

**Meeting Minutes
Safety and Operations Committee
November 16, 2023**

Committee Chair Drummer called the meeting to order at 11:15 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

The agenda was approved as submitted.

Approval of Minutes

The minutes were approved as submitted.

Information Item

A. FY24/Q1 Service Excellence Quarterly Report

Staff provided an update to the Board of Metro's FY2023 performance from July 2023 – September 2023 on key performance indicators (KPIs) aligned to Goal 1: Service Excellence in Metro's Strategic Transformation Plan.

The meeting was adjourned at 11:46 a.m.