

access

AGENDA

Service Animal Subcommittee Meeting

Thursday, November 19, 2009

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

AON CENTER

707 Wilshire Blvd, LBL Training Room

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 - Identification and Testing of Securement Device Proposed	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 August 6, 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, August 6, 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, Michael Arrigo, Bob and Ruth Ann Acosta

Subcommittee members absent: Patricia Lafrance

Access Services' staff members present: David Foster, Galen Hale and Alfredo Torales

Provider staff members present: None

Others Present: None

3. Minutes from August 6, 2009 Meeting – Action

Motion: Ken Metz requested motion for approval; Bob Acosta made a motion to approve, Pamela Metz seconded.

4. Public Comment – 3 Minutes per speaker

Public Comment Summary and Response

Ms. Melissa Hudson express concerns over the new turnstiles Metro will be installing at train stations across Los Angeles in the near future. Ms. Hudson explains how difficult it would be for passengers with wheelchairs or other mobility devices, as well as her guide dog.

Mr. Foster responded by stating that Metro is aware of these issues and will be developing ways of accommodating passengers with special needs. Mr. Foster explains one solution Metro has considered, is to have an attendant presence at the location to open a gate for special access. This gate will allow for wheelchairs and service animals to gain access to the train platform.

Ms. Abbie Vincent stated she's been having trouble logging in to the web, receiving a message stating she has exceeded log-in attempts. Mr. Foster explains that the web log-in page will prompt that message when you have made three unsuccessful attempts and that he will have someone at ASI look into that.

Mr. Michael Arrigo stated since Metro has made the move to tap cards, will Access Services make the same decision?

Mr. Foster responds, yes eventually ASI will switch to tap cards and will be to implement this process sometime in the near future.

5. Review of Service Animal Related Complaints

Mr. David Foster reports the different types of Service animal related complaints. Mr. Foster wanted to follow up on a discussion from last meeting involving a complaint with a passenger refusing to ride with service animals, Mr. Foster explains a similar and more recent complaint when a driver arrived at an destination with a service animal rider already aboard the vehicle. When the driver opened the door to allow the passenger to board the vehicle they refused because of the guide dog in the vehicle. Mr. Foster explains the driver in this case did the correct thing, which was to inform that passenger of ASI's service animal policy and if they wanted that trip, he or she would have to ride with the guide dog in the vehicle. That passenger eventually refused to take the trip, but it shows that some of the drivers are aware of the policy.

Mr. Foster explains a case where a driver refused to pick up a service animal rider because he said he was allergic to dogs, that driver was later let go. Mr. Foster mentions a couple of re-training issues regarding drivers, such as drivers are not allow to feed service animals and also reminding drivers that vision impaired riders are not the only riders who use service

animals. These issues are considered resolvable by re-training the drivers and educating them on service animals.

Mr. Foster stated that there was a noticeable drop in capacity complaints among service animals' riders and hopes this trend continues. The drop in capacity complaints could be a direct result of the implementation of the software going a little smoother in the Southern region.

A discussion ensued over the new routing engine "StrataGen" which is a complex routing engine that's able to begin routing a trip while it's being booked.

Ms. Pamela Metz asked if the Eastern and Southern regions were using the same routing engine, Mr. Foster responded; no although they are similar. StrataGen routing engine is more dynamic and is able to route trips throughout the day while other trips are being booked. Ms. Metz added that she calls Global to book a trip, they only offer her one time instead of two, is this normal? Mr. Foster stated that as of now, the software is offering a time that is the most operational and efficient from a routing perspective while still ensuring that the one hour negotiation requirement is met, but caller takers are being instructed to manually offer a second time slot.

6. Identification and Testing of Securement Device Proposed

Mr. Metz discussed the new tethering device he's planning on designing and purchasing for testing to eventually be used for securement of guide dogs in vehicles. The device should be able to attach to the harness of the dog's collar and connect to the seatbelt securing the guide dog. Mr. Metz states cost and the sturdiness of the device will determine which type will be chosen.

Mr. Metz intends on finding the best possible device prior to the next Board meeting where he will make his recommendation. Mr. Metz will also introduce the new securement device before the CAC as well.

A discussion ensued over where the strap will connect safely for both the dog and owner. The committee agrees the length of the strap should be between 36' – 42' inches.

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

Mr. Metz suggested inviting Chip Hazen to come talk about the new turnstiles at Metro's train stations.

Mr. Metz discusses doing some outreach to other service animal's user besides guide dogs users. Mr. Metz would like to encourage other service animal riders attend these meetings and give their feedback.

9. Adjournment – Action

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

The next meeting is tentatively scheduled for Thursday November 19, 2009 at 10:00 a.m. at the AON Building.