

**AGENDA**  
**CUSTOMER SERVICE, OPERATIONS AND SAFETY COMMITTEE**  
**May 19, 2005**  
**9:00 A.M.**

- I. Approval of Agenda**
- II. Approval of Minutes of April 21, 2005**
- III. Reports:**
  - A. Operations Performance Indicators (J. Hughes) OPER**
- IV. Information Items:**
  - A. Enhanced Communications Plan for Elevator and Escalator Program (L. Agouridis) CCMS**
  - B. Plans for Dupont Circle Art Project (M. McBride) PDEC**
  - C. Follow-Up of Town Hall Meeting Held April 12, 2005 (L. Agouridis) CCMS**
- V. Subsequent Customer Service, Operations and Safety Committee Agenda**

**Committee Members:**

Robert J. Smith, Chairman  
Jim Graham, Vice Chairman  
Charles Deegan  
Gladys W. Mack  
Dana Kauffman  
Christopher Zimmerman  
Dan Tangherlini  
Catherine Hudgins  
Gordon Linton