

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 16 November 2022

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Julia Mockeridge, Community
4. Kathleen Barajas, Community
5. James Corpuz, TSA
6. Seyed Torabzadeh, Community
7. Suzana Ahmed, (TBITTEC) Airline Rep.
8. Brandy Welch, Community
9. Tim Ihle, LAWA Airport Operations
10. William Miranda, LAWA Planning
11. Mark Frank, LAWA Administration

1.

1.

#### ABSENT

#### EXCUSED

**Meeting Started at 1:00 p.m.**

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

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

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

None

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

Ms. Cabanban: I'll just mention this because I keep forgetting to do it at the end. As you all know we award an award at the end of the year for the Sam Overton award. We would appreciate nominees from anyone, especially different departments you all know more closely who deserve the award. Please let us know as soon as you can so we can start discussing that as well.

#### **IV. Presentations**

None

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

None

#### **VI. Approval of Minutes**

October 16, 2022 meeting minutes approved.

**VII. Consent items for DAAAC Action**

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

Ms. Cabanban: Before we call for the vote, I want to bring this up because I know it's happening with all the other committees, commissions, and all groups. As far as eventually doing an in-person meeting, I believe the state of emergency, I heard and something else officially ends in October. Not October, February of next year. So, we need to start considering what kind of a meeting will work for us as a committee. So just keep that in mind.

Meeting virtually approved

**VIII. Regular Items for DAAAC Action**

Ms. Cabanban: I did Item Number 8 in the beginning.

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

Mr. Ellars: As we approach the Thanksgiving holiday and holiday season, work continues. I think most of the work happening now is not in the public realm, although there are some areas where ground level sidewalk areas have been protected by some overhead walkway canopies inside of the central terminal area. So, you may see that particularly towards the east end of the terminal area near parking structures P1 and P7. Other than that, I think it's just a continuing progress. I don't have an update on construction schedules or anything but I know we're still working on things.

**X. Operations Report**

Mr. Ihle: Only a couple things I'd like to inform the DAAAC about. At the end of October, beginning of November we had four airlines that started service at LAX. Breeze which is the same founder of Jet Blue Airlines. He started out with four flights out of LAX. Another air carrier, Air Premia, which is South Korean, Flare, which is Canadian once a week flight on Cayman Airways and opening of Terminal 4.5 core. Similar to what you would see in Terminal 3 is what you would see in Terminal 4.5. Just a big open area with access from the ticketing level down to the baggage claim area. Final thing I want to mention is there is a requirement for all ticketing kiosks. At least 25% of the ticketing kiosks, which was in the presentation that Melissa Wu did in October, must be ADA compliant. LAWA was our own ticketing kiosks in terminal 1.5 and Tom Bradley. In 1.5 are the brand-new kiosks and they are ADA compliant. The kiosks in TBIT are older kiosks and not ADA compliant at this time. Our IT is in the process of doing an upgrade to those machines so they will be ADA compliant by the December 12th deadline.

Ms. Cabanban: Is that December 12th this year or next year?

Mr. Ihle: December 12th is the requirement. 25% of all ticketing kiosks must be ADA compliant. We're responsible for the ticketing kiosks that LAWA owns which are terminal 1.5 and TBIT and airlines are responsible for their kiosks being compliant as well. Delta kiosk at LAX would most likely be the same kiosks at most other stations

throughout that they have. So, if they were not ADA compliant here, they would not be ADA compliant in other airports and there would be an issue with that. I'm sure the airlines have ensured their ticketing kiosks are ADA compliant because it has to be all across their system.

Ms. Cabanban: So, I'm trying to see. When they say 25%, so when you say LAX ticketing, that's separate from what? The airlines?

Mr. Ihle: Yeah. The airline equipment and there's what we call common use equipment. So common use equipment is all we would have in terminal 1.5 because there's multiple air carriers that can check in there. So, in terminal 1.5 they check in there and they take the shuttle bus to the mid field satellite concourse. Tom Bradley airport, there is the common use ticketing kiosks that each of the airlines basically touches screen and then it would go to that particular airline to their system. Rather than having each airline having their own unique machines, we have the common use machines and the Tom Bradley terminal. But the terminals like Terminal 4, which is American, they have their own kiosks. Delta has their own and Southwest has their own kiosks. They're responsible for ensuring they're ADA compliant. Like I said, the kiosks that are in Southwest, it would be all across their system. It wouldn't be just limited to LAX.

