

# LAWA DISABILITY ACCESS AND ACCOMMODATION ADVISORY COMMITTEE



## Committee Meeting Minutes

Wednesday, 21 June 2023

Meeting held via Teleconference

### ATTENDANCE

#### PRESENT

1. Myrna Cabanban, Chairperson
2. Louis Herrera, Vice Chairperson
3. Brandy Welch, Community
4. Kathleen Barajas, Community
5. Seyed Torabzadeh, Community
6. Carlos Alvarado, (TBITTEC) Airline Rep
7. James Corpuz, TSA
8. Mark Frank, LAWA Administration

#### ABSENT

- 1.
- 2.

#### EXCUSED

1. William Miranda, LAWA Planning
2. Tim Ihle, LAWA Airport Operations
3. Julia Mockeridge, Community

**Meeting Started at 1:04 p.m.**

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

Ms. Cabanban requested a roll call from Ms. Bradley. Quorum present.

#### II. Opening Remarks and Introductions

Mr. Katz: David KATS from UserWay. We are working with you to be an accessibility provider for a couple of websites. I believe for Van Nuys and LAX. We have done other things with the City of LA on a couple of the other sites. I was asked to join today in case there were questions about our accessibility solutions.

Mr. Profit: My name is Brian Profit and I work on behalf of LAWA for the Midfield Satellite Concourse South project which is the addition to the TBIT west gates.

Mr. Dena: Good afternoon my name is Vince with access services. I am project administrator for the west central region that services many of the trips for LAX.

Ms. Saldivar-Chavez: Good afternoon this is Catalina. I am with the Guest Experience team at LAWA and sitting in today for Tommy Brent.

Ms. Sullivan: I am Cary Sullivan and I have attended the meeting in the past. It has been some years since I have attended. I am with TBITEC. They look after the common use terminals, 1.5, Terminal 5, T BIT and TBIT west gates.

Mr. Greenwood: Good afternoon, everybody this is Mike Greenwood from access services and I work with Vince.

Adrian: I am with TBITEC and with the team. I am new and I will be probably responsible for T 1.5 and the MSC.

Mr. Alvarado: This is Carlos I also am part of the TBITEC team and I am based out of TBIT.

Mr. Johnson: I am not a first timer and not changing my mic makes it feel like. Good afternoon madame chair and community members with access as well and good afternoon I am here.

### III. Chairperson Report

Ms. Cabanban: This is just a heads up. Nothing is quite concrete at this point. We are looking at updating our bylaws. I know we did that a few years ago before the great pandemic came on. Just a heads up. We will be bringing that up in the next few meetings and have a sort of a little committee to take care of that as we did in the past. Everyone, please look over your current bylaws and give inputs as we get to that portion.

The second item I wanted to bring up today is, I was going to bring this up at the end before we close, but I hate to close a meeting on a bad note. So, I am going to bring it up now so things can only get better.

Thank you to the access people. This pertains more to access than LAWA personnel or operations itself. Just happens, this week, I had lots of trips coming out of LAX. One of the issues that was coming up is for some reason, connection issue. All my pickups which specify which terminal I am and going to be at, all four times, I was getting call outs from the drivers saying I was supposed to be at terminal seven. I don't know what was happening to the software on that end. Please take care of it. Nothing is more annoying than being told at 1 o'clock in the morning I am at the wrong terminal and I must have given the wrong terminal when I made the order. I guarantee you I did not. Please take care of that. Work with the provider. I was hoping one of the providers would show up today. I think all of the access folks were coming to the meeting to hear that today. Okay? Question?

Mr. Johnson: No madame chair and acknowledging the concern. Yes, we had expected a CTI personnel to be on but that message will be delivered in a discussion with the contractor. Thank you.

Ms. Cabanban: In addition to that. I mean it has been years and they know they can come into the inner lane. Again, with those times. When all of the busses are coming, to be told that since they have to send the driver around now it will take at least 15 to 20 minutes and that should have not been the concern at that time as well.

### IV. Presentations

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

Ms. Heredia: Thank you Brian for offering to provide this presentation. So, we can be informed the MSC South. We learned a lot of lessons from MSC North. The project team is very engaged and proactive in trying to learn from what happened with MSC North.

Mr. Profit: Thank you so much for inviting me to show you the MSC South which is going to be the addition on the to the MSC North building. I will run you through that. The agenda will consist of our MSC South partners and our partner goals our project summary, something new to the airport which is office site construction and relocation.

