Safety and Operations Committee
Item II
November 5, 2026

Safety and Operations Committee Meeting Minutes of September 10, 2026

Washington Metropolitan Area Transit Authority

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Meeting Minutes
Safety and Operations Committee
September 10, 2026

Committee Chair Alcorn called the meeting to order at 10:10 a.m.

Committee Members
Mr. Walter Alcorn, Chair
Ms. Leslie Ford Weber, Vice Chair
Dr. Tracy Hadden Loh

Other Members Present
Mr. Joe McAndrew
Mr. Darien Flowers
Ms. Kate Burns
Ms. Valerie Santos
Mr. Finch Fulton*

*Designated jurisdictional representative.

Approval of Agenda
The agenda was approved as submitted.

Approval of Minutes
The minutes of the July 23, 2026 Safety and Operations Committee were approved as submitted.

Information Items

A. Service Excellence FY 2026 Report (July 2025 – June 2026) (T. Webster and J. Holt)

Metro staff provided updates to the Board on key performance indicators (KPIs) aligned to Metro's Strategic Transformation Plan, Goal 1: Service Excellence. Key highlights included that over 80 percent of KPIs met or made progress towards the continuous improvement targets set for FY2026. Ms. Holt noted that ridership grew two percent in FY 2026, marking five consecutive years of annual growth. Other highlights mentioned by Mr. Webster and Ms. Holt included Metro's investment in providing consistent bus and rail frequencies all day, which has led to strong off-peak ridership growth; investments in making trips faster improved access to jobs and contributed to strong customer satisfaction levels; investments in bus priority and rail system renewal were critical to improving on-time performance; and that crime remains at an all-time low, decreasing 61 percent since FY 2023.

The meeting was adjourned at 10:49 a.m.