



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

- I. Approval of Agenda**
- II. Approval of Minutes of January 13, 2011**
- III. Action Item**
 - A. Approval Accessibility Advisory Committee Governance (C. Kent)
- IV. Information Items**
 - A. Vital Signs Scorecard of Operational Performance (A. Burnside)
 - B. Escalator Performance Report (D. Kubicek/A. Burnside)
 - C. Random Bag Inspection
- V. Subsequent Agenda**

Committee Members

Mr. Tom Downs, Chair
Mr. Anthony Giancola, Vice Chair
Mrs. Catherine Hudgins
Mr. Mortimer Downey
Ms. Elizabeth Hewlett
Mrs. Mary Hynes
Mr. Tommy Wells
Mr. Marcel Acosta
Mr. Peter Benjamin
Mr. Jeffrey McKay
Mr. William Euille
Mr. Michael Brown
Mrs. Kathryn Porter