Then I will take your questions at the end.

Right now, our project is to implement a new construction technology to deliver a unique eight gate common use passenger concourse. Our project commitment is to support and maintain the gold standard of guest experience, minimize operational disruptions and achieve substantial completion by August 2025. On the left-hand side is where the Midfield Satellite Concourse North is. It is an active building and that is an area known as West Gate TBIT. On the right-hand side is where the new building what we call the Midfield Satellite Concourse South or MSC south. That is where the addition will go on and it will be on the south end of the building.

The program it has two levels. The apron level will have feasible space for airlines and back of the house support spaces for LAWA and baggage carousel for airlines using the facility. Employee restrooms, gate service and vehicle parking are on the concourse level which is then only front of house area. This is where the passengers themselves would be and this is where we will have eight gates. All planes will be served by boarding bridges. It will have concessions and retails which is in what we call the link module, which is the area that connects, that makes this right hand turn east west direction, public restrooms, some performance spaces for the art program and dynamic advertising.

Developed for the consent is basically a living room concept. As far as the whole rooms acts, feel and look of the space as move through it. Down below is also the concept in California where we are unique in terms of the architecture and we are able the to open up large areas of glass and effectively letting the outside glow into the inside. Part of that will be a sunshade sort of signature piece which is kind of depicted on the lower right-hand side. This is what we call a Breeze LA, a series of fins. Each one is in a different position and has the feel of movement.

This gives an overview of the lay out. On the upper right, it would be the north end that interface with the west gates. You will go across a bridge piece to come down where the word restrooms are. That is where all of the concession spaces will be and you will move through that area. You will come down a series of portals. Each one opening up into a gate hold room area. So, there is a progression of like hold rooms. A series of the same, similar, spaces. Within each of the hold room areas on the left-hand side talks about views. So, they are using the breeze LA piece as a way to sort of coming and blocking at the south end which is the left-hand side. That is the area where the gate counters will be and as you move back the breeze LA turns up and exposes the view so your eye can wander to the outside.

The right-hand side of this is sort of a basic layout with which they are working. Boarding area is where the gate counters are. There will be a queueing space, sitting space and relaxing space. They are going from the passive to active area, living room, to more active basic concept that the architect is provided. This gives an idea of the circulation.

Main center is main circulation corridor. There is the boarding queueing. We have the boarding area to the south queueing and sitting and relaxing which will be depicted by different departure types and the boarding of the plane itself and deplaning. This is another depiction of that. This is a typical hold room and sort of the space available that we have within that hold room in terms of the layout. You will see the gate counters. The green line in the upper right that is basically the queueing and boarding areas. The red line could be where you deplane. This is a view looking south, You will see the gate podiums, the monitors and signage. The view is all of the way down. Once you are in the gate areas you will be able to see a long view down the entire concourse itself. With all of the different screens and signage to it that alert you to where you are.

This is a view from the outside and gives a better sense of the breeze LA feature

itself. It is vertical on the south end where it is long and as it moves from south to north it turns up and becomes horizontal and allowing views out of the building. The next thing to bring up is the unique part of the particular project. We are not going to build this project in place. We are going to build it. So, in the upper left-hand side you will see what is called the OCR site and what we call off site construction and relocation site. Basically, we are going to build as much of the building as possible out there at that site. The structure, the floor, as many finishes, the roof, pack it full of furniture and we are going to take up and take these nine segments, these nine pieces and we are going to put these transporters under them and we are going to lift them up, drive them across the airfield, and drop them into place at project sites. That is the unique part about this particular project. Something that the airport is trying that is new and allows us to compress the schedule. You can work on the foundation and build a building at the same time at two different sites.

This is a project in Dallas that is using something similar to what we are doing and I have a short video to show you on this particular method.

(Video playing)

This is the offsite building area. This is the actual site that they will put the building on transporters. We will basically move one module every other day. So, it will be a two-week process. They need to set the transporters up and drive it across and come back over and reset up the next module and drive across. There is plenty of opportunities to see them moving these into place. With that I will take any questions that you have.

