

AGENDA
QUALITY SERVICES SUBCOMMITTEE (QSS) MEETING

Thursday August 19, 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 May 20, 2010	Action
4.	Request for Input on Guidance: Parameters of New Appeals Hearing Panel Selection Process and Recommendations to the CAC	Presentation/ Discussion, Possible Action
5.	Request for Input on Guidance: Reducing Errors in the Rider 360 Trip Reporting Process	Presentation/ Discussion Possible Action
6.	QSS Roster (Final Production Copy)	Presentation
7.	Operations Performance Update, July 2010	Presentation/ Discussion (Distributed at meeting)
8.	New Issues Raised Subsequent to posting of the	Discussion

agenda

9. 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.