

**Meeting Minutes  
Safety and Operations Committee  
February 22, 2024**

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. Michael Goldman\*\*  
Ms. Sarah Kline  
Mr. Matt Letourneau\*  
Ms. Valerie Santos

\* Attended virtually via Teams

\*\* Jurisdictional representative

\*\*\* Attended virtually via Teams and was replaced by Dr. Bryna Helfer at 11:05am

**Approval of Agenda**

The agenda was approved as submitted.

**Approval of Minutes**

The minutes were approved as submitted.

Chair Drummer noted that Ms. Kline had previously submitted a Declaration in Lieu of Recusal related to Information Item D (Wayfinding and Customer Service Improvements Update), which has been approved by the Board previously and was still in effect, and that she was able to participate fairly and objectively in the discussion on this item.

**Information Items**

**A. Rail Safety Program Updates**

WMATA Staff provided the Board with an update on three parts of the Rail Safety Program:

- Return-to-Duty Processes
- Automatic Train Operation as prevention of Red Signal Overruns
- Incident on Thursday, February 15 and resulting investigation and actions

**B. Metro Access Update**

WMATA Staff provided the Board with an update on the performance of MetroAccess, changes to its contracting model, and technology initiatives.

### **C. FY24/Q2 Service Excellence Report**

WMATA Staff provided the Board with an update on Metro's FY2024 performance from July to December 2023 on key performance indicators (KPIs) aligned to Service Excellence.

### **D. Wayfinding and Customer Service Improvement Update**

WMATA Staff provided the Board with an update on two key improvement projects in Metro's Customer Experience Strategy: L'Enfant Plaza wayfinding pilot and digital signage and information. These projects help make Metro easier to navigate and provide more real-time information in more places for customers waiting.

The meeting was adjourned at 12:41 p.m.