

access

AGENDA

Service Animal Subcommittee Meeting

Thursday, February 4, 2010

10:00 a.m. to 12:00 p.m.

AON CENTER

707 Wilshire Blvd, 6th Floor

Los Angeles, CA 90017

<u>Time</u>	<u>Item</u>	<u>Disposition</u>	<u>Pages</u>
	1. Call to Order	Action	
	2. Roll Call	Action	
	3. Minutes from August 6, 2009	Action	3-8
	4. Public Comment - 3 minutes per speaker		
	5. Review of Service Animal Related Complaints	Information	
	6. Update - Tether Strap	Discussion/ Possible Action	
	7. New Business Raised subsequent to the posting of the agenda.	Action	
	8. Adjournment	Action	

Note: *The Agenda is available in alternative formats if requested at least three (3) days prior to the meeting. Assistive listening devices are available at the meeting. Sign language interpretation and other reasonable accommodations are available, consistent with the ADA guidelines, with at least three - (3) days' notice.*

Please note that the Public Comment time is established for members of the public to address the Service Animal Subcommittee on any matter within its jurisdiction subject to appropriate decorum. All persons wishing to make public comment must complete a yellow Public Comment Form and submit it to the Chairperson of the Advisory Committee.

Public comment is limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chairperson.

The Subcommittee will not respond during the meeting to matters raised under public comment. Pursuant to provisions of the Brown Act, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist.

Persons wishing to speak on matters listed on the agenda will be allowed to speak for not more than three (3)-minutes immediately prior to the Subcommittee's discussion on an item. The Subcommittee may request staff to investigate and/or schedule certain matters.

MINUTES

Service Animal Subcommittee Meeting

Thursday November 19, 2009

10:00 a.m. to 12:00 p.m.

AON Building

707 Wilshire Blvd.

6th Floor, Conference #1

Los Angeles, CA 90017

1. Call to Order - Action

Chairperson Ken Metz convened the meeting at 10:05 a.m. on Thursday, November 19, 2009 at the administrative offices of Access Services located at 707 Wilshire Blvd. Los Angeles.

2. Roll Call - Action

Subcommittee members present: Ken and Pamela Metz, Abbie Vincent and Gloria Broderick.

Subcommittee members absent: Patricia Lafrance, Michael Arrigo, Bob and Ruth Ann Acosta.

Access Services' staff members present: David Foster, Galen Hale.

Provider staff members present: None

Others Present: None

3. Minutes from November 19, 2009 Meeting – Action

Motion: Ken Metz suggested approving minute at the next meeting due to not having enough members to vote.

4. Public Comment – 3 Minutes per speaker

Public Comment Summary and Response

No Public comments were available.

5. Review of Service Animal Related Complaints

Mr. Foster reported ten service animal complaints, four of which were related to capacity issues. ASI has hired a new Project Administrator for to oversee the contractor in the Southern Region (Global Paratransit, Inc.), Geoffrey Okamoto who has expressed interest in some of the issues service animal customers have faced. Mr. Foster will discuss the four capacity complaints with Mr. Okamoto, since the complaints occurred in GPI's area.

Mr. Metz expressed concern regarding wheelchairs rider taking up two seats when they transfer from their wheelchair. Mr. Metz would like to see drivers inform customers who are already in the vehicle of a pickup that may require a wheelchair rider to transfer. Wheelchair customers, who transfer, may be the cause for some capacity issues and Access should monitor this situation.

Mr. Foster stated handling wheelchair customers has always been a challenge for Access, in regards to capacity, securement and other issues. Therefore, Access has introduced a tethering program, which would allow ASI to tether most wheelchairs that go through the evaluation process. This process will allow Access to mark where it's most safe to secure without damaging the wheelchair and prevent the wheelchair from moving in the vehicle.

6. Identification and Testing of Securement Device Proposed

Mr. Ken Metz discussed the new securement device which was developed by Executive Products; the device is made up of the same material used for seatbelts. The securement device is tethered with buckles on each end to secure to the service animal's harness and to the seatbelt of the passenger. The seatbelt material allows the securement device to be durable and strong, the length of the tethering device can be adjusted as needed.

Each unit device is priced at \$15 and Access Services has agreed to purchase a set amount to distribute to service animal riders who are interested.

Mr. Metz expressed some concerns that members of the CAC have expressed and understands this device may not work for all service animal

customers. This resolution solves the securement issue for now, as service animal users will have the option of using this device provided by Access Services.

Mr. Metz requested to have a report generated to indentify service animal users and invite them to get their feedback on the new tethered securement devices. Mr. Foster agreed and will draft a letter to disseminate to service animal customers explaining what the new securement devices are, as well as provide information on how to obtain a tethered device.

8. New Business Raised Subsequent to the Posting of the Agenda

No discussion

9. Adjournment – Action

Motion: Ms. Gloria Broderick made a motion to adjourn the meeting; Mr. Abbie Vincent seconded the motion, the meeting adjourned at 11:47 a.m.

The next meeting is tentatively scheduled for Thursday February 4th at 10:00 a.m. at the AON Building.