



Columbus Advisory Committee on Disability Issues

Minutes of the Meeting: September 25, 2014

Members present: Mary Hiland, Wayne Cocchi, Patricia Kovacs, Karen Kostelac, Tiffany McClain, Enjie Hall, Katie Frederick, David Cameron, Ann Christopher, Cynthia McIntosh

Members Excused: Kay Grier, Elizabeth Sammons, Marlene Stewart, Rajai Saleh, Ann Gazelle

Members Absent: Sue Willis, Scott Lissner, Kathy Blair, Jennifer Flynn, Rick Isbell

Guests: Paul Walker, Karen Russelo (rep for Kay Grier), James Christian, Geri Cooper,

CALL TO ORDER: Chair Mary Hiland called the meeting to order at 1:00.

Guest Speaker: Mark Mulchaey, Manager Customer Service & General Aviation for the Regional Airport Authority.

The authority includes Port Columbus International Airport, Richenbacher Airport, and Bolton Field.

Terminal modernization program (tmp) currently taking place at Port Columbus, \$80 million remodel on all public space in 3 years. Why? Return to having the customer turn in bags at airlines and moving all TSA activities behind the scenes. This provides more lobby space from the removal of all TSA equipment. They looked long term and are determined they would be using the terminal to the best of its efficiency. Terminal can handle about 9 million people annually. Currently they serve 6.3 million passengers per year. Looking at 15+ years to hit the analysis of serving 9 mil passengers annually. Typically 12,000+ people are using the building every day. They also just completed a \$140 million runway replacement.

Other efficiencies were brought together as well, including all new hard flooring, lighting, ceilings, HVAC, carpeting in airline seating areas, ticket counters, ceiling treatment and skylights, ADA standards, all new or remodeled restrooms with wider entrances, wider stalls, hands free technology. They are installing the same fixtures now in all restrooms and there will also be more family restrooms. Hope to be 95% completed through Dec. 2015.

Questions from committee:

Ann Christopher noted that personnel seem to be incredibly helpful at Port Columbus. Some issue with mishandling of bulky or large equipment, i.e., her wheelchair. Ann asked who should she contact with her concerns. Mark recommends contacting the airport Authority, or himself, for the most efficient attention no matter who the issue is

with (ie., airline, tsa staff at checkpoint, airport staff, retail issue, etc.) and explain what the issue is. Hopefully they would get a response back to the customer within 24 hours.

Mary. Hiland asked about having a waiting area for people with disabilities with support staff. She has experienced this in other airports. Port Columbus does not have an airline lounge, 98% are leaving or coming from Columbus and not a layover in Columbus for a flight. He will take the idea back to the Authority.

Is there a designated dog relief area? There is a temporary one, but will be moved back to outside the baggage area. There is a national movement the develop guidelines to have a relief area inside the post security area. Mark said they will be working on this at Port Columbus as well.

Katie Frederick also commented that airport personnel are very helpful. She has an issue with kiosk screens at ticketing areas and those with visual issues needing assistance. Mark noted that there will be staff at the kiosk areas to assist people. Halso e mentioned the use of mobile boarding passes (on smartphones) are very helpful, no need for paper boarding pass.

Other general questions from the committee included:

What does CMH stand for? Columbus Metropolitan Hanger coined by Amelia Earhart and Eddie Richenbacher.

Any plans for Bolton Field, a general aviation reliever airport. No changes planned for this airport.

Any plans for Richenbacher? Regular maintenance on runway pavement, increasing cargo imports/exports occurring the past couple years. Allegient airlines providing some passenger flights. There are also military flights that continue.

Mark also noted that they have a staff member or airport ambassadors to help customers, that have a special requests, etc., that will assist those who may need support throughout the airport. They also have an interfaith non denominational room (in pre security area). There are apps to locate flights/seats on charter airlines if you may not want to fly on a commercial airline.

MINUTES: Karen Kostelac moved to approve the August 2014 minutes, and seconded by Ann Christopher. Minutes were approved

OLD BUSINESS.

Mayors letter, no discussion, all agree to send. Wayne will send out via email and hard copy and also to City Council President Ginther.

Mornings with the mayor. No update.

Invitations to community members. At last meeting we discussed this or strategies to invite folks from other areas, to let them know we exist and if they have any issues or those issues we may have in their neighborhoods.

October meeting. We need a speaker.

ADA 25th anniversary in 2015. Mary contacted Sue Hetrick by e-mail and has not heard back yet.

Patricia Kovacs will send rules for signals. There is a new pedestrian hybrid beacon signal at the intersection of Big Walnut Road and Oak Hill Drive.

Patricia went to a meeting on bike lanes being added on Spring, Long and 4th Streets, some parking (50) meters will be relocated or removed. Hopefully our advocacy helped with that.

NEW BUSINESS.

David Debalak, City of Columbus IT was not present at the meeting today.

Jim Christian mentioned that there is an open seat on the City of Columbus Transportation and Pedestrian Committee. They would like to have a representative from the disability community. He was asked to solicit candidates from our committee. The Director, Tracy Davies, will select the person to serve. They meet once a month on Tuesday nights. Patricia Kovacs and Katie Frederick expressed an interest in serving. Jim will forward their names to the committee for consideration.

Jim is now part of the Infrastructure Management Dept for the city. Things are still being worked out on the reorganization. We do need to have a designated backup to attend this meeting in case he can not attend. Jim will talk with one of his administrators about this.

INDIVIDUAL ISSUES. Katie discussed the audible signal at High Street and State Street, it ticks really fast and does not say the walk sign is on. When you go to cross high street the signal does not change or differentiate the signals. Also, the audible signal at Broad Street and High Street, the High Street signal on one corner chirps and it is hard to hear due to the chirp volume.

FUTURE SPEAKERS. Mary will contact Jeff Kates again from Yellow Cab to see if he can provide us an update on how the access plan is going. Jennifer Gallagher, Deputy Director of Public Service, will speak at our January 2015 meeting.

NEXT MEETING: October 23rd, 1:00 at the State Library of Ohio.

ADJOURNMENT: 3:00