access

Access Services
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asila.org

QUALITY SERVICE SUBCOMMITTEE (QSS) MEETING

Thursday May 19, 2016
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

Item	Item Description	Disposition
1.	Call to Order	
2.	Roll Call	
3.	Approval of Summary Meeting Minutes for February 18, 2016	Action
4.	QSS Member Roster	Receive and File
5.	Customer Service Transition Update	Presentation
6.	Access Services' Five Year Strategic Plan	Presentation/ Discussion (provided at meeting)
7.	Access Services' "Please Approach Campaign"	Presentation/Discussion

8.	Operations Performance Update for April 2016	Presentation/Discussion (provided at meeting)
9.	New Issues Raised Subsequent to Posting of the Agenda	Discussion
10.	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.