



Regular Meeting

City of Los Angeles Commission on Disability

Thursday, February 20, 2025

2:00 P.M. until the conclusion of business

Edward R. Roybal Board of Public Works Session Room
Room 350
Los Angeles City Hall
200 N. Spring Street
Los Angeles, California 90012

Virtual Meeting Information

Join via Zoom: bit.ly/zoom-lacdod24

Dial by phone: 1 (669) 444-9171

Meeting ID: 896 4264 0290

Real-Time Captioning: bit.ly/streamtext-lacdod

Commissioners

Akiko Tagawa, President
Mary Grace A. Barrios, 1st Vice President
Myrna Cabanban, 2nd Vice President
Candace Cable, Secretary
Alisa Schlesinger, Commissioner
Iran Hopkins, Commissioner
Jorge E. Acevedo, Commissioner
Robert Bitonte, Commissioner
Robert Williams, Commissioner

Meeting Information

Commission on Disability regular meetings are held on the 3rd Thursday of each month at 2:00 PM.

In-Person Attendance Information

Pedestrians can enter and exit, and vehicles can pick up and drop off at 200 North Main Street (between Temple Street and First Street). There is limited free parking at City Hall East on Los Angeles Street (the parking entrance is across the street from LAPD's Parker Center). To arrange free parking, contact the Commission at (213) 202- 2764 (dial 711 for CA relay) at least two business days in advance of the meeting.

When the Commission meeting starts, please silence or turn off all cell phones or other devices that make noise. If there are any written materials for distribution to the Commissioners, please submit it to the secretary.

Virtual Attendance Information

Public participants may join the Commission meeting via the Zoom link or phone number provided above. Participants joining by phone will be asked for a meeting ID. Please enter 844-7583-0151 followed by the pound sign (#).

Public Comment

Comments by the public on agenda items will be heard only at the time the respective item is considered. Comments by the public on all other matters within the subject matter jurisdiction of the board will be heard during the "Public Comments" period of the meeting.

Members of the public who wish to speak on items shall be allowed to speak for up to two minutes per item up to a total of five minutes per meeting. We request that each speaker announce their name before public comment. This is for the benefit of our captioners, interpreters, and attendees.

All in-person requests to address the Commission must be submitted to the Commission support staff prior to the Commission's consideration of the item through physical Public Comment cards available at the meeting room entrance. Comments by the public on all other matters within the subject matter

jurisdiction of the board will be heard during the “Public Comments” period of the meeting.

During virtual meetings all attendees are automatically muted upon entry. Please use the RAISE HAND function to indicate your wish to speak on a specific agenda item. To use the RAISE HAND function, press star (*) and then 9 When called upon, you may UNMUTE by pressing star (*) and then 6.

Agenda Packet

This agenda packet is available on the Department on Disability Website at <https://disability.lacity.gov/about/commission-disability>. To request to be placed on the agenda packet mailing list, provide your email address to the Commission support staff at the Commission meeting or contact the Department on Disability: 201 North Figueroa Street, Suite 100, Los Angeles, CA 90012; (213) 202-2764; dod.contact@lacity.org.

Accommodations

Communication Access Real-time Translation (CART) services are provided at each meeting. Upon request, agenda material in alternative formats and other accommodations are available to the public for City-sponsored meetings and events. All requests must be made at least five business days prior to the scheduled meeting. For additional information, contact the Commission on Disability at (213) 202-2764 (voice) or (213) 202-3452 (TTY).

Meeting Agenda

Item One (1) - Request for Teleconference Option Pursuant to AB 2449

In accordance with AB 2449 Section 2(a)(i) members may now notify the legislative body of their need to participate remotely for just cause, if they haven't already done so, including a general description of the circumstances relating to their need to appear remotely. The provisions of this clause shall not be used by any member of the legislative body for more than two meetings per calendar year.

Item is for **Discussion** and **Action**.

Item Two (2) - Approval of the Regular Meeting Minutes

The Commission will review the minutes of the January 2025 Regular meeting and vote to approve.

Item is for **Discussion** and **Action**.

Item Three (3) - Public Comment on Items not on the Agenda

For items not on today's agenda, but under the Commission's jurisdiction, members of the public who wish to speak on items shall be allowed to speak for up to two minutes per item up to a total of five minutes per meeting.

Item is for **Information**.

Item Four (4) - Presentation from Los Angeles Metro

Benjamin Alcazar, Office of Civil Rights / Racial Equity / Diversity & Inclusion, Office of Chief of Staff and Hector Gutierrez, Senior Manager, Office of Strategic Innovation, LA Metro will discuss accessible transportation for the 2026 World Cup and 2028 Olympics

and Paralympics, and the plan for the LAX/Metro Transit Center and how it connects to the LAX Automated People Mover Train System

Item is for **Discussion**.

Item Five (5) - Ad Hoc Committee Updates

The current ad hoc committees - Commission Bylaws and Advocacy, Disability Culture and Legacy, Aviation and Transportation Network Companies, Accessible Infrastructure and Communication, Housing Equity - will provide work plan updates and written recommendations, if any, which the Commission may choose to act upon. The Accessible Infrastructure and Communication Committee will also submit the General Services Department Preventative Maintenance Budget Packet Request Letter for review and action.

Item is for **Discussion** and **Action**.

Item Six (6) - Executive Director's Report

The Department on Disability **Executive Director, Stephen David Simon**, and/or other department staff will provide an update on items relating to Department activities, metrics, budget, planning, and/or other relevant issues.

Item is for **Discussion**.

Item Seven (7) - New Business and Announcements

Announcements from Commissioners, DOD staff, and guests, as well as follow-up items from this or previous commission meetings to be presented at the next meeting.

Item is for **Discussion**.

Item Eight (8) - Adjournment

Adjournment

Item is for **Action**.



Regular Meeting Minutes

City of Los Angeles Commission on Disability

Thursday, January 16, 2025

2:00 P.M.

Edward R. Roybal Board of Public Works Session Room

Room 350

Los Angeles City Hall

200 N. Spring Street

Los Angeles, California 90012

Zoom Video Conference

Commissioners Present:

Akiko Tagawa, President

Mary Grace A. Barrios, 1st Vice President

Myrna Cabanban, 2nd Vice President

Candace Cable, Secretary

Alisa Schlesinger, Commissioner

Iran Hopkins, Commissioner

Robert Bitonte, Commissioner

Commissioners Absent:

Robert Williams, Commissioner

Jorge E. Acevedo, Commissioner

City Staff Present:

Stephen David Simon, Executive Director, Department on Disability
Alison Everett, Assistant Executive Director, Department on Disability
Kayvon Wroten, DOD Staff
Salina Goytia, DOD Staff
Peter Soto, DOD Staff

Other City Departments:

Guests:

Danika Rosales and Leah Feliciano, Program Recruiters from the California Mentor East Los Angeles FHA, a member of the Sevita family

Item One (1) - Request for Teleconference Option Pursuant to AB 2449

In accordance with AB 2449 Section 2(a)(i) members may now notify the legislative body of their need to participate remotely for just cause, if they haven't already done so, including a general description of the circumstances relating to their need to appear remotely. The provisions of this clause shall not be used by any member of the legislative body for more than two meetings per calendar year.

Action Taken: There were no Commission members attending the Commission on Disability meeting virtually. No action required by the Commission on Disability.

Item Two (2) - Approval of the Regular Meeting Minutes

The Commission reviewed the minutes of the November 2024 regular meeting and voted to approve them.

Action Taken: The Commission approved the minutes for the November 2024 regular meeting.

Item Three (3) - Public Comment on Items not on the Agenda

For items not on today's agenda, but under the Commission's jurisdiction, members of the public who wish to speak on items shall be allowed to speak for up to two minutes per item up to a total of five minutes per meeting.

Public Comment 1: States sidewalk obstruction (planters) at the Church of Scientology site located on L. Ron Hubbard Way, as well as referring to her as "a vehicle".

Public Comment 2: States ongoing accessibility violations at L Ron Hubbard way, regarding large planters. The city has contacted the organization but no remedy has been made. Also, reports closure of public sidewalks via private security.

Public Comment 3: States ADA accommodations must be built into the Altadena rebuild process. Also stated 11% of people in Altadena are persons with disabilities.

Public Comment 4: Self identified as an elderly woman who is a full time wheel chair user and paraplegic. States that at Catalina and L. Ron Hubbard way planters are violating ADA compliance. Additionally there is no parking and little access for vehicles. Requesting advocates for this matter.

Public Comment 5: States issue regarding planters at L. Ron Hubbard, relayed the experience of a passenger having great difficulty exiting a vehicle. The Commission staff provided avenues for constituents to follow up with the department.

No action taken, information purposes only.

Item Four (4) - California Mentor East Los Angeles FHA

Danika Rosales and Leah Feliciano, Program Recruiters from the California Mentor East Los Angeles FHA, a member of the Sevita family, will present about their services.

Commissioner Cabanban introduced the California Mentor speakers. They came to know each other within discussions around alternate housing for persons with Disabilities in the City of Los Angeles. California Mentor's services and support are focused on helping adults and children with intellectual and developmental disabilities build increasingly rich, independent lives. They specialize in creating individualized programs that combine personal choice and community integration with professional oversight, family involvement, and stability. California Mentor is an FHA meaning Family Home Agency. Family Home Agencies approve family homes which offer the opportunity for up to two adult individuals with developmental disabilities per home to reside with a family and share in the interaction and responsibilities of being part of a family. The family home arrangement allows the sharing of food, shelter, experience, responsibilities and love. The FHA's are private for-profit or not-for-profit organizations under contract to, and vendored by a regional center. The California Mentor program is active in 37 states and all over California. The program model is based on a family/community structure and is designed for diverse needs, but primarily around individuals already associated with a Regional Center. The California Mentor Program is long-standing historically and also provides behavior consultants, nutritionists, and other services that can bolster the family home model. The homeowners who open their hearts and homes to individuals with disabilities often share inspiring stories about the diverse and compassionate volunteers who step forward to lend a hand. Commissioner Hopkins wanted to know how the program works. Individuals who are a part of a Regional Center can contact that Regional Center for placement. Mentors who are interested can contact California Mentor and can be connected with Regional Centers by signing up at makeadifferenceathome.com/get-started. California Mentors do not qualify as In Home Supportive Services (IHSS) caregivers and are only available to Regional Center clients. California Mentor is a for-profit program and its expertise lies with the CA model and does not know how other states proceed for clients. Other states have other options and avenues to engage with the program. This is an at-will program which can result in temporary services being received. A typical day is designed to be largely similar to family structure. Preparing meals for all members of a home, assistance with medical tasks or other needed

appointments are day to day activities. All clients can choose whenever they want to exit from the mentor's home, but it is not unheard of for individuals to revisit their former homes.

