



**Subsequent Agenda
Customer Service and Operations Committee**

February 10, 2011

I. Action Item

- A. Approval Accessibility Advisory Committee Governance (G. Millis)

II. Information Items

- A. Vital Sign Scorecard of Operational Performance KPIs (A. Burnside)
- B. Escalator Performance Report (A. Burnside)

March 10, 2011

I. Action Item

- A. Rail Fleet Plan (D. Kubicek)

II. Information Items

- A. Vital Sign Scorecard of Operational Performance KPIs (A. Burnside)
- B. Operations Control Center (D. Kubicek)