

AGENDA
QUALITY SERVICE SUBCOMMITTEE (QSS) MEETING

Thursday July 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 May 21, 2009	Action
4.	Announcing The New Access Info Line	Update
5.	New Customer Features On The Access Services Website, Rider360	Update
6.	Implementation of New ADEPT Routing and Scheduling Software for Access Services	Presentation/Discussion
7.	Synopsis Of May 2009 Key Performance Indicators, Full Report Presented At Meeting	Discussion
8.	New Issues Raised Subsequent to posting of the agenda	Discussion
9.	Adjournment	

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.