No Action Taken, information purposes only.

Item Five (5) - Ad Hoc Committee Updates

The current ad hoc committees - Commission Bylaws and Advocacy, Disability Culture and Legacy, Aviation and Transportation Network Companies (TNCs), Accessible Infrastructure and Communication, Housing Equity - provided work plan updates and written recommendations, if any, which the Commission may choose to act upon.

Ad Hoc Committee Commission Bylaws and Advocacy had no updates to add this month.

Ad Hoc Committee Disability Culture and Legacy, had no updates to add this month.

Ad Hoc Committee Aviation and Transportation Network Companies (TNCs), had no updates to add this month.

Ad Hoc Committee Accessible Infrastructure and Communication, reported that the accessibility barriers they reported at City Hall have been addressed by the General Services Department, with the exception of making the door on the accessible stalls self-closing because the necessary part is on backorder.

Ad Hoc Committee Housing Equity, reported that Commissioner Bitonte researched and compiled his past records related to the mobile SSI program and will share that information with the ad hoc committee for review followed by a move for action and readoption, to create a recommendation to the City and other agencies addressing homelessness in Los Angeles.

No Action Taken, information purposes only.

Item Six (6) - Executive Director's Report

The Department on Disability Executive Director, Stephen David Simon, and/or other department staff will provide an update on items relating to Department activities, metrics, budget, planning, and/or other relevant issues.

Executive Director Stephen David Simon reported on the various fires, their size, and their containment. He also reported on fires that have been resolved and/or contained, as well as the end of wind advisories, but acknowledged their possible return. Executive Director Simon also shared the types of impact the fires had on the Department on Disability's staff. He went on to say that during the staffing of the Emergency Response efforts, the Department staffed positions at the Emergency Operations Center (EOC) and the Disaster Resource Center (DRC), and advocated for persons with Disabilities, aging, access, and language. DOD is partnered with City, County, and Federal agencies in this response, including the Department of Public Health, helping provide N95 masks to the public libraries for the public for free., and the American Red Cross (ARC) for Durable Medical Equipment (DME). The Department is also staffing the Joint Information Center (JIC) to ensure accessibility in emergency communications and the consistent work being done to move towards full inclusion/accessibility. The Department has hired three staff, two of which are Blanca Haldek CPAII, Community Outreach, Referrals and Engagement (CORE) and Matan Koch, Director of the Disability Access and Services Division (DASD). Blanca outlined her previous work within the non-profit field, supporting events, community outreach, and fundraising. Matan provided background on his previous Federal and Policy level experience. Director Simon continued to report on animal shelter status and addressed the evacuation of not just service animals, but all pets and animals and the collaboration with the Department of Animal Services and DOD. Director Simon added the Department has already exceeded its current budget in response to the Los Angeles wildfires. However, the Department's position remains unchanged in that access must remain present at all times, especially during an emergency situation. There is a need for City departments to recommit to the previous emergency response. Adding ADA policies and best practices are in place and known, but it is a consistent struggle to ensure that they are followed/access is maintained. Director Simon adds all funds for accessible communications are currently coming from this Department's budget. The goal is to have all City departments able to maintain their own contacts of accessible communications and ability to obtain American Sign Language Interpreters (ASI).

Accessibility is also a priority for the LA28 Games. There is a need for businesses and the community to also be accessible. Guidelines will be to invite businesses that are within one mile of LA28 Games venues to be assessed by Certified Access Specialists. The Department is working with the Workforce Development Department as this project continues to develop. The Department is also working with the General Services Department (GSD) to ensure that the capital and maintenance programs are ADA compliant. Director Simon reminded the Commission all requests that this Commission have entered into the GSD system for repair regarding City Hall physical access issues have been addressed, except for one remaining which is awaiting a replacement part. There is a need for City departments to recommit to the previous emergency response. Adding ADA policies and best practices are in place and known, but it is a consistent struggle to ensure that they are followed/access is maintained. Director Simon adds all funds for accessible communications are currently coming from this Departments budget. The goal is to have all City departments able to maintain their own contacts of accessible communications and ability to obtain American Sign Language Interpreters (ASI). Public Comment: Acknowledged need to educate City and people of Los Angeles on appropriate language.

No Action Taken, information purposes only.

Item Seven (7) - New Business and Announcements

Announcements from Commissioners, DOD staff, and guests, as well as follow-up items from this or previous commission meetings to be presented at the next meeting.

Commissioner Cabanban discussed the LAX / LAWA committee and provided them with updated recommendations on language in regards to utilizing “The 2028 Games” or “The Olympic and Paralympic games.”

Commissioner Hopkins offered to help with the Disability glossary press release to the City, public, and media. President Tagawa informed the Commission and Ad Hoc Committee on Accessible Infrastructure and Communication, that the General Services Department has submitted a FY 25-26 budget request that will support the Department’s capacity to address disability access and that they would appreciate support from the Commission.

President Tagawa also asked the Ad Hoc Committee on Accessible Infrastructure and Communication to meet with staff prior to the next meeting for more information so the Commission can submit a letter of support as part of the budget process. President Tagawa informed Commissioners that Department requests will be placed on a temporary hold until the current Wildfire emergency is resolved. Commissioner Bitonte supported the idea of waiting to resume those topics in light of emergency response. She also reminded the Commissioners that workplan updates will be provided to all Commissioners with a window to provide notes/edits/updates, and to work to respond in a timely manner, especially during this emergency response.

No Action Taken, information purposes only.

Item Eight (8) - Adjournment

Adjournment

The meeting adjourned at approximately 3:51 P.M.



City of Los Angeles Commission on Disability

Work Plan for Fiscal Year 2024-2025

The Commission shall provide a forum for the identification and discussion of difficulties encountered by disabled persons in our society, and shall make recommendations to the Mayor and the City Council on measures which the Federal, State and local governments may undertake to assure that persons with disabilities may participate without any hindrance in the life of our community.

Powers and Duties

1. Advise the Mayor, the City Council and the Department on Disability of the needs and problems of persons with disabilities in the City of Los Angeles.
2. Hold public hearings at least once a year to take testimony from disabled persons and others regarding conditions adversely affecting the lives of disabled persons in the city of Los Angeles, and report its findings and recommendations to the Mayor and the City Council.
3. Monitor the program mandates of the Department on Disability and make recommendations to the Mayor and the City Council on program and policy initiatives to improve the service of the Department to the disabled community and provide persons with disabilities in the City of Los Angeles a better opportunity and ability to pursue activities of daily living without discrimination.
4. Review and make recommendations to the Mayor on grant proposals.
5. Maintain active liaison with citizen groups interested in the problems facing persons with disabilities.
6. Promote greater awareness of the changing life patterns, opportunities and responsibilities of persons with disabilities.
7. Investigate and report to the Mayor and the City Council instances of discrimination based on disability, as well as attitudinal barriers in the areas of housing, transportation, employment and training, recreation, media of mass

communications, health and social services, and legislation; and special problems of disabled persons living alone, as well as their safety and access to support services.

8. Perform specific studies and surveys on the needs of disabled persons when requested by the Mayor and/or the City Council.
9. Submit an annual report to the Mayor and the City Council on the activities of the Commission.

FY 2024-2025 Ad Hoc Committees

[Ad Hoc Committee #1 - Commission Bylaws and Advocacy](#)

[Ad Hoc Committee #2 - Disability Culture and Legacy](#)

[Ad Hoc Committee #3 - Aviation and Transportation Network Companies \(TNCs\)](#)

[Ad Hoc Committee #4 - Accessible Infrastructure and Communication](#)

[Ad Hoc Committee #5 - Housing Equity](#)

Ad Hoc Committee #1 - Commission Bylaws and Advocacy

Ad Hoc Committee Members

- President Tagawa
- Commissioner Cabanban

Objectives and Action Items

1. Recommend revisions to the Commission Bylaws
2. Recommend inclusive language for use by the Commission on Disability and Citywide use
 - Help compile language to recommend for use in the guidelines
 - Draft recommendations for consideration by the Commission
3. Draft a letter to the Mayor expressing concerns regarding the previous fiscal year budget cuts to the Department on Disability and recommend increasing the budget
 - Meet with the Department on Disability to understand critical needs
 - Draft the letter to the Mayor
4. Presentation by Disability Rights California and Disability Rights Education and Defense Fund (DREDF) on what they are working on and how COD can contribute

Work Plan Updates

October

- President Tagawa appointed herself and Commissioner Cabanban to the Commission Bylaws and Advocacy ad hoc committee
- The ad hoc committee finalized its objectives and action items

November

- The Commission received a presentation from DREDF about DREDF's work where it intersects municipal policy, legal advocacy and support, and the Parent Training and Information Center (PTI), as well as additional resources and news from DREDF

December

- December Meeting Cancelled

January

- No update provided

February

-

March

-

April

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May

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June

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Ad Hoc Committee #2 - Disability Culture and Legacy

Ad Hoc Committee Members

- Commissioner Cable (Chair)
- Commissioner Hopkins (Co-Chair)
- Commissioner Cabanban
- Commissioner Williams

Purpose

Create systemic change that builds the visibility and lasting legacy of persons with Disabilities and the Paralympic Games in the City of Los Angeles.

