



Metro Transit Forward Update

February 23, 2026



Our Mission: We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

STRATEGIC PRIORITIES

Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

Experience

We provide a consistently safe, clean, and welcoming experience on our system.

Service

We offer service that is convenient, reliable, and environmentally sustainable.

ADVANCING METRO TRANSIT FORWARD IN 2026 WILL MEAN:



Building
ridership



Increasing employee,
rider, and community
satisfaction



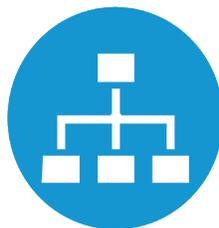
Preparing for a flawless
Green Line Extension
launch in 2027

Organizing for Success initiative

- Through Metro Transit Forward, Metro Transit seeks to become a more **adaptive, responsive, and learning** organization.
- The Organizing for Success assessment and action steps are guiding organizational improvements to help us reach the Metro Transit Forward objectives.



Improving cross-
functional work



Aligning organizational
structure



Building a culture of
effective coordination

Staffing Announcements

Ben Rajkowski | Director of Customer Experience

- Started in 2003 as TIC Rep, and has held numerous positions within the Transit Information department
- New position centralizes efforts to improve the customer experience and leads agency strategy around how we identify customer pain points, prioritize actions and measure success



Katie Roth | Assistant GM Planning and Project Delivery

- New position that will lead the strategic vision, direction, and management of:
 - Service Development
 - Arterial Bus Rapid Transit
 - Transit Oriented Development
 - Facilities Planning and Administration
- Joined Metro Transit as an intern in 2006, ABRT director past 4+ years



Cara Elander | Deputy Chief Safety Officer

- 20+ years of transportation experience
 - Most recently served as Metro Transit's Manager of Safety Management System (SMS)
 - Proven safety leader with extensive experience in advancing transit safety strategy, compliance, and operational excellence across complex transportation systems.
 - Committed to strengthening Metro Transit's safety culture through collaboration, data-driven decision-making, and frontline engagement.
 - Dedicated to protecting employees, riders, and the community while driving continuous improvement in safety performance and risk management.
- Newly created position that will lead the operational groups of Metro Transit Safety such as Industrial Safety, Rail Safety, Bus Safety, MTS Safety and Construction Safety.



Miles Turpin | Deputy COO-Transportation

- 20+ years industry experience
 - Most recently VP Bus at CapMetro (Austin, TX)
 - Additional experience with MARTA, RTD Denver and North County Transit District (SoCal)
- Strong commitment to employees, mentorship, how transit benefits communities and positive outcomes with labor



Michelle Thom | Senior Manager, Employee Experience

- 20+ years industry experience
 - Chief Human Resources Officer and Director of Administration
 - Most recently: Enterprise Director of Employee Experience with the State of Minnesota
- New Employee Experience Department includes Great Workplace Program, Peer Support

