

**Minutes
Customer Service and Operations Committee
January 13, 2011**

The meeting was called to order at 10:42 a.m. by Committee Vice Chair, Mr. Giancola.
Present were:

Committee Members

Mr. Anthony Giancola, Vice Chair
Mr. Peter Benjamin

Other Members Present

Mrs. Catherine Hudgins
Mr. William Euille
Mr. Mortimer Downey
Mr. Marcel Acosta

Approval of Agenda

Mr. Giancola noted the agenda was accepted as presented by unanimous consent.

Approval of Minutes

Mr. Benjamin moved, seconded by Mr. Giancola, approval of the November 4, 2010 minutes. The motion passed by unanimous consent.

Action Items

A. Selection of Name for DC Village Bus Facility

Mr. Giancola moved, seconded by Mr. Benjamin approval to:

- Name the new bus facility at DC Village "Southwestern Bus Facility".

The motion passed unanimously.

B. WMATA's Pay Phone Program

Mr. Benjamin moved, seconded by Mr. Giancola approval to:

- Maintain TTY pay phones at station entrances only with an annual service cost of approximately \$100,000. These phones will stay in place until the Neutral Host Project – installation of fiber optic cable throughout the underground is complete.

The motion passed unanimously.

Information Items

A. Vital Signs Report

Staff presented the monthly report on Metro's performance in key areas of safety, security and service reliability, noting that a focused briefing on escalator performance would be presented at the February Customer Service and Operations Committee. The Board requested a separate briefing on how performance targets are defined.

B. 2011 Scheduled Rail Disruptions

Staff provided the Committee an overview of the upcoming 2011 scheduled rail outages in support of bringing Metro's infrastructure to a closer state of good repair. The Board requested staff provide a briefing on the communication plan that will ensure the public and Metro's riders are well informed.

The meeting adjourned at 12:06 p.m.