Mr. Herrera: Brian thank you for your presentation. The question and concern that I have is that here again LAWA as big as it is and as well traveled place as it is with people with disabilities and service animals, I notice that none of your presentations make any mention of accommodation for service animals in terms of relieving areas. Is there any plan to ensure there is going to be an adequate location for service animals to be relieved or do we have to go clear out to another terminal and come back and get closer to missing our flights because of lack of accommodations?

Mr. Profit: The answer to that is no. One thing to keep in mind that this is an addition to an existing building. The MSC North does provide a pet relief area already and it is just a part of the building and you will not need to leave the building to do that.

Mr. Herrera: The way you describe your building is very detailed. I wish it could have been on the presentation. Picture image, it didn't do much. I am glad you were descriptive enough to make me feel like I was walking through this building with different amenities. I don't know how LAWA feels about the presentations to make them accessible to those that have to review them before, so we can have an idea of what is being presented.

Mr. Profit: It is my first presentation. I can add some descriptive information for future presentations.

Mr. Herrera: Wonderful. Don't think I am being difficult. If it is your first time, I apologize. It would be nice if we had an idea of what is being described. Your description was detailed. I felt like I was walking through this building. It is like I was

walking down this long building.

Ms. Cabanban: I wanted Brian to follow up on pet relief. Then want to move on. You said the existing one will be the only one? I know existing is humongous.

Mr. Profit: That will be the only one.

Mr. Herrera: In a way, that is not fair. We have to go from one side to another. That is not good. Anyone can have an accident because we didn't get there in a timely manner. Then to have to rush back could present a problem.

Mr. Straniere: I am the ADA compliance officer for Los Angeles. I appreciate this presentation. I have a few concerns to share. This group has been through other presentations. We have some opinions.

One of the things that really I am concerned about is lessons learned. There were a number of accessibility issues. One was areas of refuge and signage. It was 1000 feet. There were few areas that were not findable. Lifts and other egress during an emergency. One of the concern is, it was difficult to get out of. I didn't see much about that here.

While we talk about the furnishings, my concern is that in the passive to active locations, what type of furnishing and fixtures will be in place. People with disabilities to transfer, whether there will be seating. We know there is a tendency to not allow sleeping. They are also prohibited for people with disabilities because of the configurations of the furnishings.

Beyond that, I think Louis Herrera said it. The effective communication piece on presentations such as this, welcome to the critique, on the audible and visible. Beyond that, on the service animals' piece, the relief areas are critical. Not because someone is traveling with a favorite pet but because it is an extension of the individual. We should consider these aids. They need to be incorporated as if the individual would need the same facility as a general notion.

I also wanted to say about the kiosks. When we did our preopening review, we found issues with the touch screens. A few issues with being able to alert staff where there were counters. I realize this is after construction. This is more on the first name work. These were expressed earlier. My purpose here is to share these concerns with you, not to be accusatory. I hope you take what I said and go back to the drawing board.

Mr. Profit: We are aware of the lessons learned. Plus, some other studies done. As far as furniture, it has not been selected yet. Cass and Tim have expressed a need to be part of the furniture review. I've reminded everyone that we need to do that. We hope to get pass that lessons learned by having the furniture we look at it through those eyes as well. Egress, the area on the stair platform is protected. It is still a stair platform. There are no kiosks in this portion of the building.

Ms. Heredia: I attended my first webinar on how to make presentations compliant through alternative text. It was my mistake not to follow up and ask him to make his presentation compliant. It is his first time giving one. I will be more on top of that.

Mr. Herrera: That is fine. I appreciate it. Welcome to remediation. It is important we are inclusive of everyone.

Ms. Goldkorn: Good afternoon. I have a few questions for you. How many restrooms are being installed? How many family restrooms? Will there be child accessible facilities? How many stations are being put in? We bring our own chairs, how many parking spaces will be there be in the waiting area? You are building new again? How many chairs will be there? Can we roll right in with space for our luggage, the path of travel to the boarding area and preboard areas, making sure there is full wheelchair clearance so we are not running over people, we are not a fire hazard, we are in the middle of the aisle? I wanted to find out how many parking spaces there will be?

Correct me if I am wrong, this is similar to modular construction? You are building pieces off site and transporting them in? Warehouses are built that way. This is similar? It is a modular construction? If you would expand a little bit on that.

I noticed early that was Texas. You are on the Tarmac. How are you getting these pieces? Will you be intersecting with airplanes, with vehicle traffic? I think that is it for me.

