

**Meeting Minutes
Safety and Operations Committee
June 27, 2024**

Committee Chair Drummer called the meeting to order at 10:49 a.m. Present were:

Committee Members

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

Other Members

Mr. Joe McAndrew
Ms. Sarah Kline
Mr. Matt Letourneau
Ms. Valerie Santos

Approval of Agenda

The agenda was approved as submitted.

Approval of Minutes

The minutes were approved as submitted.

Information Item

A. FY2024/Q1-Q3 Service Excellence Report

WMATA Staff provided an update to the Board on Metro's FY24 performance from July 2023 through March 2024 on key performance indicators. Highlights included updates on ridership, crime, fare evasion, customer satisfaction, and many others KPI's.

The meeting was adjourned at 11:20 a.m.