

AGENDA  
QUALITY SERVICE SUBCOMMITTEE (QSS) MEETING

Thursday April 16, 2009  
10:00 a.m. – 12:00 p.m.  
AON CENTER  
707 Wilshire Blvd.  
Sixth Floor Main Conference Room  
Los Angeles, CA 90017

<u>Item</u>	<u>Item Description</u>	<u>Disposition</u>
1.	Call to Order	
2.	Roll Call	
3.	Approval of Summary Meeting Minutes for February 19, 2009	Action
4.	No-Show Complaints Trends and Analysis Report Overview	Presentation
5.	Proposed Revision Change to CAC Bylaws for QSS Voting Membership	Possible Action
6.	January 2009 Operations Report	Discussion
7.	New Issues Raised Subsequent to posting of the agenda	Discussion
8.	Adjournment	Action

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary aids and services to facilitate communication. In determining the type of auxiliary aids and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary aids and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish

to utilize those aids or services. You may do so by contacting (213) 270-6000.