

**Meeting Minutes
Safety and Operations Committee
October 13, 2022**

Committee Chair Drummer called the meeting to order at 10:10 a.m. Present were:

Committee Members

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

Other Members

Ms. Sarah Kline
Mr. Matt Letourneau
Ms. Lucinda Babers

* Attended virtually via Teams

Approval of Agenda

The agenda was approved as submitted.

Approval of Minutes

The minutes were approved as submitted.

Information Items

A. WMATA/MITRE Partnership Update

Staff provided an overview of Metro's partnership with MITRE to assess the safety culture, improve voluntary reporting and enhance safety data analytics.

B. FY22 Annual Metro Performance Report

Staff briefed the Committee on the Metro's Fiscal Year 2022 performance, focusing on safety and reliability Key Performance Indicators. Changes to performance reporting in FY2023 reflecting the customer experience were also reported.

C. Customer Service Excellence Initiatives

Staff briefed the Committee on initiatives around security, fare evasion, station cleanliness and station customer service to improve both the customer and employee experience on Metrorail and Metrobus.

The meeting was adjourned at 11:36 a.m.