People with disabilities who use power chairs have service animals. With manual chairs, have service animals. That is a long walk from the new south side to the existing north side. It is not just a matter of whether or not the dog or horse will have an incident. We can't get there from here and back. We have luggage. We have to bring everything. We can't just say, watch my stuff. I have to get my pony over to the relief area. That doesn't fly. That is a huge, massive problem. It does need to be addressed. Thank you for your time.

Mr. Profit: There will be two multi-person restroom blocks provided. There will be one family restroom. Wheelchair parking, I have brought that up to them. I see some opportunities to work with that. Not only being able to park a wheelchair but also you would need a seat that matches up with wheelchair parking as well. It is my job to stay on top of that. I don't have a number on that. Touch screens, we have had issues. The earlier question was kiosk. There is a touch screen. I will have to see if that is provided. Modular construction, it is not the way to do it. Think of it as a building in one place. We will move it somewhere else. Everything is built on the campus. This won't be anything transported on city streets. At night, operations will close down the north runways. We will move this at one mile an hour with the help of operations. We have to look into the pet relief service animal availability.

Mr. Ray: A few comments I want to make in regard to audio announcements. Make sure they are accessible for people that are deaf and hard of hearing. I recommend that there is sign language included for people that rely on sign language.

That was the first thing I wanted to mention. We have discussed this before, induction loops. ALDS to allow people who are hard of hearing listen directly. Those end up bypassing the noise. Be sure they have blue tooth technology and can make changes on their end. They will be able to hear messages directly from the PA system and bypass the noise in the environment around them. The airport is a noisy place. It is hard to catch what is said. I have been making a push for induction loop systems. You can have that built into the plans. Thank you.

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

None

## **VI. Approval of Minute**

- April 19, 2023 DAAAC Meeting Minutes – 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.

Virtual meeting approved.

Ms. Cabanban: I know we have been looking into maybe at least doing a quarterly in person meeting. We will notify you when that comes. It will be time to comb everyone's hair. We will need to see you back.

## VIII. Regular Items for DAAAC

None

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

Mr. Ellars: I am the ADA coordinator for LAMP. The automated people mover project. Construction is continuing. Not a lot of ground level activity happening. There is some temporary pedestrian covered walkways as work is progressing towards trying to get new sidewalks built. I don't have anything to report.

## X. Operations Report

None

## XI. Planning Report

None

## XII. ADA Coordinator Report

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

Ms. Heredia:

- Presentation topics for 2023 DAAAC meetings

Next month we are expected to get a briefing on Terminal 0. Terri Mestas, the Chief Officer has offered today give a presentation on CIP. In September, right now we have it scheduled that the Fly Away operator will give a presentation. We are getting a lot of engagement from law entities and partners to ensure that the DAAAC is getting information as things go along.

- Update current corrective actions

The QR codes are tied to a wheelchair service provider. I made a request in April that everybody provide me with the points of contact for each terminal. Just as a recap, because I know some of the people, Carlos, just now joining. To bring everybody up to speed, there is a gap regarding curb side assistance and when persons with disability have requested wheelchair assistance from an air carrier. It is not always clear how they are expected to coordinate getting from their ground's transportation up at curb into the terminal. Unfortunately, there are a number of issues that contribute to this.

First of all, international carriers do not understand to train their staff in the United

States. Under the Carrier Access Act, you have to provide assistance at the curb if it is requested and that is the responsibility of the airline. Ticketing agents for international air carriers or other entities not based in the United States are not getting this information to the passengers. They have to go inside to the terminal. That is problem number one. Problem number two is obviously the airlines with the exception of Southwest don't typically have any assistance in terms of any kind of customer care based out on the curb at the departure level. The intent is to position signage with QR codes and other alternative means so that if someone pulls up to the curb in front of the terminal and they need curb side assistance they can contact the wheelchair service provider directly in the terminal, which does tie back to the wheelchair service provider directory. I decided to do it all at one time. As those wheelchair service providers and the ground transportation providers have given me the information, I will create a new wheelchair service provider directory. I know Larry used to do that and we have not had one in years and there is a lot of changes. There are even changes in the past 60 days. Once the wheelchair service provider directory gets vetted and had make sure it is proofed and I haven't gotten anything wrong, I will use that as the basis for issuing working with LAWA IT to issue QR codes so that if, say, for example, a wheelchair service provider changes the phone number they want to use in a terminal for passengers to contact dispatch or managers that we don't have to go out and redo the signage we can change the phone number on the back end. In addition to the QR code in case people don't have that capability on their phone, I know some do and do not, there will be a phone number. The alternative method is there is a phone number and it is the ADA office believe it or not. I will create a phone tree with LAWA IT. If somebody pulls up to Terminal 2 and don't know how to scan the QR code or have a way do that, they can call the ADA office. If you are looking for curb side assistance at terminal two press two and it will connect them to the dispatch. There are at least two different methods for people to be able to connect on fly.

