

access

QUALITY SERVICE SUBCOMMITTEE (QSS) MEETING

Thursday, February 21, 2019

10:00 a.m. – 12:00 p.m.

Access Services Headquarters
El Monte Metro Building
Third Floor Council Chamber Room
3449 Santa Anita Avenue
El Monte, CA 91731

<u>Item</u>	<u>Item Description</u>	<u>Disposition</u>
1.	Call to Order	
2.	Roll Call	
3.	Approval of Summary Meeting Minutes for October 18, 2018	Action
4.	Welcome/Orientation for New and Returning QSS Members	Presentation/ Discussion (provided at meeting)
5.	QSS Goals for 2019	Presentation/ Discussion (Possible Action)
6.	Transfer Trips	Presentation/Discussion
7.	Establishment of a Complaints Subcommittee	Discussion
8.	Where's My Ride (WMR) Update	Presentation/Discussion

9.	Customer Service Update	Presentation/Discussion
10.	New Issues Raised Subsequent to posting of the agenda	Discussion
11.	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, the 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.