

**Meeting Minutes
Safety and Operations Committee
May 11, 2023**

Committee Chair Drummer called the meeting to order at 9:24 a.m. Present were:

Committee Members

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

Other Members

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

Approval of Agenda

The agenda was approved as submitted.

Approval of Minutes

The minutes were approved as submitted.

Information Items

A. Metro's Safety Management System (SMS) Update

Staff provided an update on the strategy and progress associated with implementing the Safety Management System (SMS).

B. Metro Performance Report: Silver Line Spotlight

Staff provided an update on Metro's FY2023 performance, from July 2022 – March 2023, on safety and service reliability key performance indicators (KPIs).

C. Call Center Consolidation

Staff provided an update on the impact the call center consolidation project has on transforming the customer experience and the way we do business.

The meeting was adjourned at 11:01 a.m.