Ms. Cabanban: And who would check that compliance?

Mr. Ihle: That's the airlines responsibility. I'm sure the FAA would also be very aware if any other kiosks are not compliant because it affects their operation throughout their entire network.

Ms. Cabanban: And that deadline is also December 12?

Mr. Ihle: Yup. Exactly.

Ms. Cabanban: Would we be able to see the new kiosks that are going to be out? The ones you guys will roll out. The compliant ones. Will we be able to see those?

Mr. Ihle: Let's see if I can, I may have pictures of the new and old kiosks here. I'll share my screen at this moment. These are the pictures. These blue machines are the existing kiosks at the Tom Bradley Terminal, and these are older machines. Modification will be made to these machines so they'll be ADA compliant. These machines here are the new machines installed at Terminal 1.5. They are already ADA compliant.

Mr. Herrera: Who is validating the compliance of these machines for accessible access? Is there somebody testing to ensure these are accessible by screen reader?

Mr. Ihle: Exactly. So, we had an individual. Actually, Daniel Sneed may be in this call. He works with William Miranda. He went out and looked at the machines and determined the kiosks are ADA compliant. Based a lot on the way ATMs are set up. Kind of using that as a basis. So, they would have a headphone jack or a tactile screen.

Mr. Herrera: : Is this a screen reader user though? Is this a person who uses

technology of this type? Because here's the thing, and I experience this in Reagan national airport. They told me they were accessible because they were tested. When we got there, we saw the screen reader was not active because they have the hardware set up, doesn't mean they're activated. That's why I bring this up because of the same situation that I've experienced already at another airport and don't want to see the same thing happen here at LAX.

Mr. Ihle: Excuse me. So, I said the criteria we've been given to ensure the new kiosks are compliant have been tested. Maybe if Daniel is on the line or William. Maybe you can speak.

?: Daniel is off today.

Ms. Cabanban: The other thing too, Tim. So that's from Louis's point of view. I'm looking at the one you're saying are going to be installed already and just the height, I don't see. This is something I brought up with Melissa's presentation before. I don't see a footrest accommodation for a wheelchair for a front approach.

Mr. Torabzadeh: Exactly my question too. There's not enough clearance. I don't see a footrest accommodation for a wheelchair for a front approach. There is not enough clearance.

Ms. Cabanban: I know you receive lists of certifiers. Do they use the equipment the way a person who actually is in my case, someone who uses a wheelchair with a front approach? It doesn't look flexible to tilt. A thing that comes up is when people certify, they are typically not users. They probably don't have a height issue as I do, probably does not have a wheelchair that will approach frontwards and be able to tilt the screen. From Lou's point of view, whatever issues he has brought up. I want to make sure if we can see this. I can't see if there is clearance to approach when these are implemented. It is assuming someone is with us to help us. That is something looked at from a wrong perspective. As independent travelers, we do travel alone. We don't rely on other people to help us.

Mr. Ihle: I learned that there are two categories, compliance and accessible equipment. There is no requirement that ticketing kiosks need a front entree. An ATM doesn't need to be forward compliant. It has to be accessible for a customer with a disability. If a person has a limitation, being able to twist to the side. One of my colleagues is a vet. He can't twist. That would be inaccessible. He can't approach it from the front. He can't twist due to his injuries and the hardware in his body. It is not accessible. That doesn't mean it is not ADA compliant.

Mr. Herrera: Part of ADA by definition, if I can't use it, it is not accessible. If someone who is physically disabled can't function it. I own a car. I can't drive it. What will I do? Have my guard dog bark to let me know what is on the screen per word?

Ms. Cabanban: : I know that one of the bigger, city bank is doing a focus group. These are issues I think you can't call something compliant when it is not accessible. I know these are all terms that are been thrown about. It can get quite grizzly. That is what our intent is. I hope we can look at those. When we bring up, who is certifying these things? They have to take a look at it from the perspective of a person. You can't design on something.

