

From: Isaiah Vega
Sent: Tuesday, July 22, 2025 1:58 PM
Subject: RE: Disney Institute Meeting ethics

Good afternoon,

The purpose of this email is to advise that Deputy Commissioner Thyatiria Towns and I did attend the Disney Institute in Orlando, Florida from July 7-9, 2025, in our official capacity. Deputy Commissioner Towns is my direct report, and she oversees the CDA Customer Service/Experience team. This was a business trip which afforded an educational opportunity to better understand Disney's world-renowned business expertise in the realm of customer experience/customer service. Disney did offer reasonable accommodations related to food; however, Disney did not pay for lodging or travel expenses. Travel expenses were submitted through the appropriate CDA channels for payment/reimbursement. Please let me know if this email will suffice as notification, or if you need additional information. Thank you.

Isaiah D. Vega

Chief Safety Officer

Managing Deputy Commissioner of Safety & Security


