



**Agenda  
Safety and Operations Committee  
November 16, 2023**

|                                                                          | <b>Page</b> |
|--------------------------------------------------------------------------|-------------|
| <b>I. Approval of Agenda</b>                                             |             |
| <b>II. Approval of Minutes</b>                                           |             |
| A. October 12, 2023                                                      | <b>2</b>    |
| <b>III. Information Item</b>                                             |             |
| A. FY24/Q1 Service Excellence Quarterly Report<br>(T. Webster & J. Holt) | <b>3</b>    |

**Washington  
Metropolitan Area  
Transit Authority**

300 7th Street, SW  
Washington, DC 20024  
202-962-1234

[wmata.com](http://wmata.com)

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**Committee Members**

Mr. Don Drummer, Chair  
Ms. Kamilah Martin-Proctor, Vice Chair  
Mr. Paul Smedberg  
Dr. Tracy Hadden Loh