Objectives and Action Items

1. Recommend that a City street be named after the Paralympics
 - Research the process of naming a street in Los Angeles
 - Choose a name
2. Explore opportunities to recognize Betty Wilson, including possibly establishing an annual award for Disability advocacy in her name.
 - Permanent Structure Naming and Award (What kind of award will it be? Trophy, Plaque, Funds?)
 - Establish how and who will give the award
 - Have the Department give/organize awards through the City as collaborative
 - Establish criteria for award
3. Collaborate with the Department of Cultural Affairs to recommend creating a mural celebrating Disability culture.
 - Request a presentation from the Department of Cultural Affairs to discuss where the COD can collaborate.
 - Suggest mural be made celebrating Disability culture

Work Plan Updates

October

- President Tagawa appointed Commissioners Cable, Hopkins, Cabanban, and Williams to the Disability Culture and Legacy ad hoc committee
- The ad hoc committee finalized its objectives and action items

November

- No update provided

December

- December Meeting Cancelled

January

- No update provided

February

-

March

-

April

-

May

-

June

-

Ad Hoc Committee #3 - Aviation and Transportation Network Companies (TNCs)

Ad Hoc Committee Members

- Commissioner Barrios
- Commissioner Cabanban
- Commissioner Acevedo

Objectives and Action Items

1. Request a presentation from LAWA and/or Metro on transportation services into LAWA including but not limited to:
 - Plan for persons with mobility issues from home to the airport and back
 - Plan for World Cup and LA28 Games and routes
 - Plan for the future LAWA/METRO joint project and each facility
2. Conduct one or more site visits of various locations associated with the joint LAWA METRO project, the Automated People Mover (APM) and recent Downtown Los Angeles renovations and new stations
3. Collaborate with the Disability Access and Accommodation Advisory Committee (DAAAC) to address access issues at the airport
4. Request that Waymo present to the Commission about the accessibility of their services in follow up to preliminary information gathered at a prior meeting.
5. Request a presentation by LA DOT on accessible transportation options

Work Plan Updates

October

- President Tagawa appointed Commissioners Barrios, Cabanban, and Acevedo to the Aviation and Transportation Network Companies (TNCs) ad hoc committee

November

- The ad hoc committee reported that it requested a presentation from Waymo, however Waymo stated that they are only able to present to committee, not the full commission in a public meeting

December

- December Meeting Cancelled

January

- No update provided

February

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March

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April

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May

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June

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Ad Hoc Committee #4 - Accessible Infrastructure and Communication

Ad Hoc Committee Members

- Commissioner Barrios
- Commissioner Cable

Purpose

To advise and contribute to the City of Los Angeles infrastructure and communication initiatives on the embracement of access and opportunities for everyone.

Objectives and Action Items

1. Recommend the City adopt Atkinson HyperEligible font as the City's standard business font used for all public information
 - Request presentation from the Braille Institute on history and background of accessible fonts for implementation to City of Los Angeles
 - Draft a letter to the Mayor's office and council requesting the use of Atkinson HyperEligible font for the entire City of Los Angeles
2. Make recommendations to improve physical accessibility at City Hall
 - Obtain a list of accessibility barriers at City Hall from Commissioner Barrios and request necessary changes
 - Research the process for requesting and funding accessibility improvements at City Hall
 - Request a copy of the accessibility evaluation of City Hall performed as part of the Self-Evaluation and Transition Plan
 - Determine applicability of CROWN Act to City facilities
 - Meet with a representative from the Board of Public Works to discuss the Board's work related to accessibility of City facilities
3. Recommend Spanish translation for Commission meeting items and materials
 - Research if Spanish translation of Commission materials is feasible and technically possible, including but not limited to:
 - Spanish captions during meetings
 - Whether Spanish translation and captions are provided at City Council meetings

4. Research the feasibility of creating a media campaign promoting the need for sidewalk infrastructure improvements in advance of the LA28 Games, then make recommendations as appropriate.
 - Request a presentation about updates to the LA28 Games infrastructure accessibility plan, then make recommendations as appropriate
 - Research what is necessary for the City of LA to make a public service announcement
 - Determine which City department is the lead on public/pedestrian paths of travel for the LA28 Games, FIFA World Cup, and other major events
 - Determine how the Commission can amplify the reopening of Willits Case for the need of accessibility infrastructure in the City of LA during the LA28 Games.
5. Request a presentation from Throne Labs about their services and accessibility

Work Plan Updates

October

- President Tagawa appointed Commissioners Barrios and Cable to the Accessible Infrastructure and Communication ad hoc committee
- The ad hoc committee finalized its purpose, objectives and action items
- The Commissioner received a presentation from Throne Labs explaining their services in smart accessible bathrooms

November

- No update provided

December

- December Meeting Cancelled

January

- The ad hoc committee reported that the accessibility barriers they reported at City Hall have been addressed by the General Services Department, with the exception of making the door on the accessible stalls self-closing because the necessary part is on backorder.
- President Tagawa informed the Commission and the ad hoc committee that the General Services Department has submitted a FY 25-26 budget request that will support the Department's capacity to address disability access and that they

would appreciate support from the Commission. President Tagawa asked the ad hoc committee to meet with staff prior to the next meeting for more information so the Commission can submit a letter of support as part of the budget process.

February

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March

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April

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May

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June

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Ad Hoc Committee #5 - Housing Equity

Ad Hoc Committee Members

- President Tagawa
- Commissioner Bitonte

Objectives and Action Items

1. Establish a partnership with the Los Angeles Homeless Services Authority (LAHSA) to prioritize individuals with disabilities on housing lists
2. Draft a recommendation to the City for awareness, inclusion, and advocacy to support individuals with disabilities who are experiencing or at risk of homelessness.
 - Request a presentation on the status of the Inside Safe program as it relates to accessibility and services to individuals with disabilities.
 - Request presentation from LA Housing Dept. regarding Accessible Housing Program (AHP) Requirements
 - Request a presentation by LAHSA or other LA City entity that can provide data about the number of individuals with disabilities experiencing or at risk of homelessness in Los Angeles.
 - Request a presentation by LAHSA or other LA City entity that can provide data about the amount of funding allocated towards individuals with disabilities experiencing or at risk of homelessness in Los Angeles.
3. Recommend the Federal government establish a mobile SSI pilot program
 - Draft a recommendation to the City for awareness and support of the project.

Work Plan Updates

October

- President Tagawa appointed herself and Commissioner Bitonte to the Housing Equity Committee

November

- No update provided

December

- December Meeting Cancelled

January

- Commissioner Bitonte reported that he researched and compiled his past records related to the mobile SSI program and will share that information with the ad hoc committee for review.

February

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March

-

April

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May

-

June

-

Presentation Schedule

FY 2025-2025

September

- Meeting cancelled

October

- Presentation from the Los Angeles Disabilities & Aging Collaborative
 - Hector Ochoa, Director of College Transitions, Southern California Regional Services for Independent Living (SCRS - IL)
 - Zenay Hayward, Housing and Homelessness Coordinator, DOD
- Presentation from Throne Labs about their services and accessibility
 - Jessica Henzelman, Co-founder and COO
 - Daniel Brumbaugh, Account Executive

November

- Presentation from the Civil + Human Rights and Equity Department
 - Kim Kasreliovich, Assistant General Manager
- Presentation from Disability Rights Education and Defense Fund (DREDF)
 - Nicole Bohn, Executive Director

December

- December Meeting cancelled

January

- Presentation from California Mentor East Los Angeles Family Home Agency (FHA) about their services
 - Danika Rosales, Program Recruiter
- Presentation from the Department on Disability about the Durable Medical Equipment (DME) Program
 - Lourdes Sinibaldi, CORE Division Director

February

- Presentation from Metro about accessible transportation for the 2026 World Cup and 2028 Olympics and Paralympics, and the plan for the LAX/Metro Transit Center and how it connects to the LAX Automated People Mover Train System (*confirmed*)

- Benjamin Alcazar, Office of Civil Rights / Racial Equity / Diversity & Inclusion, Office of Chief of Staff
- Hector Gutierrez, Senior Manager, Office of Strategic Innovation, LA Metro

March

- Presentation from LAWA on the Plan for the LAX Automated People Mover Train System and its connection to the LAX/Metro Transit Center, with an emphasis on accessibility for people with disabilities (*confirmed*)
 - Cassandra Heredia, LAWA ADA Coordinator

April

- Presentation by the Department of Cultural Affairs (DCA) regarding how the Department and Commission on Disability can collaborate
 - Juan Garcia, DCA's Acting Director of Marketing and Development as well as Public Information Director

May

-

June

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To be scheduled:

- [Ad Hoc Committee #3 - Aviation and Transportation Network Companies \(TNCs\)](#)
 - Presentation by LADOT on accessible transportation options **(DOD)**
 - Presentation by WAYMO about their service and its accessibility **(COD)**
- [Ad Hoc Committee #4 - Accessible Infrastructure and Communication](#)
 - Presentation by the Braille Institute about the history and background of accessible fonts **(COD)**
 - Presentation about updates to the LA28 Games infrastructure accessibility plan, then make recommendations as appropriate **(DOD)**
- [Ad Hoc Committee #5 - Housing Equity](#)
 - Presentation on the status of the Inside Safe program **(DOD)**
 - Presentation from LA Housing Dept. regarding Accessible Housing Program (AcHP) Requirements **(DOD)**
 - Presentation by LAHSA or other entity that can provide data about the number of people with disabilities experiencing homelessness in Los Angeles **(DOD)**

- Other
 - Presentation by a Regional Center in order to learn how to amplify their objectives **(COD)**
 - Presentation by Independent Living Center about the services and information they provide to constituents with disabilities **(COD)**
 - Presentation by Disability Disaster Access & Resources (DDAR) about the services and information they provide to constituents with disabilities **(COD)**
 - Presentation about the Americans with Disabilities Act, barriers to enforcement, and recent case law **(COD)**
 - Presentation about mental health services available to Los Angeles residents **(COD)**

CITY OF LOS ANGELES
CALIFORNIA

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ASST. EXECUTIVE DIRECTOR

February XX, 2025

Brenda Shockley
Deputy Mayor, Economic Opportunity
200 North Spring St. Rm 303
Los Angeles, Ca. 90012

RE: Disability Inclusive Language Guidance

Dear Deputy Mayor Shockley,

The devastating Palisades and Eaton fires from last month have had long lasting impact to our local communities and environment. Two of the most devastating stories to come out of these fires involved residents with disability who were unable to escape in time.

Unfortunately, when the stories came out on news platforms, and through press releases, very little care or consideration was given to the utilization of disability inclusive language. Similar to our letter sent to you in September of 2024, the City of Los Angeles, Commission on Disability continues to believe the vital role language plays in promoting inclusivity for all people, including our residents with disabilities, and in particular during times of tragedy and distress. We continue to strongly believe that we should take every opportunity to promote the fundamental principles of inclusion, diversity, gender equality, and access for all in the City of Los Angeles. These fundamental principles require the usage of disability inclusive language, especially when there are questions regarding the consideration given to residents with disability during the evacuation process.