I have been acting as liaison and the creamy center of the or owe cookie for a number of years now and because I am the only person in the ADA office. If I go on vacation or out sick, I am the single point of failure that goes away and that becomes a problem. What I try to do is eliminate myself as single point of failure to assist customers who need this. Even though it is then responsibility of the airlines I want to make sure the passengers are getting the support they need and this seems to be the easiest way to address that. I will keep everybody posted as I implement that.

We do not have sufficient number of curbs cut outs because of the amount of construction going on for a number of years. I will have to go out and start to make the determinations and give a matrix to the facilities division and ask for curb cut outs at the appropriate distances wherever they are missing across the terminals which is going to be a big job.

- Website revision and update

Ms. Heredia: Website revision update, I will hand over to David Kats from UserWay so he can walk through quickly and everybody knows how to get and utilize the website. What we are doing is a test run right now so everybody on the DAAAC can go and take a look at that website and give us feedback on how the UserWay application promotes accessibility and makes things easier for persons with disabilities to access our web site information. Once you give us the feedback, we can regroup next month. If it is sufficient, if it gets support then the intent would be for it to be for Van Nuys and also LAX and that is my spiel for that part.



Mr. Katz: Before I start, I want to say it is an honor to be here. Most people I meet with on a daily basis come to us because they are worried about lawsuits. Being a part of a meeting where people care and they see the blind spots no pun intended of all of the other issues that surround accessibility and disabilities and make sure the community gets its services, it is amazing and not what I am used to on a daily basis. I am happy to be here.

Because we have experts here within the room with us, I want to emphasize that UserWay is a full-service accessibility provider when it comes to digital accessibility. We understand very much so that code level accessibility is ideal and the solution I am going to show you today is a secondary solution on top of code level remediations, under the assumption that hopefully you can do code level remediation. If you do not, I will show you our solution. It works well even if the website is fully accessible. From day one having a solution like ours built, the AI powered accessibility will make sure the image doesn't have an alt tag or somebody doesn't update the change. You will have something fixing it on the fly and I'll show you that today.

I hope you can see my screen.

We are looking at the Van Nuys Airport website. Your tech team implemented our solution. We call this AI powered accessibility widget and added in what is called a custom trigger. You can have a floating button like this on the website or a custom trigger like here. This is being worked on and done on the fly to get something going for this presentation. City of LA is done differently on their website.

The idea is users with disabilities will be able to come in and open the accessibility menu and once open allows users to choose profiles based on their individual needs. Or they can choose individual settings to make it safe and comfortable for them. This is for user who is are not using screen readers and behind the scenes currently and that is where the AI part comes in. There is a component that goes through the website and it is making sure that missing pieces of information that it can handle is being filled in.

An example would be alternative text for images or missing form or labels are skipped. In order for screen readers to function, they need certain elements to be in place. If those elements are not in place the screen reader user will not have access to that information and it is a barrier. Sometimes it is not so important because it is an image that is probably decorative and sometimes it is super important because it is the checkout button of an ecommerce website, or form or arrival times on the website. We understand how that can be a barrier and the AI goes in and fixes that. It does not require any activation. A blind user who is using a screen reader as example doesn't need to press accessibility menu for the changes to take place. They take place in the browser and the tags are intercepted before it touches the page.

For example, this image didn't have an alt tag. The AI would insert the alt tag and as a disabled user lands on it with a screen reader they would get read the alt tag if it didn't exist in the code base. We add things like content button, open accessibility menu, and open accessibility navigation menu. A lot of people with disabilities will navigate that way.

