

**Meeting Minutes
Safety and Operations Committee
February 27, 2025**

Committee Chair Drummer called the meeting to order at 11:38 a.m. Present were:

Committee Members

Mr. Don Drummer, Chair
Mr. Paul Smedberg
Ms. Spring Worth*
Kamilah Martin-Proctor

Other Members

Mr. Joe McAndrew
Ms. April Rai*
Ms. Valerie Santos

* Jurisdictional representative

Approval of Agenda

The agenda was approved as submitted.

Approval of Minutes

The minutes were approved as submitted.

Information Item

A. FY25/Q2 Service Excellence Report

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

Key Highlights: Met or trended in the right direction for 64 percent of Service Excellence KPIs in FY25 Q2. Ridership grew 10 percent in FY25 Q1-Q2 compared to Q1-Q2 of last year, marking 45 consecutive months of growth. Customer satisfaction remains on target for bus and rail. Serious crime across the bus and rail system continues to decline. Service reliability remains an area of focus, with some initial benefits seen from rail automation. Bus and rail real-time information accuracy continued to improve thanks to algorithm adjustments implemented in Q1.

The meeting was adjourned at 12:10 p.m.