Mr. Herrera: Very, right now the United States access board is soliciting input. A new standard for kiosks. I participate in a lot of sessions. We need to look and stay on top of all this. I know there has been discussion about how can they get to and operate it? Will it be accessible for people with different degrees of functional abilities and disabilities? If I can't wheel myself up forward or my colleague who can't turn to the slides, I believe it will be inaccessible and not ADA compliant.

Mr. Ihle: I can only go by our assessment.

Mr. Herrera: Is he architect disabled?

Mr. Ihle: No.

Mr. Torabzadeh: >>: I want to share my feelings about this too. Are we here to make it work for people with disabilities? Or we are here to just say we follow the formality and it is compliant? Bottom line is we want it to be able to be used. I can say it can't be used by a person in a wheelchair. It is too high. We can say yes. ADA compliant. Neither of us can use this. Bottom line.

Ms. Barajas (Chat): The wheelchair also doesn't appear to be very accessible and the footrest needs to be able to go under the kiosk. She wants the users to be able to get closer to the screen.

Ms. Cabanban: . I would like to put that on the table. We visit. We all take these inputs now before it goes to the public. I would like to see who these people are.

Mr. Ihle: We can arrange another site visit.

Ms. Cabanban: A question. Jet blue doesn't have a sign. Terminal five.

Mr. Ihle: Yes.

Ms. Cabanban: No sign. They don't have a hanging sign.

Mr. Ilhe: I will look at that later today to see if there is a sign. Do you mean the departure level? Which location?

Ms. Cabanban: . I don't know if that is higher or lower. Lower level. I had to tell terminal five.

Mr. Ihle: I will take a look around. I will send you a picture.

Mr. Corpuz: It is easier to get picked up on the upper level. Go upstairs.

Ms. Cabanban: : Not with luggage. That was easy. I can't roll luggage.

## **XI. Planning Report**

Mr. Miranda: We have a few projects in design currently. This will be on the taxi way that will be extended. That is getting ready for concourse 0. Right now, it would be an extension of terminal 1, east. They are at the basis of design, barely getting

anything together. That leads to MSC South. 60 percent design.

Ms. Cabanban: What that does mean, 60 percent design?

Mr. Miranda: We try to do a 30, 60, 90, 100. Some criteria like middle. I am trying to explain it clearer. Some layouts. Nothing is for sure. Usually, 90 percent is when we get detail. 60 will have some layouts. Some of the bigger ticket items would be at that time.

Ms. Cabanban: That is not operating yet.

Mr. Miranda: Still design phase

## **XII. ADA Coordinator Report**

None

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

Mr. Corpuz: We had a light October. We screen 2.7 million passengers. Only three complaints. One was for autism. Our highest percentage of people with disabilities requesting assistance. Other is for a service animal. Last was a visually impaired individual. Autism, the pattern triggered hypersensitivity and caused a challenge. Required retraining of the officer. The officer required the passenger to have the animal go through on their own and off the leash. That is not acceptable for us. Don't know why the officer had the passenger separate. The last complaint. Visually impaired, service animal. They thought the pat down was not done correctly. They had to be patted down again. This would be a training item. It was very important the way they put the things in their backpack. They know where things are. When we go through it, things get dislocated. We have to have people listen. Ensure you try to keep as much of the original organization. Learning experience for us. We got one compliment. Three complaints. It was for a person with a disability. Autism. Mother appreciated how we screened the son. That is all we have.

Mr. Herrera: James Corpuz, another good compliment here. I just traveled to DC on the 17th of October. I have a service animal. The TSA individual was very cordial. When he asked the dog to go through first, I said, I can let him go, I won't let go off the leash. I must remain connected with him. He was very cordial. He said, will you go through? I said I have a metal implant. They were very cordial. They asked if they could pat the dog down. It was great to see they were so attentive and had no problems. I understand the work they do is critical. They aren't notified that certain service animals' people have others that normally can release the leash. I have a friend who I travel with who has a service animal. He is in a wheelchair. Sometimes my friend can stand up and walk. . It seems like each time, there may be a high turnover. This explains why every time there's a different experience. Is there any type of checklist of things to be aware of as they check in to do their job? Be reminded of the process to deal with service animals. There have been times I had someone rudely, not at LAX, another airport, in Phoenix, they wanted me to let go of the dog and have him sit and wait. I said you can't do that.

