smells, pests, etc.

Rolon also advised the Committee that he learned about the increased accessibility concerns relating to automated tellers being used in restaurants. He said he will be reviewing if this type of equipment is being used in Airport concessions and, if so, confirm that it is compliant.

Lastly, Rolon provided some news about the TSA. He informed the Committee that the TSA has a Disability branch, a Multicultural branch and a Customer service branch. In response to Goldkorn's question about how the general population will learn about these branches, Rolon said that the TSA changed their website to be more user-friendly for people with disabilities. He said they

now have an ADA symbol on their homepage and that the person in charge of the Disability Branch is a former employee with the FAA. He said the entire Disability branch has nine members and they receive an average of 9,000 complaints a year. TSA Cares gets around 16,000 requests per year – about 7,000 pertain to liquid for medical purposes, around 5,000 pertain to wheelchairs and scooters, and about 4,000 pertain to other disability issues. McGlynn questioned Rolon about TSA response time to following-up on complaints, to which Rolon said he wasn't sure. Goldkorn surmised that the TSA would have to maintain quality response time in order to justify the funding.

Rolon said the TSA is also aiming to insure that the lanes are wide enough for a wheelchair to go through. He also said some TSA employees will be issued tablets (complete with different languages) to demonstrate to the passenger what procedures will be used to clear them through the screening. The TSA is also installing two-way type writers to communicate back and forth with an individual that might be deaf or has other communication issues.

ITEM 14. LAWA ADA ADMINISTRATOR REPORT

Rolon said the event, Flight Experience Ontario, is scheduled for October 1 and has 100 registrants. He also said he is starting to revise an information booklet that will let people with disabilities know how to deal with emergency evacuations. He mentioned that he will be working with various service providers to develop a service provider emergency plan in efforts to come up with a uniform system for providing mutual assistance during an emergency, for example, if a terminal needed extra wheelchairs. In answer to Goldkorn's question about whether there is reciprocity between airlines in emergency evacuations, Rolon advised that there is reciprocity for family assistance centers but not for emergency plans. He said he will make sure the issue gets addressed.

Lastly, Rolon told the Committee that he will finally be getting a new hire to help in his department. He anticipates that the person will begin over the next month.

ITEM 15. NEW BUSINESS

Cabanban asked the Committee if there was any new business to discuss. McGlynn responded and said that one of his duties is to meet with new entrants coming to the Airport. He explained that while meeting recently with a new entrant who had never flown to the United States before, he spent four hours reviewing tasks as well as ADA and wheelchair compliance. In middle of the review, the entrant mentioned that his airline limits the number of wheelchairs allowed on each flight. McGlynn said he clearly told the entrant that, per the regulations in the United States, you are not able to limit the number of wheelchairs or vet someone to make sure they need a wheelchair. Rolon responded to McGlynn by saying he was correct to tell the entrant about the U.S. regulations. He said the only way around that regulation would be if the

country got a clearance through the Department of Transportation giving them an exemption to their nation's laws.

ADJOURNMENT

Cabanban thanked everybody for attending and adjourned the meeting at 2:58 p.m.

Minutes were presented to the ADA Committee at its 16 November 2016 meeting for approval. There being a quorum, the Committee voted 6 Aye/ 0 Nay. Minutes for 21 September 2016 were approved/not approved.


Secretary

12-21-2016
Date