The words we use impact our social standards and shape perceptions of the world. To reflect the City's support and inclusion of people with disabilities, we ask that all City officials, offices, and departments standardize the messaging for disability inclusive language by utilizing the following guidance at:

By adopting these changes, the City of Los Angeles will set an improved standard for engaging with and respecting the community with both visible and nonvisible disabilities, and demonstrate our shared commitment to equity and accessibility for everyone

Should you have any questions, you may contact Kayvon Wroten of the Department on

Disability by phone at (213) 202-2765 or by email at kayvon.wroten@lacity.org

Sincerely,

Akiko Tagawa
President, Commission on Disability

AT:KW

DISABILITY-INCLUSIVE LANGUAGE GUIDELINES

INTRODUCTION

These guidelines have been prepared by the United Nations Office at Geneva as part of efforts to implement the **United Nations Disability Inclusion Strategy**, launched in 2019. The Strategy is a key framework for policy and action to mainstream disability inclusion at the United Nations. It is aimed at removing barriers and engaging persons with disabilities in all spheres of work and life in order to achieve sustainable and transformative progress on disability inclusion. Its indicator 15 on communication, in particular, requires that internal and external communications should be respectful of persons with disabilities.

This document contains **recommendations** that United Nations staff, experts and collaborators can use in their oral and written communications on disability or other subjects, including speeches and presentations, press releases, social media posts, internal communications and other formal and informal documents. It is based on an in-depth study of disability-inclusive language materials and a consultation process with a diverse range of experts, including persons with disabilities.

Words matter. Undeniably, the language that we use to refer to persons with disabilities has an impact, as it shapes our perception of the world. This language has evolved over time, and terms that were commonly used some years ago are no longer acceptable. It is therefore important to raise awareness about language that it is appropriate to use when talking to or about persons with disabilities. Inappropriate language can make people feel excluded or offend them and can be a barrier to full and meaningful participation. The use of derogatory or inappropriate language may amount to discrimination and impinge on the enjoyment of human rights. By adopting language that celebrates diversity, we will contribute to strengthening the human rights model of disability and to creating a more inclusive United Nations.

At the same time, inclusive language is a key tool in **combating ableism** and its entrenched manifestations. Ableism is a misguided and biased understanding of disability that leads to the assumption that the lives of persons with disabilities are not worth living. Ableism can take many forms, including harmful language.

In terms of language and terminology, the United Nations **Convention on the Rights of Persons with Disabilities** sets the standard that we must all follow. The general comments issued by the Committee on the Rights of Persons with Disabilities, together with other authoritative United Nations documents, also provide guidance to better understand the Convention and its language.

These practical guidelines aim to foster the consistent use of respectful language at the United Nations. They contain the general principles that should be applied, and are intended to be practical and easy to use. Annex I contains a table summarizing both the recommended terminology and the terms that are considered inappropriate. Annex II consists of a list of terms that require additional clarification from a language perspective in order to avoid common mistakes and to comply with United Nations terminology standards.

GENERAL PRINCIPLES

1. USE PEOPLE-FIRST LANGUAGE

People-first language is the most widely accepted language for referring to persons with disabilities. It is also the language used in the Convention on the Rights of Persons with Disabilities. People-first language emphasizes the person, not the disability, by placing a reference to the person or group before the reference to the disability. For example, we can use expressions such as “children with albinism”, “students with dyslexia”, “women with intellectual disabilities” and, of course, “persons with disabilities”.

However, the people-first rule does not necessarily apply to all types of disabilities. There are some exceptions. For example, when referring to persons who are blind, we can say either “blind persons” or “persons who are blind”, and the same applies to deaf or deafblind persons.

If in doubt, you should ask the person or group how they choose to identify. Indeed, persons with disabilities are not a homogeneous group, and they may self-identify in various ways. These identities should be respected and recognized. However, as this rich diversity of identities may hinder efforts to establish unified terminology, these guidelines recommend terminology that is commonly used and accepted.

2. AVOID LABELS AND STEREOTYPES

Disability is a part of life and of human diversity, not something to be dramatized or sensationalized. Persons with disabilities should therefore not be portrayed as inspirational or “superhuman”. This language implies that it is unusual for persons with disabilities to be successful and productive and to live happy and fulfilling lives. Descriptions of persons with disabilities as “courageous” or “brave” or as having “overcome” their disability are patronizing and should be avoided. Persons with disabilities are the same as everyone else in terms of talents and abilities.

The term “survivor” is sometimes applied to people who have recovered from or adjusted to a health condition. Some examples include “brain injury survivor” and “stroke survivor”. Some people also refer to a disability or health condition in terms of a “battle,” as in “to battle cancer.” Although these terms are widely understood and used, many people consider the war rhetoric inappropriate and some find it offensive.

Furthermore, the portrayal of persons with disabilities as intrinsically vulnerable is inappropriate. Vulnerability is produced by external circumstances and is not innate or intrinsic to the person or group concerned. Moreover, everyone can be vulnerable in a given situation or period of time. Some persons with disabilities may be more vulnerable than the rest of the population to certain crimes, such as gender-based violence, but less vulnerable to others, such as identity theft. When the specific barriers and circumstances causing vulnerability are addressed, they are no longer vulnerable.

Avoid labelling people and do not mention a person’s disability or impairment unless it is relevant, particularly in internal communications and emails. You should focus on skills or requirements and point to a person’s impairment only when it brings clarity or provides useful information. If you are discussing quality assessment for Braille documents, for example, you can mention that your colleague is a “Braille user” or can “read Braille” instead of saying that they are blind. Their impairment is not relevant: the relevant fact is that the person has the required skills. Always use this kind of positive and empowering language.

On the other hand, disability should not be made invisible either. Always ensure that disability is duly included in your conversations and work. You should openly and respectfully discuss disability-related issues and make disability inclusion a priority. For far too long, persons with disabilities have lacked representation and participation, and have been neglected, ignored or left behind.

3. DO NOT USE CONDESCENDING EUPHEMISMS

Some expressions have gained popularity over time as alternatives to inappropriate terms. However, many of them reflect the misguided idea that disability needs to be softened. We should therefore not use terms such as “differently abled”, “people of all abilities”, “disAbility” or “people of determination”, as they are all euphemistic and can be considered patronizing or offensive. For example, “differently abled” is problematic because, as some advocates note, we are all differently abled. Euphemisms are, in fact, a denial of reality and a way to avoid talking about disabilities. “Persons with disabilities” is a more neutral term than “differently abled”.

The term “special” used in relation to persons with disabilities is commonly rejected, as it is considered offensive and condescending because it euphemistically stigmatizes that which is different. This term should not be used to describe persons with disabilities, including in expressions such as “special needs” or “special assistance”. We recommend more neutral or positive language when possible, such as “tailored assistance”. The expression “special education” is also widely used to refer to school programmes, but this term carries negative connotations since it usually refers to segregated education.

4. DISABILITY IS NOT AN ILLNESS OR A PROBLEM

The medical model of disability views disability as a health condition that needs to be fixed or cured. Under this model, persons with disabilities are not seen as rights holders. Similarly, the charity model of disability views disability as a burden or a “problem” that persons without disabilities must solve. This approach depicts persons with disabilities as being objects of charity and pity, perpetuating negative attitudes and stereotypes.

Persons with disabilities should not be referred to as patients unless they are under medical care, and only in that context. You should also avoid labelling persons with disabilities by their diagnoses (for example, “dyslexic”), as this reflects the medical model of disability. Use people-first language instead (for instance, “person with dyslexia” or “has dyslexia”).

Expressions such as “suffers from”, “afflicted with” or “stricken with” are inappropriate. They suggest constant pain and powerlessness and carry the assumption that persons with disabilities have poor quality of life. Instead, you can simply say that a person “has [a disability]” or “is [blind/deaf/deafblind]”.

The term “victim” should not be used unless strictly relevant. It is inappropriate to say that a person is “a victim of cerebral palsy”, for example. Cerebral palsy does not make the person a “victim”. A victim is a person who has been harmed by a crime or has been subject to a human rights violation. Victims are often seen as vulnerable and helpless. This underlying perception must be taken into account when using this term in references to persons with disabilities.

Avoid referring to a person “inside” a disability (for example, “the man inside the paralysed body”) or “beyond” their disability (for example, “she transcended her disability”). Our bodies and minds cannot be separated from who we are. This is ableist language that is offensive to persons with disabilities.

5. USE PROPER LANGUAGE IN ORAL AND INFORMAL SPEECH

Most persons with disabilities are comfortable with the words used in daily life. You can say “let’s go for a walk” to a person who uses a wheelchair or write “have you heard the news?” to a person who is deaf. However, phrases such as “blind as a bat” or “deaf as a post” are unacceptable and should never be used, even in informal contexts. You should also be careful with metaphors like “blind to criticism” and “to fall on deaf ears”.

Misused terminology can also be inappropriate and hurtful, so avoid saying “I must have Alzheimer’s” when you forget something or “they’re paranoid” when people seem to be acting with excessive mistrust. Never use disability-related terms as an insult or to express criticism. For example, do not use the word “lame” to mean “boring” or “uncool”.

ANNEX I

Disability-inclusive language

Please note that terms in the same cell should not be considered as synonyms. They are grouped together by category.

Recommended language	Language to be avoided
person with disability person with [type of impairment] persons with disabilities people with disabilities (only in Easy Read documents, informal text and oral speech)	disabled person, handicapped, person with special needs, handicapable, atypical, person living with a disability, differently abled, people of all abilities, people of determination, person living with a disability
person without disability the rest of the population	normal, healthy, able-bodied, typical, whole, of sound body/mind
have [disability/impairment/condition]	suffer from, afflicted by, stricken by, troubled with
person with an intellectual disability person with an intellectual impairment	retarded, simple, slow, afflicted, brain-damaged, intellectually challenged, subnormal, of unsound mind, feeble-minded, mentally handicapped
person with a psychosocial disability	insane, crazy, maniac, psycho, hypersensitive, lunatic, demented, panicked, agitated, mentally deranged, mentally ill
deaf person person who is deaf person with a hearing disability person with a hearing impairment person with hearing loss hard-of-hearing person deafblind person	the deaf, hearing impaired, deaf and dumb, deaf and mute
blind person person who is blind person with a vision/visual disability person with a vision/visual impairment person with low vision deafblind person	the blind, partially-sighted
person with a physical disability person with a physical impairment	crippled, invalid, deformed, lame, handicapped, physically challenged, person with physical limitations, limp

<p>wheelchair user person who uses a wheelchair person with a mobility disability person with a mobility impairment person using a mobility device</p>	<p>confined/restricted to a wheelchair wheelchair-bound</p>
<p>person of short stature little person person with achondroplasia (only if the person has this condition)</p>	<p>midget, dwarf, stunted</p>
<p>person with Down syndrome person with trisomy-21</p>	<p>mongoloid, special person, Down</p>
<p>person with albinism</p>	<p>albino</p>
<p>person affected by leprosy</p>	<p>leper, leprosy patient</p>
<p>person who uses a communication device person who uses an alternative method of communication</p>	<p>non-verbal, can't talk</p>
<p>accessible parking parking reserved for persons with disabilities accessible bathroom</p>	<p>disabled/handicapped parking handicapped bathroom</p>

ANNEX II

Terms requiring additional clarification from a language perspective

1. **ACCESS vs ACCESSIBILITY**
2. **BRAILLE**
3. **CAPTIONS vs SUBTITLES**
4. **DEAF COMMUNITY**
5. **DEAFBLIND**
6. **DECLARATION AND DISCLOSURE**
7. **DISABLED PERSON**
8. **EASY READ**
9. **HELP, SUPPORT, ASSISTANCE**
10. **IMPAIRMENT vs DISABILITY**
11. **INTEGRATION vs INCLUSION**
12. **NEEDS vs REQUIREMENTS**
13. **ORGANIZATIONS FOR/OF PERSONS WITH DISABILITIES**
14. **PWD**
15. **PLAIN LANGUAGE, PLAIN ENGLISH**
16. **REASONABLE ACCOMMODATION**
17. **SERVICE ANIMALS**
18. **SIGN LANGUAGE AND INTERNATIONAL SIGN**
19. **VISUAL IMPAIRMENT vs BLINDNESS**

1. ACCESS vs ACCESSIBILITY

Access means the opportunity or right to do something or enter a place. For example, if you have a United Nations badge, you have access to the United Nations premises.

