

**Meeting Minutes
Safety and Operations Committee
February 12, 2026**

Committee Chair Alcorn called the meeting to order at 9:13 a.m. Present were:

Committee Members

Mr. Walter Alcorn, Chair
Ms. Valerie Santos, Vice Chair
Ms. Leslie Weber

Other Members

Mr. Darien Flowers*
Dr. Tracy Hadden Loh
Mr. Joe McAndrew

*Attended virtually via MS Teams.

Approval of Agenda

The agenda was approved as submitted.

Approval of Minutes

The minutes of the January 15, 2026, Safety and Operations Committee were approved as submitted.

Information Items

A. FY26 / Q2 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 two quarters of Fiscal Year 2026, from July 1, 2025, through December 31, 2025. Staff shared that over half of the KPIs aligned to the Service Excellence goal met or made progress toward continuous improvement targets set for Fiscal Year 2026.

B. Service Design & Management Update (T. Webster, L. Jones & A. Davis)

Staff provided an update on Service Design and Management, which is one of the 18 priority portfolios of work outlined in Metro's Strategic Transformation Plan. This is one of the programs that the Board has focused on for enhanced reporting and discussion. Staff detailed the major components of the program and the progress expected over the next 12 months.

C. Learning & Development "Metro U" Update (S. Dickerson & J. Johnson)

Staff provided an update on Metro U: Taking Training and Employee Development to the Next Level. Metro U is designed to strengthen safety, reliability, and talent by linking training directly to outcomes. The presentation outlined the current state of learning and development, opportunities for growth and improvement, what Metro U means and how

it is structured, and the initial steps that staff have taken to implement change across multiple areas.

The meeting was adjourned at 11:10 a.m.