Meeting called to order at 6:10 PM

Welcome / Introductions / Call to Order
Chair Taylor

Public Communications

David Foster invites the committee members and CapMetro Staff to “Political Pedal”, an event on Friday, May 19, 2023, at 5:00 pm, starting from City Hall. Many politicians will be invited, and since the day is Bike to Work Day, they expect good turnout.

David Foster explains that storing bikes when riding the Red Line is difficult due to having to lift the bikes up, and hopes to see an improvement in the storage process.

Enda Parra says that CapMetro will share the feedback with ATP to help inform their light rail vehicle design.

Public Safety Ambassadors – Hiring and General Program Update
Brian Robinson, Public Safety Supervisor

Brian Robinson overviews the public safety ambassador program, including hiring updates, data collected about their work, and the scope of their duties.

David Foster asks what the procedure is regarding vagrancy at bus stops. Brian Robinson says that the Public Safety Dispatch will assess the level of the call, and will send out the appropriate staff, whether that’s a Public Safety Ambassador, Bus Inspector, or Road Supervisor (usually in pairs).

Transit Police Update
Jeremy Benoit, Captain

Jeremy Benoit overviews new developments for the Transit Police Department formation, including facilities projects, policies and procedures discussions, and future hiring.

Ephraim Taylor asks what the vision is for the CapMetro Police Department Website, such as informational, feedback oriented, or transparency focused. Jeremy Benoit explains that CapMetro has obtained consulting services from Sherry Matthews, a firm which will help inform what is on the website.

Complaint Statistics Update
Brian Alejandro, Director of Customer Care

Brian Alejandro introduces the Customer Care Staff and overviews the customer care statistics for the year to date.
David Foster asks if we’re looking at peer agencies regarding our processes and statistics for certain issues over others, and Brian Alejandro explains that he plans to reach out to other agencies to learn more from them.

David Foster asks about formal and informal outreach to other agencies to learn from their processes. Marcella Wood explains that before the COVID-19 pandemic, there was a convention that staff attended, but there was also some staff outreach to peer agencies regularly.

Approval of the minutes – Quorum not met, approval by email.

Meeting adjourned at 6:58 PM