Accessibility refers to the design of products, devices, services or environments so as to be usable by persons with or without disabilities, and includes information and communications. Physical accessibility, for example, involves the creation of a barrier-free environment where persons with disabilities can move freely. Using the example above, this means that you may have access to the United Nations premises, but accessibility is lacking if there are physical barriers such as stairs or heavy doors. While you may have access to United Nations documents in printed or digital form, the documents are not accessible unless they are available in the required format (such as Braille or Easy Read).

Sometimes access is ensured but accessibility is not, so these terms are not equivalent and should be used in the right context.

2. BRAILLE

Braille is not a language. It is a system of raised dots that can be read with the fingers, used by people who are blind or who have low vision. Not all blind people can read Braille. Those who do can be referred to as Braille users. Everybody has the ability to learn to read Braille, so you should never assume that a Braille user is blind.

The process of converting printed text to Braille is called “transcribing” (not “translating”). The “printing” process is called “embossing”.

3. CAPTIONS vs SUBTITLES

Captions and subtitles are not the same, although they both appear as text at the bottom of the screen and represent speech.

Captions are particularly useful for persons who have hearing impairments as they include information on background noises, speaker identification, description of music and other relevant details.

Subtitles assume that the viewers can hear but cannot understand the language in the video – for example, in foreign-language films – and include dialogue only.

Captions come in two forms: open or closed captions. Closed captioning can be turned off by the viewer, while open captions are embedded into the video and cannot be turned off. Live (or real-time) captioning is provided at accessible meetings, either remotely or on-site.

All of these differences should be taken into account when using these terms.

4. DEAF COMMUNITY

“I am Deaf” (capitalized) is often used by individuals who are proud to belong to the “Deaf Community”. They view themselves as a unique cultural and linguistic minority who use sign language as their primary language and share similar values. However, at the United Nations, we do not capitalize “deaf” or “deaf community”.

5. DEAFBLIND

Deafblind individuals are a heterogeneous group of people who have significant sensory loss, including both blindness and deafness. At the United Nations, the form “deafblind” is preferred over “deaf-blind”.

6. DECLARATION AND DISCLOSURE

Persons with disabilities have the right to share, or not to share, information about their disability status. In the workplace, we should move away from the traditional terms of “disclosure” or “declaration” of disability, as it can make it seem like the person is revealing a secret.

The phrase “identify as a person with disability” should also be avoided, as it raises other issues around identity and belonging. Someone may have an impairment but still not identify as a person with a disability. The simple phrase “choose to share information about their disability/impairment” is appropriate when talking about people’s choice to let their employer or colleagues know about their impairment or specific requirements.

7. DISABLED PERSON

In some countries, “disabled person” is the preferred term. This term must be kept when referring to their laws, policies or entities, for example, as it reflects the reality in the country or the author’s deliberate choice. Quotation marks can be used if necessary. However, we recommend using people-first language in United Nations websites, documents and speech, with the term “persons with disabilities”.

8. EASY READ

Easy Read is an accessible format primarily intended for persons with intellectual disabilities or who have difficulties understanding written text.

The process of drafting an Easy Read version of a mainstream document is called “adaptation”, not translation. However, like any other document, an Easy Read document written in one language can be translated into any other language, in which case we can call the result a translation.

At the United Nations, when referring to this specific format, we prefer the term “Easy Read” over “easy-to-read” to avoid misunderstandings. For example, the phrase “the United Nations Chronicle is a quarterly, easy-to-read report on the work of the United Nations and its agencies” does not mean that the Chronicle is available in this accessible format, but simply that it is easy to read and to understand.



9. HELP, SUPPORT, ASSISTANCE

The terms “help”, “support” and “assistance” have different connotations and are not interchangeable.

The term “help” is not recommended, as it portrays persons with disabilities as helpless and dependent. “Support” and “assistance” are more empowering and appropriate terms, and can be used in expressions such as “participants requiring assistance” or “support measures for persons with disabilities”.

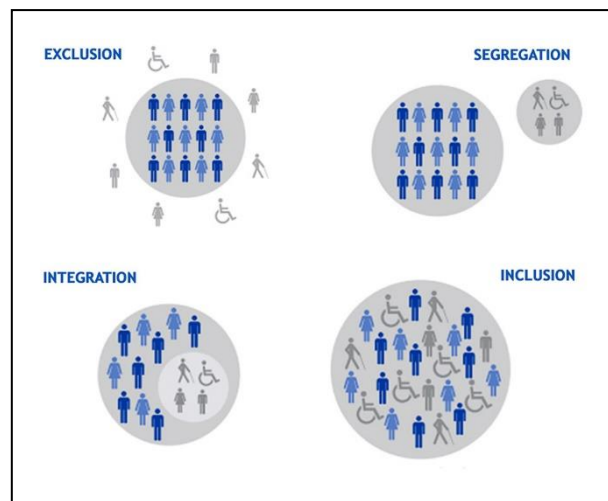
10. IMPAIRMENT vs DISABILITY

Impairment refers to "any loss or abnormality of psychological, physiological or anatomical structure or function" (World Health Organization), while disability “results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis

with others” (Convention on the Rights of Persons with Disabilities, preamble, para. (e)). Since these terms have different meanings, they are not interchangeable.

11. INTEGRATION vs INCLUSION

There is a substantial difference between integration and inclusion. Integration is the process of making a person adapt to or fit into society, while inclusion refers to the process of changing society to include everyone, regardless of their impairment status. When talking about persons with disabilities, the connotations of “inclusion” are positive, while those of “integration” are negative. These terms are therefore not interchangeable.



12. NEEDS vs REQUIREMENTS

Some United Nations entities and experts have shown a preference for the term “requirements” over “needs”. This is in line with the human rights approach to disability, whereby we recognize that persons with disabilities are rights holders. The term “needs” is perceived as perpetuating the stereotype that persons with disabilities are needy or a burden, in particular when referring to “care needs”. An example that illustrates this approach is that schools must provide Braille materials to students with visual impairments not because they need them, but because they have a right to quality education on an equal basis with other students.

13. ORGANIZATIONS FOR/OF PERSONS WITH DISABILITIES

Organizations “of” persons with disabilities should be distinguished from organizations “for” persons with disabilities.

Organizations of persons with disabilities are led and controlled by persons with disabilities themselves. They represent the legitimate rights and interests of their members.

On the other hand, organizations for persons with disabilities provide services or advocate on behalf of persons with disabilities, but are not led and controlled by those persons.

14. PWD

The abbreviation “PWD” or “pwd” to refer to persons with disabilities should never be used in formal United Nations documents.

15. PLAIN LANGUAGE, PLAIN ENGLISH

Plain language is communication that the audience can understand the first time they read or hear it. Complex language and jargon are avoided, and a number of other principles are applied such as using short sentences or avoiding the passive voice. It can also be called plain English, plain writing or clear writing. However, the context is particularly relevant. For example, if you mention that a document will be made “available in plain English”, it may be understood to be in the English language only, excluding any other language. If that is not the case, “plain language” would be preferable.

16. REASONABLE ACCOMMODATION

In disability contexts, the term “accommodation”, frequently used in the expression “reasonable accommodation”, refers to necessary and appropriate modifications and adjustments to ensure that persons with disabilities can enjoy all human rights and fundamental freedoms.

In order to avoid misunderstandings, other options can be used when referring to a place to live or stay, such as housing, lodging, place of residence or living arrangements. Nevertheless, the term accommodation can be used when there is no ambiguity.

17. SERVICE ANIMALS

Service animals have been trained to perform specific tasks for persons with disabilities. This may include animals that guide individuals with visual impairments, pull a wheelchair or fetch dropped items. Sometimes the term “animal” is preferred over “dog” to encompass other types of animals that provide similar services. For example, Capuchin monkeys have been trained to help persons with physical impairments to perform daily tasks. Other animals that can be trained or used to provide comfort include parrots, ferrets and horses.

18. SIGN LANGUAGE AND INTERNATIONAL SIGN

Sign languages all over the world are distinct from each other. There is Mexican Sign Language, Lithuanian Sign Language and so forth. Some countries, such as Canada, have more than one sign language. When referring to these specific languages, we need to capitalize each word in the name.

There is no such thing as an international sign language, but there is something called International Sign. International Sign is a form of signing based on a series of agreed-upon signs that are used whenever deaf people from around the world meet at events. We therefore say, for example, that the United Nations provides International Sign interpretation, without calling it a language.

19. VISUAL IMPAIRMENT vs BLINDNESS

The term “visual impairment”, or “vision impairment”, encompasses a wide range of vision loss situations, of which blindness is just one. These terms are therefore not synonyms.