Mr. Corpuz: We appreciate the feedback. We try. Not always going to be perfect. Ever since I told you about the noncompliant, it was an animal as well for a hearing-impaired passenger. The service animal alerts the passenger of sudden noise or

danger that the passenger can't hear and gave very, very valuable feedback to us so we can retrain our folks saying you don't separate the animal from the passenger for various reasons. In fact, the passenger was a former TSA employee. One of my coworkers. I know the feedback was very, very sincere, very genuine. So, I appreciate the feedback. We are trying. We actually added one more week of training. We have a TSA academy for our new officers. It was two weeks but now three weeks. We're adding a component for customer service dealing with role play and various scenarios. Hopefully, that will minimize complaints we've been getting. It's a fluid situation. Everyone has different needs, different circumstances. We try our best. The only thing I can tell everyone is for a situation like that we have the passenger support specialist. It's mandated. They're more trained than the regular non-PSS certified officers. Feel free to ask for them. Supervisor trained managers. They can assist better than a normal officer. Our goal is to have everyone train as much as possible but not mandatory. Right now, it's voluntary. Thank you for the kind words, sir.

Ms. Cabanban: So, they're on site?

Mr. Corpuz: Yes. There's PSS, passenger support specialist certified. It's mandated at least one check point. Every supervisor, lead and manager are trained as such. So, we meet that minimum requirement but we surpass that.

Ms. Cabanban: . My other question. I don't know if it's policy or not. I had this comment from somebody who is very meticulous about their stuff being touched. I guess when they went through check in and put their stuff in the different baskets. So, the person separated their stuff in different baskets. But she said that the TSA officer for some reason combined all the baskets. Are they allowed to actually do that?

Mr. Corpuz: Yeah. Just for efficiency. We have passengers who will use 4, 5, 6, 7 trays, and they occupy the entire rollers. So, the other passenger can get to their items as well. When there's room for consolidation, they can do that. If a passenger objects, they can abide by the wishes. The CT machines, automatic screening lanes, they're much bigger bins and you don't need to separate any old X ray. They have separate electronics and shoes on one side and bags in the other. In these larger trays you can keep everything in one place slightly separated. The biggest thing, madam chair, is keeping property with the passenger. That's very difficult because everyone comes in at once. But if the passenger wishes for the property to go in when they go in, that is absolutely acceptable and we will abide by that as well. For those traveling, again, for the holidays, you're running in LAX and running into a challenge, use my cellphone. (310) 482 8007. I can resolve it and don't have to do research on the back end to a disservice to you.

Ms. Cabanban: . I just didn't know the policy on that. Thank you for the brave announcement.

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

Mr. Hicks: We had in the month of October, 700,000 arriving international passengers. That was about 72% of where we were in October of 2019. So sometimes when we talk about recovery of international travel, that's a number that we use here at CBB. So, we're about 72%. We usually see a drop off in November,

but LAWA anticipates we're going to surge in November and historical data says we take a little rest on the international level. So, we'll see who's right.

During the pandemic, one of our major initiatives is making a lot of our processes touchless. So, now our entire primary processing is a touchless experience where passengers, whether they're standing or sitting or whatever their physical condition is, they don't have to touch or do fingerprints. It's all just a picture.

All they have to do is get in front of the officer. The officer takes the picture and the officer manipulates the camera up and down so they can get the face. Whatever level the face is at. The processing happens from there. Same is true with global entry kiosks. Even the global entry is touchless experience. Nobody has to move or stand up. There's no machine manipulation required. So, it's good for us and I think it's good for all of the traveler's as well. I just think it's easier and safer. For us it's actually faster and more efficient. I'm happy to report we've had a lot of success with that.