We will not inspect the code we are not developers. Hope if I click the log in button and log in, we can see the first standard is WCAG 2.1 and double what we see so far; this was implemented two days ago. Means there may be more but so far user way has fixed 290 violations on the website and we can view the remediations by jumping in and seeing what they are. External, 99 fixed, image results. AI is working on some of them and added an alt tags for many of the images. Nice part about user way is it allows owner of the website to come in and change them if you want

to. AI is not perfect. We are striving every day and teach every day and it is never perfect. If we come in and see this picture right here didn't have an alt tag and AI added in a white building with a red roof, and in this case, I would mark the image as decorative and if you want the change to be more specific. If this is a building in an airport, I am familiar with you can put that in there. Terminal B or whatever it is. Solar panels on the roof that was added in by an AI and a lot of the images I will consider as accessibility person to be decorative and once you mark as decorative, they don't bog down users with seamless information. That is all it is, it is decorative. We allow you as the website owner and manager to come in and change it. Mark an image as decorative you choose as not and you condition change that vice versa. AI hasn't recognized as decorative you can come in and hit it and hit the approve button.

UserWay allows you to micromanage the AI changes and it is actively remediating the website. We saw on the website so far there are 15 images missing alt tags. We have headings that were skipped and empty controls. Those are important to users who are navigating the site who can't see. By implementing UserWay as AI power solution, it will take a little bit of the work off of the developing team at least immediately and make sure the website is accessible today to the best of the ability. We can get into what AI can't do that is a separate conversation. We think at least 99 percent of ADA violations will be solved. With the AI powered widget install your web site will go to whatever accessibility it is today to at least 97 percent accessible immediately and that is why it is on the live site already as a concept.

Mr. Raygosa: My name is Fabian; I am the manager that runs the front-end website and we are looking at UserWay and another service for a couple of years now. I notice that lacity.gov is now using it as well. I think this is the perfect opportunity to get in and stay in line with the city. Also, have the service like you mention to be able to cover 99 percent of the problems we miss all of the time. Have the nice widget and tools for the folks who have the problems and give them the service. I reached out to see if we can get funding to get this under way. I would like to hear your feedback to make sure we are on the right path.

Mr. Ray: I may have missed something. In terms of the alt tags and the image description and all of that. If you selected a different language, for example, Chinese, would those alt tags and image descriptions also be in the target language of Chinese as well so people are using a screen reader and speak Chinese would be able to access that information?

Mr. Katz: Yes. The language it is an add on. We have that in because we view languages as being a barrier. Just like any other disability. When coupled together, all of the text on the website will be translated as well as all of the alt tags behind the scenes. A Chinese user for example will get equal access to the web site if they are speaking English. Because it is AI you have to recognize it is not going to be a perfect language 100 percent of the time but it will get 95 to 98 percent of the information without a problem and maybe grammar mistakes. Usually, people are willing to forget those if they can get it in their native language.

Mr. Ray: I have been advocating for accessible information for people with disabilities and also, for people who speak different languages. That can be very useful in terms of outreach to the audience in a specific geographic location to have access to the information. If there is a disaster in a specific area, everything is English and Spanish based. There is nothing that addresses the needs of other

individuals with other languages or people who speak different languages including American sign language. There is a lot of work that needs to be done in that area and I appreciate what you have done with UserWay. I want to focus on the importance of that accessibility. Thank you.

Mr. Herrea: I am a little concerned of AI being implemented as the means that is the end you will fix all solution. In my experience being a professional who happens to be blind and a programmer for the military for 21 years I can tell you AI has its place and accessibility is not it. Because of all of the shortcomings that have been identified by those who have researched it and have proven that audio eye, which is a company that has done a lot of work in web accessibility. They use AI to fix a problem. What could be a problem for somebody who has a similar eye situation, it might not meet my needs because of how it is structured or somebody who may be partially sighted or has certain vision impairment. Color contrast might be good for them but not somebody else with the same diagnoses as the other person. AI has shortcomings and I would suggest before anything gets launched get a group of people who have experience or are experienced assistive technology user to put the site through its paces and see what and doesn't work. Instead of launching something that is inaccessible and not usable. Nothing worse than buying a car and finding out the seat does not meet your body posture and you are bound to get in an accident because of a lack of comfort and there is an issue.

I am also concerned about what are you doing to ensure this is fully accessible to someone who is deaf, blind, or travels independent limit they don't look at the screen or use screen reader. They use braille. If the websites are accessible to everybody, all it takes is one person to end up getting lost or being in an accident or something before there will be lawsuits filed.