Disability Language

Don't Use

- “The” Disabled, handicapped, physically or mentally challenged, special needs, differently able, people of determination
- Normal experience, able-bodied
- Wheelchair bound, confined to wheelchair, suffers from
- Birth defect, deformity, disorder
- Crippled, lame, invalid, gimp, r-word, crazy, insane
- Has a speech defect, dumb, stupid, slow
- Invisible disability
- Deaf people don't use impairment when referring their Deafness
- Person who has or is spastic, has fits
- Midget, oompa loompa
- Mental illness

Do Use

- Person who has a disability or is Disabled (person-first)
- Disabled Person/Deaf Person/Autistic Person (identity-first)
- Non-disabled person, person without a disability
- Person uses, sits on or rides a wheelchair
- Congenital refers to disability at birth
- Acquired disability refers to disability from disease or trauma
- Person as a speech disability
- Person who is blind or has low vision/ Blind person
- Apparent and Non-Apparent disability
- Person with an intellectual, cognitive or developmental disability
- Person with epilepsy / seizure disability
- Person who is Autistic / Autistic person
- Person who is Deaf or hard of hearing / Deaf person
- Little Person or Dwarf
- Person who has a mental or psychiatric health condition
- Traditional experience

Always ask the Disabled person what terms they prefer.

Standardized Language Usage

Olympic and Paralympic Games

2028 Los Angeles Olympic and Paralympic Games

LA28 Olympic and Paralympic Games

The Games

Disability Language Do's and Don'ts:

We understand vernacular patterns, usage of trade language and the discomfort when using language, we may be unfamiliar with. Please note that ALL language models change including language usage with respect to Disability Culture. This is a non-comprehensive list and we continue to add, subtract and define our language to represent our population's accuracy in identity. Also, of note is when a Disabled person corrects you on your language usage, please defer to what they would like to be called. Identity is personal as is language.

Do Not Use or TRY YOUR HARDEST NOT TO USE

- “The” disabled, handicapped, physically challenged, special needs, differently able, people of determination
- Normal, able-bodied
- Wheelchair bound, confined to wheelchair, suffers from, unfortunate
- Birth defect, deformity,
- Crippled, lame, invalid, gimp, r-word
- Has a speech defect, is dumb
- “The” blind
- Stupid, r-word, slow, subnormal, mentally challenged
- Has fits, spastic, lame
- On the spectrum
- Invisible Disability
- Midget

- Crazy, nuts, loony, insane
- Mental illness

Do Use

- Person who has a disability
- Disabled Person/Deaf Person/Autistic Person
- Non-disabled person, don't identify as disabled
- Uses or rides a wheelchair
- Birth, congenital, acquired disability
- Neurodivergent
- A speech disability
- Person who is blind or has low vision
- Person with an intellectual, cognitive, developmental, traumatic brain injury (TBI) disability
- Person with epilepsy/seizure disability
- Person with a psychiatric disability
- Mad person or Person with a mental health condition
- Little Person or Dwarf
- Non - visible or non - apparent

****Ableism**

A system of oppression that devalues, marginalizes, and discriminates against people with disabilities. It can manifest in interpersonal interactions, institutional policies, and cultural norms that prioritize non-Disabled individuals.

**Additional definitions of Ableism are imperative to investigate for your own understanding of this vast area.

Credit to Talila A. Lewis, Esq and community members for this collective working definition of Ableism:

able·ism /'ābəˌlɪzəm/ noun A system of assigning value to people's bodies and minds based on societally constructed ideas of normalcy, productivity,

desirability, intelligence, excellence, and fitness. These constructed ideas are deeply rooted in eugenics, anti-Blackness, misogyny, colonialism, imperialism, and capitalism. This systemic oppression that leads to people and society determining people's value based on their culture, age, language, appearance, religion, birth or living place, "health/wellness", and/or their ability to satisfactorily re/produce, "excel" and "behave." You do not have to be disabled to experience ableism. working definition by @TalilaLewis, updated January 2022, developed in community with disabled Black & negatively racialized folks.

Access/Accessibility

The degree to which a space, service, or environment is designed to be usable by people with disabilities. This includes physical access (such as ramps or elevators), as well as communication access (like closed captions or sign language interpreters). Accessibility is crucial for achieving equity within society.

Black Disabled Feminism

An intersectional framework that examines how Black women with disabilities experience compounded forms of oppression due to their race, gender, and disability status. It emphasizes the importance of centering the voices of Black Disabled women in discussions around justice and equality.

Compounded Marginalization

The experience of facing multiple layers of marginalization or oppression due to the intersection of race, gender, disability, and other social identities. In "To Be A Problem," Baldwin highlights how Black Disabled women navigate and resist these intersecting oppressions in both public and activist spaces.

Crip

A term reclaimed by some people with disabilities to celebrate and take pride in their identity. The term crip challenges the stigmatization of disability and promotes disability pride, culture, and community. It can often be used in a way that parallels movements such as "queer" for LGBTQ+ communities.

Disability Justice

A framework that expands on disability rights by acknowledging the intersectional nature of oppression faced by Disabled people, particularly Disabled people of color, LGBTQ+ Disabled people, and other marginalized groups. Disability justice moves beyond legal protections and access to focus on collective liberation and dismantling of systemic oppressions.

Inclusive Interdisciplinary I2Walk/Move Audit: “Sympathy” vs. Empathy”: Comparing experiences of I2Audits and disability simulations:

<https://www.frontiersin.org/journals/rehabilitation-sciences/articles/10.3389/frehab.2022.876099/full>

Intersectionality

A term coined by legal scholar Kimberlé Crenshaw, intersectionality refers to how different forms of identity (such as race, gender, class, and disability) intersect and overlap, creating unique experiences of oppression or privilege. In the context of Baldwin's book, intersectionality is critical in understanding the layered discrimination Black Disabled women face.

Internalized Ableism

The process by which people with disabilities adopt society's ableist views, often leading to self-devaluation or a sense of inadequacy. This can be a result of growing up in a society that marginalizes and dehumanizes Disabled people.

Racial Capitalism

A system in which economic exploitation is intertwined with racial oppression. In the context of Baldwin's book, racial capitalism may refer to how Black Disabled individuals are systematically excluded or exploited within both economic and disability rights structures.

Respectability Politics

A term used to describe the pressure marginalized communities face to conform to dominant societal norms to gain acceptance or advancement. For Black Disabled people, this often means navigating pressures to "overcome" both race and disability to fit societal expectations.

Structural Ableism

Systemic exclusion of people with disabilities through laws, policies, and institutional practices that are not designed to include Disabled people. In "To Be A Problem," structural ableism may refer to how disability rights movements often overlook or de-prioritize the voices and needs of Black Disabled people.

Tokenism

The superficial inclusion of marginalized individuals in spaces or movements to give the appearance of diversity or inclusivity without providing real power or leadership opportunities. Tokenism often isolates individuals from genuine participation and leadership.

White Supremacy

A system of power and domination that prioritizes white people and culture, systematically oppressing people of color. In disability rights movements, white supremacy may manifest in the erasure or sidelining of Disabled people of color, particularly Black Disabled women.

Disability Pride

A movement and mindset that encourages people with disabilities to feel pride in their identity rather than viewing disability as something to be fixed or hidden. Disability pride promotes the idea that people with disabilities should not be ashamed of their bodies or minds and can openly celebrate their lived experience.

Solidarity

A mutual support framework where individuals or groups stand together to fight for justice across different identities and struggles. In the context of Baldwin's work, solidarity refers to the importance of collective resistance against both racism and ableism within and outside the disability rights movement.

This glossary pulls from key concepts that are reflected in Dara Baldwin's work and adds fundamental disability-related terms from the vaults of Candace Cable and Karin Korb. It highlights the identity and intersection of race, disability, and justice—a focus central to Dara Baldwin's book: "To Be A Problem: A Black Woman's Survival in the Racist Disability Rights Movement".

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**CITY OF LOS ANGELES
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February **XX**, 2025

Katy Yaroslavky, Chairperson
City of Los Angeles
Budget and Finance Committee
200 North Spring Street
Los Angeles, CA 90012

RE: Commission on Disability Support for the General Services Department

Dear Chairperson Yaroslavsky,

The Commission on Disability is writing to express its strong support for the General Services Department's (GSD) Preventative Maintenance Budget Package request.

The Commission's support is based on the inclusion of language in the budget package to designate and train an appropriate staff person to lead GSD's efforts to ensure that City facilities are maintained in compliance with disability access standards, including the Americans with Disabilities Act (ADA), and to train other GSD staff on these requirements.

The Commission hopes that increased knowledge capacity regarding disability access standards will help eliminate or significantly reduce the backlog of more than 21,000 preventative maintenance work tickets associated with disability access in a timely manner, including the inspection of equipment and features that assist disabled staff and visitors to City facilities managed by GSD. In May 2024, the Commission submitted 11 requests to address items at City Hall that did not comply with the ADA Standards for Accessible Design (for example, adding protection to under sink pipes and placing the toilet paper dispenser in the correct location in the accessible stall) and it has taken over 6 months to remedy the non-compliance.

The Commission understands that the Department on Disability will provide technical assistance and training for the designated staff, however the Department cannot provide the direct work that GSD provides.

****DRAFT****

Los Angeles is a City that welcomes many large events, including sporting and entertainment events that bring millions of visitors from all over the world to our City. It is essential that all people can access the City, including people with disabilities, so everyone can have the same experience and no one is left behind.

This is of particular importance in advance of the 2026 World Cup and the 2028 Olympic and Paralympic Games. Because the Paralympics are coming for the first time, it will further highlight the City's accessibility, as well as its inaccessibility.

Over 20% of Angeleos have disabilities, and have an equal right by law to access City facilities. This includes older adults who have age related disabilities. As our population ages, this number continues to grow. The passage of the budget package will also be in line with a previous letter submitted to you by this Commission for "Support Of The United Nations Convention On The Rights Of Persons With Disabilities. To Enhance Equity And Human Rights", on June 20, 2024, which requested that the City adopt the articles of the Convention and add federal ratification of it to the legislative agenda, and has gone without a response. The support for the budget package will help get us one step closer to enhancing equity and human rights a reality .

On behalf of all Angeleos and visitors to our City with a disability, we ask that you approve GSD's Preventative Maintenance Budget Package request.

Should you have any questions, you may contact me at akiko.tagawa@gmail.com or (323) 823-1764.

Sincerely,

Akiko Tagawa
Commission on Disability President

2028 Games Mobility Concept Plan – Accessibility Strategy



February 2025



Metro

Agenda

- Games context
- Purpose of Accessibility Strategy
- Interface with other workstreams
- Accessible transportation as part of the Games
- Progress so far
- Project Update Metro Transit Center
- Accessibility Pilot Efforts



2028 Games by the Numbers

10-15M

Tickets to be sold

700+

Ticketed Events

3M+

Unique Attendees

80+

Competition & Non-competition Venues

65K

Volunteers & Employees

1.2M

Peak Day Spectator Trips

60

Days of Games Operation

50K

Key Constituents (Athletes, Officials, Media, etc.)



