

**Meeting Minutes
Safety and Operations Committee
November 21, 2024**

Committee Chair Drummer called the meeting to order at 12:04 p.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. 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. FY25 Q1 Service Excellence Report

WMATA Staff provided an update to the Board on FY2025 key performance indicators (KPIs) from July 2024 through September 2024 aligned to Metro's Strategic Transformation Plan, Goal 1: Service Excellence.

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