Our next kind of target of opportunity is the departure process. I don't know if anybody on this call has traveled internationally or departed from LAX international, but at Bradley we have E gates. For companies or airlines taking advantage of bio metric exit, which is also part of what E gate is, again, it's a touchless camera based facial recognition system. We monitored the complaints. There really aren't that many complaints. But we talked to the airlines. From our perspective and from the airline's perspective, this bio metric boarding process works for those who are disabled or not disabled. Again, they approach this gate, the equipment takes their picture. Matches it with the photo gallery that's digital. And then they just go straight in. We monitored the complaints. There really aren't that many complaints. We talked to the airlines and from our perspective and from the airline's perspective, this bio metric boarding process works for those who are disabled or not disabled. Again, they approach this gate, the equipment takes their picture. Matches it with the photo gallery that's digital and then they just go straight in. So, they don't need a passport at that point. They don't need a boarding document. It's all based on your face.

Now, not all airlines are participating in this program yet. CBP is under a Congressional mandate to get under 100% but not the airlines. So, it's CBP's job with the airlines and software vendors and everybody else to get to that point. We are making progress. We're meeting with the airlines that aren't doing this and trying to overcome their obstacles for why they may not be participating. Really a great program and they have reasons, business related reasons. Again, one by one, we're trying to overcome all their objections and hope this provides for a seamless travel experience for everybody. Using global entry on the arrival part, we're at about 1500 usages per day. We would like to see that increase a lot. One of the things we're doing to gain involvement into that global entry number is that if any company organization, group of people, if we can get ten people to get conditionally approved with global entry, we will come to you. If you want to get a global entry enrollment event for the disabled community or anybody, we need ten pre-approved people in one spot, and we'll send our team to you and complete the interview process. So, it couldn't get much more convenient than that. We don't make you come all the way out for the airport if you can get that group together. If this is interesting to anybody, please reach out there Tracy or whoever and get in touch with me. I'll be happy to help put that together to get more and more people enrolled in global entry.

Ms. Cabanban: The number of people, 4?



Mr. Hicks: 10

Mr. Herrera: I like this hands free, touchless interaction concept. My only concern is I've had with other places that have similar installations is that there's always this little thing that they say, you can't go beyond that line and for a blind person, unless it's tactile, I never know where the line is. So how does the system ensure that I'm standing at the appropriate distance? Are there floor markings that are required for these devices to be accurate? How does that work in terms of somebody who's blind who is coming through? Are there going to be some sort of tactile marking on the floors? Should that be a requirement to be a safe, certain distance from the camera itself to get an accurate picture?

Mr. Hicks: Really good question I think. One I hadn't necessarily thought of before. Two thoughts. One is a little irreverent. Sometimes the floor is so dirty and there's debris. I don't know if a tactile marking will be noticeable through your shoes or whatever. So, I'm not sure if that would work. The good news, I don't think we need to do that. The cameras are all auto focused. You have to get close and the officer will manipulate the camera so it's oriented on your face. The camera will auto focus and get those features clear enough to use for our purposes.

Mr. Corpuz: In LAWA's defense, I read up in an article. There's no standard ADA or ABA regulation for SSTMs, kiosks for airports. Just the old DOT standard. Only requires one quarter of the kiosk to adhere. They're working on a standard but no such standard for self-service kiosks at the airport right now. That's why.

Mr. Ihle: There are, you know, agents that are still at the kiosk that are always available to assist as well. I know a lot of people want to do things on their own and be self-sufficient. I get that, but there's staff always available to assist if need be.

Mr. Herrera: It's good there's people around, but here again you brought up something very critical, people want to be independent. Along the same lines there's that issue of privacy. I don't want to be giving my information to a stranger to key it in for me. I'd rather do it myself if I have to. That's something that is applicable everywhere. Not just at the airport.

## **XV. New Business**

Ms. Cabanban: I don't have anything new. My only hope is really, I'll just repeat it again. One of our items for the Sam Overton award. It's a heartfelt award. I want everyone, especially in the airport community, please recognize the people who are at least making an effort to make it worthwhile as far as an organization that we're trying to recognize people. We're not always hammering on people. We do want to recognize the good ones. So, get your nominees out. I think we'll get this be more appreciated later on the more we recognize the award. I think, Tim, you and I used to look at that having be more exposed in the airport with the press and everything.

Mr. Ihle: Yeah. The last time it did go out under our CEO message. Community relations did send out a message or notification, had a press release for Mike when he was awarded the award earlier this year.