I would say consider where AI is and needs to be. There is a lot of information on TV lately about the concerns of the rapid deployment of AI as a means of end all fix all solution and that is a little premature to be treating as a one stop solution.

Mr. Katz: Louis thank you. I agree with you AI is not the end all be all. I think everyone in the room understands that. UserWay is the largest provider for accessibility in the U.S. and do offer things like audits and manual remediation and custom code remediations and if it exists in the accessibility world, we provide it. This is one of the products we are implementing. Currently the website is a visual medium and translating. Somehow getting the web site into braille would be amazing but it is not within today's scope at least for what we are discussing. We have to understand for everybody except for that specific case we still need to make as accessible as possible and do it as quickly as possible. It would be easy for us to say...

Mr. Herrera: Let me interrupt for a second. You are wrong. Today's websites are very accessible with braille. Most of the braille translation is done by the screen readers. in Microsoft's case. It does allow us to use braille without having a screen reader on. Whether narrator, or MBDA. Everything is there. The question is how things are tagged and how are things described? That is what the problem is there.

Mr. Katz: I understand. And your concern is that the AI tags won't be compatible with that?

Mr. Herrera: Exactly

Mr. Katz: I am happy to test that and get my team on it to get an idea. We would love to have you on board if you want to come in for a meeting and give us your thoughts on it, I think that would be great.

Mr. Herrera: If we can fit into my schedule, I would be happy to. I have done this for the FCC for four years and Richard Ray knows what I am talking about because we were on the same telecommunications committee.

Mr. Ray: Mine is a quick point I wanted to make. Our feeling is that there are people who believe that UserWay or similar programs will ultimately replace accessible website when in fact websites have to be accessible and it is not a replacement. It is something that could be supplemental and that has been a controversy especially when it comes to AI. It is an issue within the community. If you look at as something to be accessible. Whatever it is that make it is web site accessible has to happen because they need to be accessible period. It is something that could be supplemental and that has been a controversy especially when it comes to AI. It is an issue within the community. If you look at as something to be accessible. Whatever it is that make this website accessible has to happen because they need to be accessible period.

Mr. Katz: You are correct. Like I started, code-based remediation is ideal. What we have done right now is have a lot of legacy code. To manually remediate that could cost tens of thousands of dollars or hundreds of thousands of dollars. We know what it is like to get \$5 for a budget of something that is not in the budget. The solution we have with AI and one of the solutions is make it as affordable as possible using that technology. As we build new websites and go through legacy code to fix on the code level that would be ideal and I think everyone agrees to that. To say AI will replace code level remediation it is not accurate and I hope everybody understands that. It is supplemental and what we are using today to solve a problem today and hopefully in the future we are able to resolve from the code base.

Mr. Raygosa: I want to add when he was showing the examples of what is missing, the software, the tool is immediately remediating it. However, if I see that I will instruct my team to add the alt tags, that way it is removed later on. I wouldn't placate and sit there and expect UserWay to solve all of them. Most of them. The ones we miss by accident. But if we can catch them right away and I can get someone on the team to make the fixes. We do run those reports and I am surprised it caught some of those. It is a great tool to have. We've spotted alt tags missing and a link missing and got it fix.

Ms. Heredia: I was going to direct my question to Geoffrey as to whether or not the city has figured out how to address the issue with the compatibility with braille. I don't know if city IT is on that or not?

Ms. Cabanban: Geoffrey might have stepped out. We will move on.

Mr. Raygosa: David you came to me as a contact. We can go to Jason and ask if they have a plan for braille and see where they go with that.

Mr. Katz: My gut feeling is that if the braille readers or displays are interacting with the tags the same way the screen reader would because the AI is putting the tags in place. It is something I want them to have tested. It could have done the tests already and got an answer. If not I you will take it back to the team and double check.

Ms. Heredia: Thank you David. The ground transportation promotion, I feel like I need to tie it all back to the curb cut out and anything that has to do with people being dropped off or picked up at the curb. I have to approach from a holistic fashion. I am going to hope that sometime before the Christmas holiday season comes into play, that I will have had the opportunity to answer those curbs cut outs, post the signs and have the wheelchair service provider directory.

Ground transportation information and also tie that back update for the ADA page on the LAWA website is my intent rather than do it piecemeal. We have been having some challenges. Persons with disabilities arriving have been told you have to take the shuttle to the LA exit lot. That is inaccurate. I addressed that with the providers at the quarterly meeting. I think I need to find a way to put that information out there. I will give input on how to provide that information accurately. I will come back for that.

