

AGENDA
QUALITY SERVICES SUBCOMMITTEE (QSS) MEETING

Thursday June 16, 2011
10:00 a.m. - 12:00 p.m.

Los Angeles County MTA
One Gateway Plaza, Olympic Conference Room, 14th Floor
729 Vignes Street, Los Angeles CA 90012

<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 17, 2011	Action
4	Public Comment	
5	Access Services Community Agency Education/Outreach Program	Presentation
6	Access Services Driver Incentive Program Update	Presentation
7	Announcement: Personnel Changes to Contract Services Department	Presentation
8	May 2011 Operations Report	Presentation
9	New Issues Raised Subsequent to posting of the agenda	Discussion

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.