



Agenda
Customer Service and Operations Committee
January 13, 2011
10:30 a.m.

- I. Approval of Agenda**
- II. Approval of Minutes of November 4, 2010**
- III. Action Item**
 - A. Selection of Name for DC Village Bus Facility (J. Thomas)
 - B. WMATA's Pay Phone Program (S. Peck)
- IV. Information Items**
 - A. Vital Signs Scorecard of Operational Performance (A. Burnside)
 - B. 2011 Scheduled Rail Disruptions (D. Kubicek)
- V. Subsequent Agenda**

Committee Members

Mr. Anthony Giancola, Vice Chair
Mr. Peter Benjamin
Mr. Michael Brown