

**Meeting Minutes**  
**Safety and Operations Committee**  
**May 14, 2026**

Vice Chair Santos called the meeting to order at 10:54 a.m. Present were:

**Committee Members**

Ms. Valerie Santos, Vice Chair  
Ms. Leslie Weber  
Mr. Canek Aguirre\*

**Other Members**

Mr. Darien Flowers\*\*  
Dr. Tracy Hadden Loh  
Mr. Joe McAndrew  
Ms. Kate Burns

\*Jurisdictional representative

\*\*Attended virtually via MS Teams

**Approval of Agenda**

The agenda was approved as submitted.

**Approval of Minutes**

The minutes of the March 26, 2026, Safety and Operations Committee were approved as submitted.

**Information Items**

**A. FY 26 / Q3 Service Excellence Report (T. Webster & J. Holt)**

Staff provided an update to the Board on key performance indicators (KPIs) aligned to Metro's Strategic Transformation Plan, Goal 1: Service Excellence. Results were shared for the first three quarters of Fiscal Year 2026, from July 1, 2025, through March 31, 2026. Staff shared that over two thirds of the key performance indicators (KPIs) aligned to the Service Excellence goal met or made progress towards the continuous improvement targets set for FY2026.

**B. RFK Campus / Kingman Park Transit Improvements (T. Webster, T. Impastato, A. Davis)**

Staff provided an update on transit improvements needed to support the RFK stadium and campus redevelopment; Metro is partnering with the District of Columbia and the Commanders to identify and advance transit improvements needed by opening day in Summer 2030. Staff discussed analyzation of rail and bus concepts to better accommodate customers and support the stadium's transit first approach.

The meeting was adjourned at 12:13 p.m.