- Overview on coordinated evacuation for ADA populations.

I have gone out to the terminals no less than five times. I formed a working group with airport police, the sign shop, and everything I can think of that has any piece of the puzzle. Whether it has the correct signage or they are operational. We don't know the last time the emergency call buttons were checked. We don't know if it will connect. I have a working group with all the people with responsibility for the infrastructure in place. Find one area and all the information provided by architect and airport police bring the members into it and say, is there anything we forgot. If we can make one safe area compliant, accessible, functional, we can use it as a template for all. There is a safe area at every gate. The disadvantage to the north is there are no clearly identifiable areas. I have to take it out of the element one bite at a time. That is where I am on that. I will continue to report back to everyone here on the progress with that.

Ms. Goldkorn: Thank you for the information. The office of emergency services for the state and access and functional needs department is at your disposal. It would behoove LAWA to coordinate with the AFN office so you are not having to backtrack or go back. When members are given a chance to see the areas, pointing out deficiencies there won't be any. You are already two steps ahead. I would strongly suggest multiple conversations with Vance and his step on the area needs for areas of refuge. We sometimes are thrown away. I am sure that won't be the case. Coordinate and there will be few problems.

Ms. Heredia: I was going to go directly through city DOD. If you have that point of contact, if you wouldn't mind introducing me. I didn't know there was an AFN unit. If you wouldn't mind connecting me, I will work on that.

Ms. Goldkorn: I absolutely will be pleased to introduce you. There is an AFN conference next month. July 11th and 12. I will connect you with Vance.

Mr. Heredia: With all due respect, Vance has left some of the people with visual

impairments out of the equation. All I hear is how wonderful this person is. I wonder why in the case of emergency support, there has been situations that have been brought that has left some people visually impaired out of the equation. If you want to hear from people who can help direct, effective support, talk to the people that deal with a lot of people with disabilities. They are in the thick of things. They will give you what is needed in this region you are talking about. If they are far removed, good luck. My experience hasn't been very favorable. Also, well, I will leave it at that.

Mr. Ray: I agree with Louis Herrera. Based on my own experience. I have worked closely with the California office of emergency services, 911, 988. For notification, I have to agree. They feel hitting basic needs is good enough. It needs to be more comprehensive. Thank you for bringing that up.

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

Mr. Corpuz: Thank you. I am sorry for not being on camera. I am working out of the office. Lost and found transitioned to being run by TSA. Please share with me your feedback so TSA can become better. I would appreciate that.

We screened in May over 3.1 million passengers. Three complaints. A disagreement whether a person could walk or not. A teen who said they couldn't walk. There was a whole debacle. The passenger was screened. The father thought we were discriminating. It was not the case. Maybe communication played a role in that. Only three complaints.

We did get more complex this year. Let me go back to complaints. We have record breaking. We are at 1.14 complaints for every 100,000 passengers. We are striving to become better. I don't have the complaints related to persons with disabilities, other than the three I saw. We have 175 within last six years. We are at 216. We are not where we want to be. Still going through some growing pains as fairly young organization of 22 years. I would appreciate your feedback. You are welcome to leave it.

One thing, thank you for giving me access to the wheelchair providers. We are getting a bit of walkers, crutches, canes left behind at the checkpoint. I can't figure out why. Perhaps wheelchair providers can be reminded to take inventory. Maybe to tag them with names and phone numbers so we can contact the passenger right away to get their devices back quickly. We have over a dozen. The worst part are the ones traveling international.

Ms. Heredia: We were working on something similar. The question about reunification after an evacuation, controlled or not, has always been a big question in my head and other people. I had a side bar conversation over LAWA lost and found. About how to facilitate and we were talking about the possibility of doing some sort of a pilot in conjunction with this whole evacuation. I think there is a simple approach. We can provide tags. They can put their information. They can put that tag on their DME. We can talk offline about that.

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

None

### **XV. New Business**

None

**XVI. Adjournment**

2:47PM

Minutes were presented to the Disability Access and Accommodation Advisory Committee (DAAAC) for approval at its regular scheduled meeting on August 16, 2023. The minutes of the 21 June 2023 meeting were approved by DAAAC.

*Tracy Bradley*

Secretary

08/16/2023

Date