

AGENDA
QUALITY SERVICES SUBCOMMITTEE (QSS) MEETING

Thursday May 20, 2010
10:00 a.m. - 12:00 p.m.

El Monte Metro Building
3449 Santa Anita Ave.
Third Floor Main Conference Room
El Monte, CA 91734

<u>Item</u>	<u>Item Description</u>	<u>Disposition</u>
1.	Call to Order	
2.	Roll Call	
3.	Approval of Summary Meeting Minutes for March 18, 2010	Action, Presented At Meeting, Sent as Separate Electronic Cover
4.	Update on Customer Perception Program: Miles of Smiles Campaign and Customer Perception Posters	Presentation/ Discussion (Materials presented at Meeting)
5.	Request for Input on Guidance: Ideas on Streamlining the No Show/Late Cancellation Letter Notification Process	Discussion
6.	QSS Roster (Final Production Copy)	Presentation

7.	Operations Performance Update, April 2010	, (materials presented at meeting)
8.	New Issues Raised Subsequent to posting of the agenda	Discussion
9.	Adjournment	Action

-Please note driving and public transit direction at the end of packet-

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.