

AGENDA  
QUALITY SERVICE SUBCOMMITTEE (QSS) MEETING

Thursday October 20, 2011  
10:00 a.m. - 12:00 p.m.

Los Angeles County MTA  
One Gateway Plaza, Gateway Plaza Conference Room, 3<sup>rd</sup> 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 June 16, 2011	Action
4.	Public Comment	
5.	Access Services Free Fare Program	Discussion, Presented at Meeting
6.	Access Services Grant Programs Update	Discussion
7.	Access Services Driver Incentive Safety Program Update	Discussion
8.	Service Provider Customer Service Training Round-Table	Discussion
9.	Operations Performance Update for September 2011	Discussion, Presented at

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		Meeting
10.	New Issues Raised Subsequent to posting of the agenda	Discussion
11.	Adjournment	Action

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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.