Games Mobility Executives

Games Mobility Executives [GME]



Key Delivery Roles

LA28

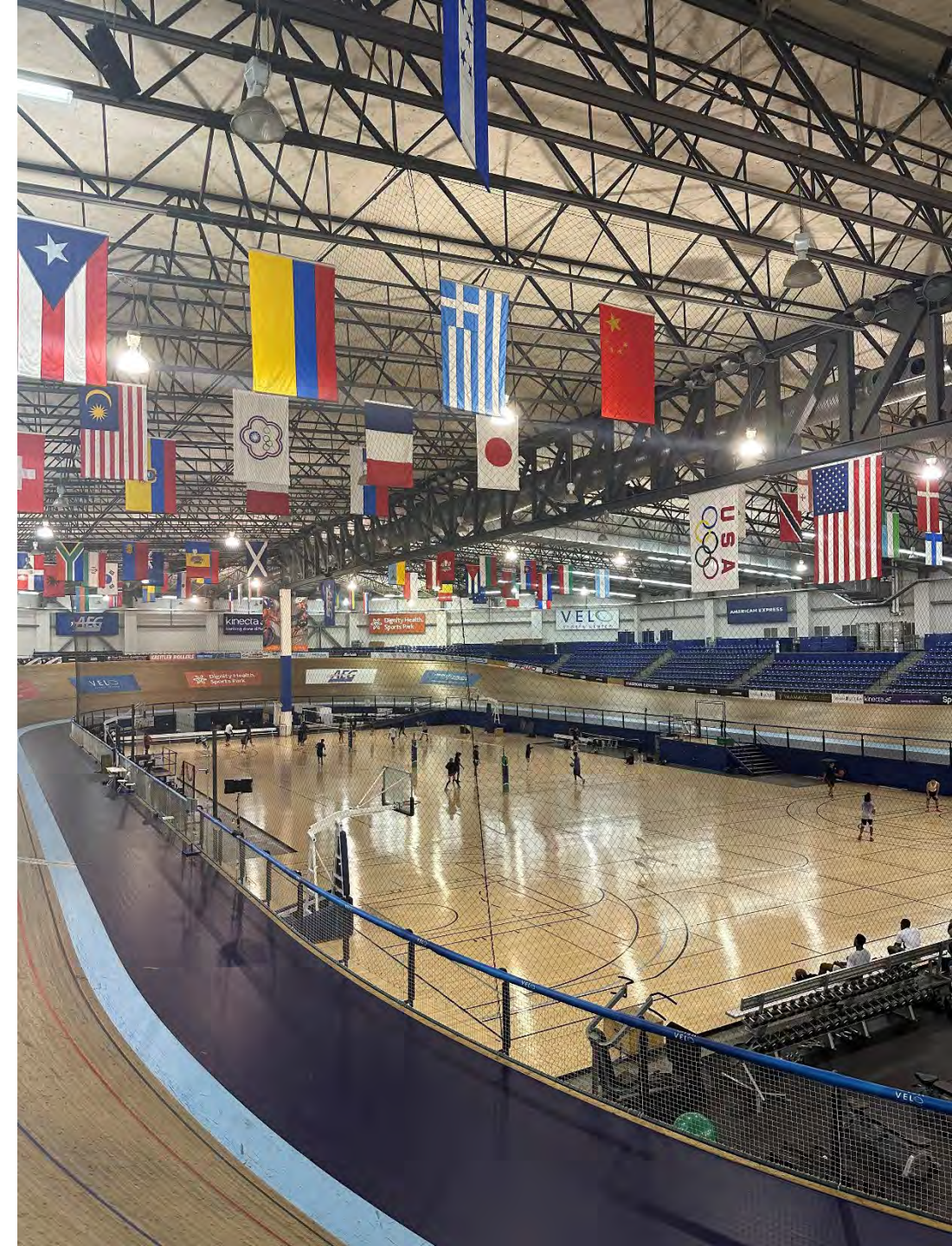
- Bid transportation commitments
- Closed transportation systems (athletes/Games-family)
- Venue operations

Agencies

- Open transportation systems Games Enhanced Transit System
- (GETSspectators and workforce)
- Games Route Network (GRN) delivery and management
- Regional/local traffic operations
- Games Mobility Hubs
- Traffic Demand Management (TDM) planning and communications
- Legacy projects

Games Transport Objectives

- Safe, fast, reliable transport for Athletes and other member of Games Family
- Safe, efficient, accessible transport for Spectators and Workforce
- A “Transit-First” Games—no spectator parking at venues
- Keep LA moving for BAU—Business As (Un)usual
- Maximize legacy benefits of the Games



Metro 2028 Mobility Concept Plan

- **Established the vision**
 - Transit-first games
 - Metro as the lead mobility service provider
 - Defined essential Games needs
- **Identified key projects**
 - Achievable by 2028
 - Provide legacy benefits
 - Support 2028 Games mobility
- **2028 Games MCP Goals: Accessibility Strategy**
 - Leave a permanent legacy after the Games
 - Enable all spectators and workforce to get to the 2028 Games by transit, walking, or rolling
 - Ensure accessibility for all
 - Create a coalition of partners



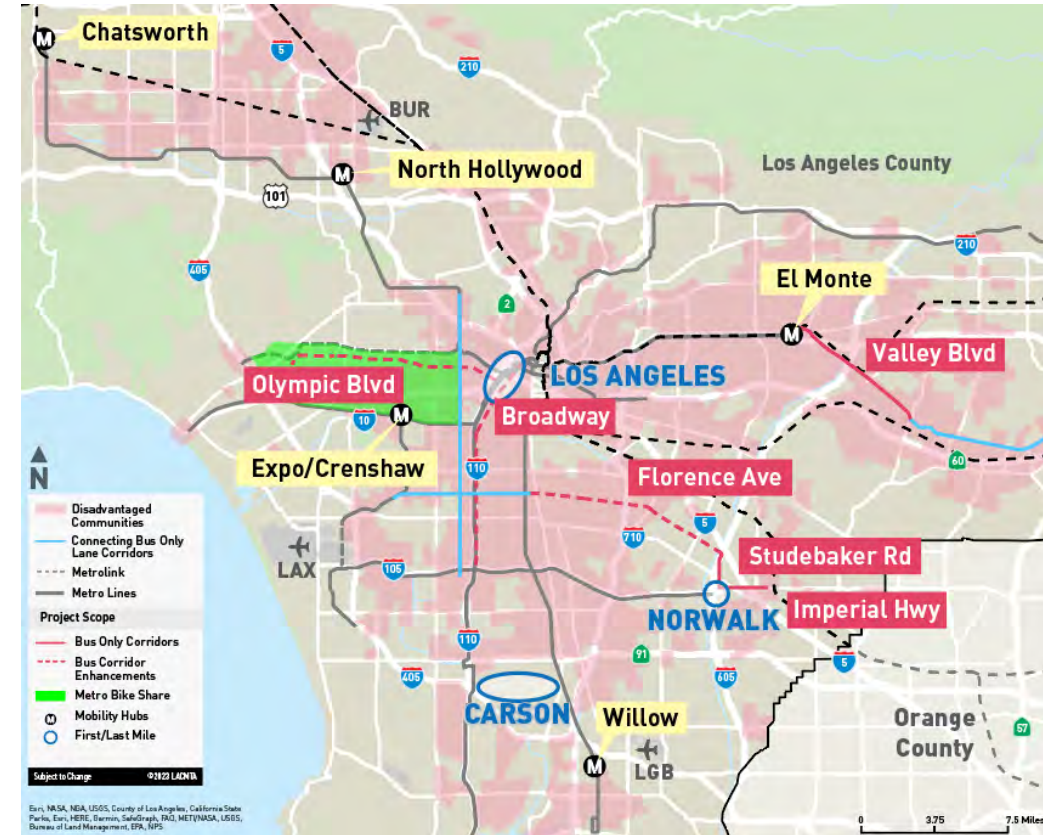
Metro 2028 Games MCP Progress

■ Key accomplishments

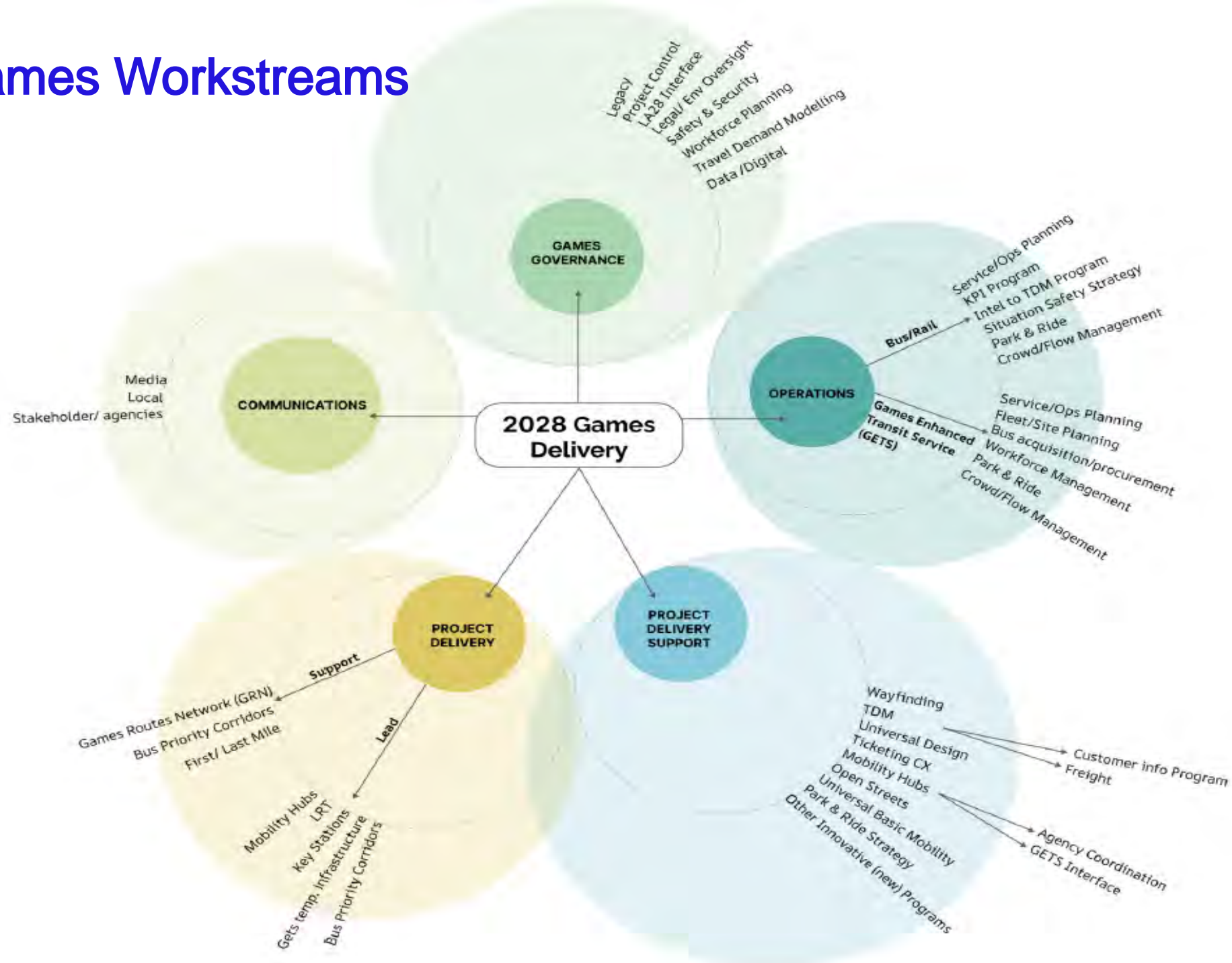
- Defined preliminary GME roles and responsibilities (RACI)
- Secured \$139 million from RCN
- Advocated for \$200 million in the Senate's FY25 THUD spending bill
- Prepared project implementation plans
- Modeled Games transportation demand

