

**Meeting Minutes
Safety and Operations Committee
September 14, 2023**

Committee Chair Drummer called the meeting to order at 9:58 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. Spring Worth
Ms. Sarah Kline
Mr. Matt Letourneau

Approval of Agenda

Chair Drummer moved to approve the agenda with one addition – an Information Item regarding Metrorail’s return to automatic operations. This motion was seconded by Dr. Hadden Loh. The agenda, as amended, was approved without objection.

Approval of Minutes

The minutes of the July 27, 2023 Safety and Operations Committee were approved as submitted.

Action Item

A. Agency Safety Plan Approval

Staff gave a presentation to the Board in order to obtain Board approval to transmit the Agency Safety Plan (ASP) to the Washington Metrorail Safety Commission (WMSC) for final approval. The ASP is a key component of "Service Excellence" under the Strategic Transformation Plan. Mr. Drummer moved, seconded by Dr. Loh, approval to transmit the Agency Safety Plan to the WMSC. This item was unanimously approved.

Information Items

A. Customer Experience Improvements

Chair Drummer noted that Ms. Kline’s Declaration in Lieu of Recusal related to this matter, which was approved at that morning’s Special Board meeting, was still in effect, and that she was able to participate in the discussion on this item.

Staff introduced to the Board Metro's Customer Experience Strategy, focused on building brand awareness by showcasing the value of Metro and making the system easier to navigate.

B. Red Line Winter Shutdowns

Staff provided an update to the Board on the schedule for capital work events for December 2023 which allow capital improvements throughout four stations on the Red Line of the rail system.

C. Better Bus: Modernizing the Customer Experience

Staff provided the Board an update on various projects to modernize the bus customer experience under the "Better Bus Initiative."

D. Rail Automation Program Update

Staff updated the Board on Metro's progress in restoring best in class technology. Metro is accelerating automatic door operations (ADO) ahead of automatic train operations (ATO) to deliver safety and customer experience improvements. The ATO schedule is being adjusted to permit learning from testing, training, and procedural documentation, consistent with Metro's Concept of Operations and Readiness Plans.

The meeting was adjourned at 12:22 p.m.