



**Agenda**  
**Customer Service and Operations Committee**  
**January 10, 2013**

<b>I.</b>	<b>Approval of Agenda</b>	<b>Page</b>
<b>II.</b>	<b>Approval of Minutes</b>	
<b>III.</b>	<b>Information Items</b>	
	A. Vital Signs Quarterly Report (A. Burnside)	4
	B. Silver Line Bus Service Plan (D. Kubicek)	39
	C. Rail Service Adjustments for State of Good Repair (D. Kubicek)	57
<b>IV.</b>	<b>Subsequent Agenda</b>	

**Committee Members**

Mr. Tom Downs, Chair

Mr. Marcel Acosta, Vice Chair

Ms. Kathryn Porter

Mrs. Mary Hynes