■ What we're doing

- Preparing scopes, schedules, and budgets
- Pursuing additional funding
- Preparing conceptual engineering drawings for funded projects
- Developing revenue generation ideas
- GME, federal, state, and local agency coordination
- Negotiating MOU with LA28
 - Focused on funding and defining enhanced Metro services during the 2028 Games



Metro Games Workstreams



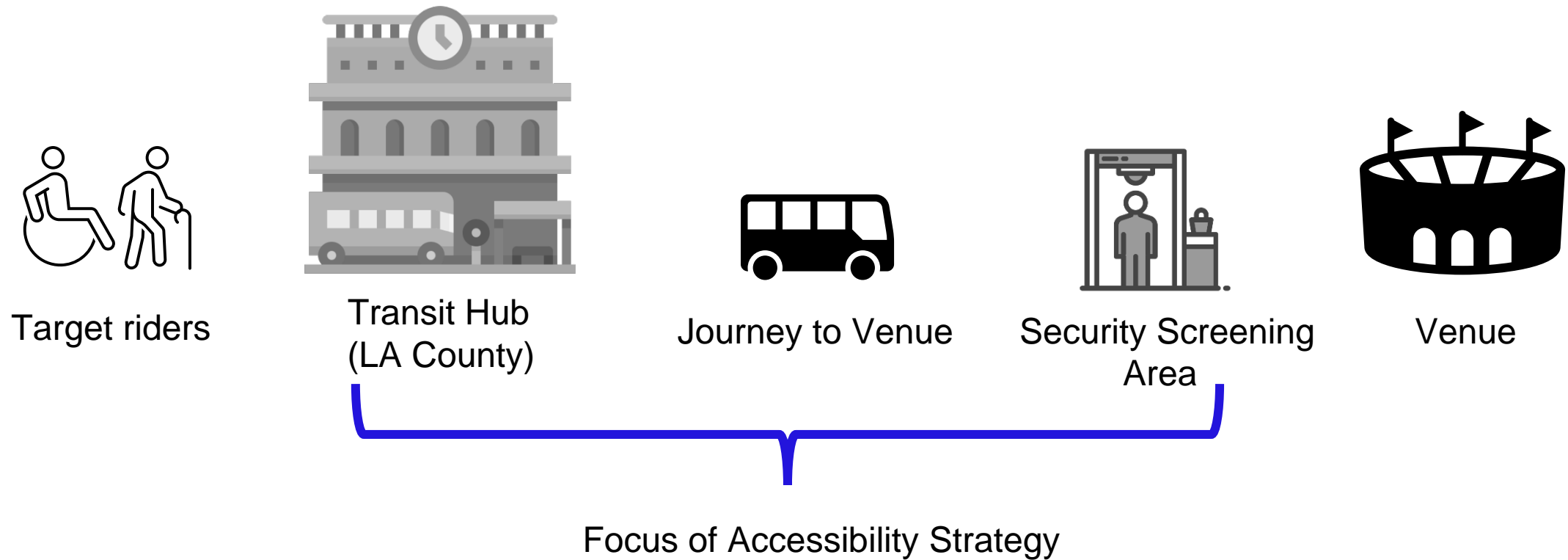
Purpose of the Accessibility Strategy:

Enable persons with disabilities to be safe, dignified, connected, and as independent as possible during the 2028 Games

The Goal is to build an inclusive and equitable transport system for all.



The Accessible Trip



Interface with Other Workstreams

Workstreams

- Games Enhance Transit System will include accessible buses
- Key stations – Pico Station and Union Station
- Wayfinding & Digital Accessibility Needs
- Mobility Hubs
- Transit to Venue First/Last Mile
- Working with GME subcommittees to identify accessibility needs



Accessible transportation as part of the Games

- Enhance accessibility by implementing targeted inclusive design strategies that support people of all abilities
- Ensure smooth mobility for Angelenos and visitors throughout the Games.
- Integrate seamlessly with the broader transportation network to serve spectators, athletes, and workforce efficiently.
- Expand accessible transit options including paratransit, low-floor buses, and designated accessible routes
- Improve wayfinding and digital accessibility



Accessibility Strategy

- **Progress**
 - Identified Games requirements and guidance
 - Established goals and objectives
 - Developed initial estimates of spectator demand for accessible transit services during the Games
 - Determined accessibility needs by operator
 - Benchmarking against other major sporting events to identify opportunities and strategies for improvement
- **Future**
 - Share report with external stakeholders
 - Conduct stakeholder engagement
 - Work across GME partners to implement strategies to improve accessibility
 - Pilot accessibility strategies during major events (e.g. FIFA/ Superbowl/ Major Events)

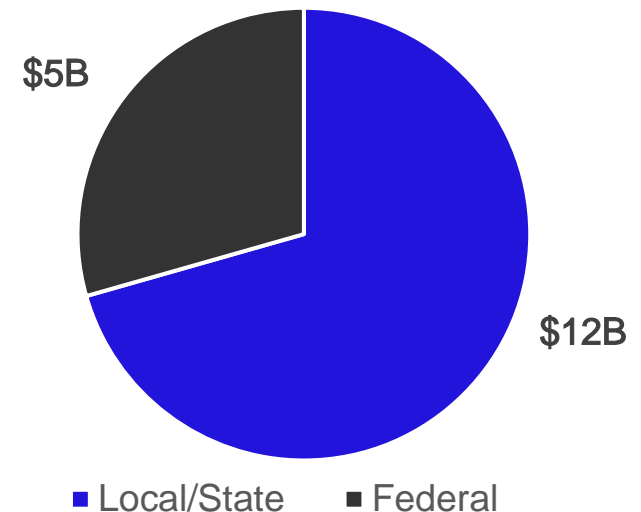


Investing \$12 billion in local/state funding by 2028

- More than 20 projects delivered or to be delivered by 2028 since 2017
- These local and state-funded projects have been decades in the making, long before the 2028 bid award
- Delivering bid book commitments
 - Crenshaw/ LAX
 - Regional Connector
 - Purple Line Sections 1, 2, and 3
 - Airport Metro Connector
- Metro has spent a total of \$10M to date in planning for the 2028 Games



Two-Thirds of Transportation Funding is from Local & State Sources



LAX / Metro Transit Center Station

Project Update

- LAX/Metro Transit Center Station (LAX/MTC) is a very large, multi-modal station located at 96th St. and Aviation Blvd.
- Designed to connect seamlessly with The Automated People Mover
 - Ground level: Metro Rail station and Bus Plaza
 - Mezzanine level: offices, more retail
 - Upper-level Automated People Mover (APM)
- Budget \$898M. Fall 2021 to Summer 2025. Part of the new KLine
- Free Metro bus shuttles connecting ELine and C Lines
- LAX shuttle currently connects LAX terminals with Century Station and Aviation Station.
- LAX shuttle service will run between LAX/MTC and terminals until the Automated People Mover opens (2026)
- Animation on YouTube: <https://youtu.be/1g90SLgltDQ>



Project Map



sources and on track to be complete by 2028

LAX/Metro Transit Center 96th and Aviation Bl

- Light Rail Station: C and K Lines
- Bus plaza: 16 bus bays for both Metro and Municipal Carriers
- Metro customer service center
- Retail spaces and Bike hub
- Direct connection to the new LAX Automated People Mover (APM)

Accessibility!

- ADA Tactile paths connect to all key customer locations
- Large screen information kiosks with interactive controls, audio, and Braille
- All ADA fare gates—no turnstiles!
- Tandem elevators and escalators
- **Hands-free activation of elevators!!**



Universal and Inclusive Design – Human Center Approach

Expanding Access to Opportunities through Innovation

- **Key opportunities include:**
 - Enhanced mobility: Rail / BRT stations and bus hubs accessibility
 - Inclusive digital/ Information technologies, including LEP
 - Awareness/ Sensitivity training
 - Ongoing accessibility monitoring
 - Collaboration with government agencies and industry partners
 - ensures policy alignment
 - continuous feedback driving improvements.



Accessibility Pilots in preparation for FIFA and the 2028 Games

Innovations leading to legacy

- Hands-free access to intercoms – “Metro Call Points” with multi-lingual digital screens
- ADA tactile guidance systems expansion
 - Union Station and Downtown Los Angeles
- Volunteer Initiatives and Dedicated Accessibility Assistance Teams



Accessibility Pilots Continued

- Accessible mobile app wayfinding – Phase I and II: Union Station Complex and 12 station pilot from DTLA to Braille Institute
- Enhanced Disabilities Awareness and Sensitivity training
- Expanded Interpretation / Translation (web, print, signage, person-to-person)
- Calming/Recovery rooms for neurodiverse and other customers with disability at major Metro/BRT stations and Bus
 - More to come! Additional efforts supporting accessibility/mobility driven by major events...



Questions? Contact Metro Accessibility Leads

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 - Email: GutierrezH3@metro.net
 - Phone: 213.444.9304
- **Benjamin Alcazar, Sr. Director, Civil Rights Program**
Office of Civil Rights/ Racial Equity/ Diversity & Inclusion
 - Email: Alcazarb@metro.net
 - Phone: 213.598.7680



Thank you

