



Agenda
Customer Service and Operations Committee
December 1, 2011
10:00 a.m.

I.	Approval of Agenda	Page
II.	Approval of Minutes	
	A. October 13, 2011	
	B. November 3, 2011	
III.	Information Item	
	A. Vital Signs Scorecard (A. Burnside)	5
	B. Dupont Escalator Replacement Update (D. Kubicek)	46
	C. Metro Snow Plan (D. Kubicek)	58
IV.	Subsequent Agenda	

Committee Members

Mr. Tom Downs, Chair
Mr. Anthony Giancola, Vice Chair
Mrs. Catherine Hudgins
Mr. Mortimer Downey
Mr. Alvin Nichols
Mrs. Mary Hynes
Ms. Muriel Bowser
Mr. Marcel Acosta
Mr. Michael Barnes
Mr. Jeffrey McKay
Mrs. Artis Hampshire-Cowan
Mr. William Euille
Mr. Tom Bulger
Ms. Kathryn Porter