

Public Safety Advisory Committee

January 13, 2022

Gardner Tabon, EVP & Chief Safety Officer

Darryl Jamail, Sr. Director of Public Safety & Emergency Management

Wanda Dunham, Public Safety Consultant

Cheyenne Krause, Deputy Chief of Staff

Edna Parra, Community Engagement & Outreach Manager

Agenda

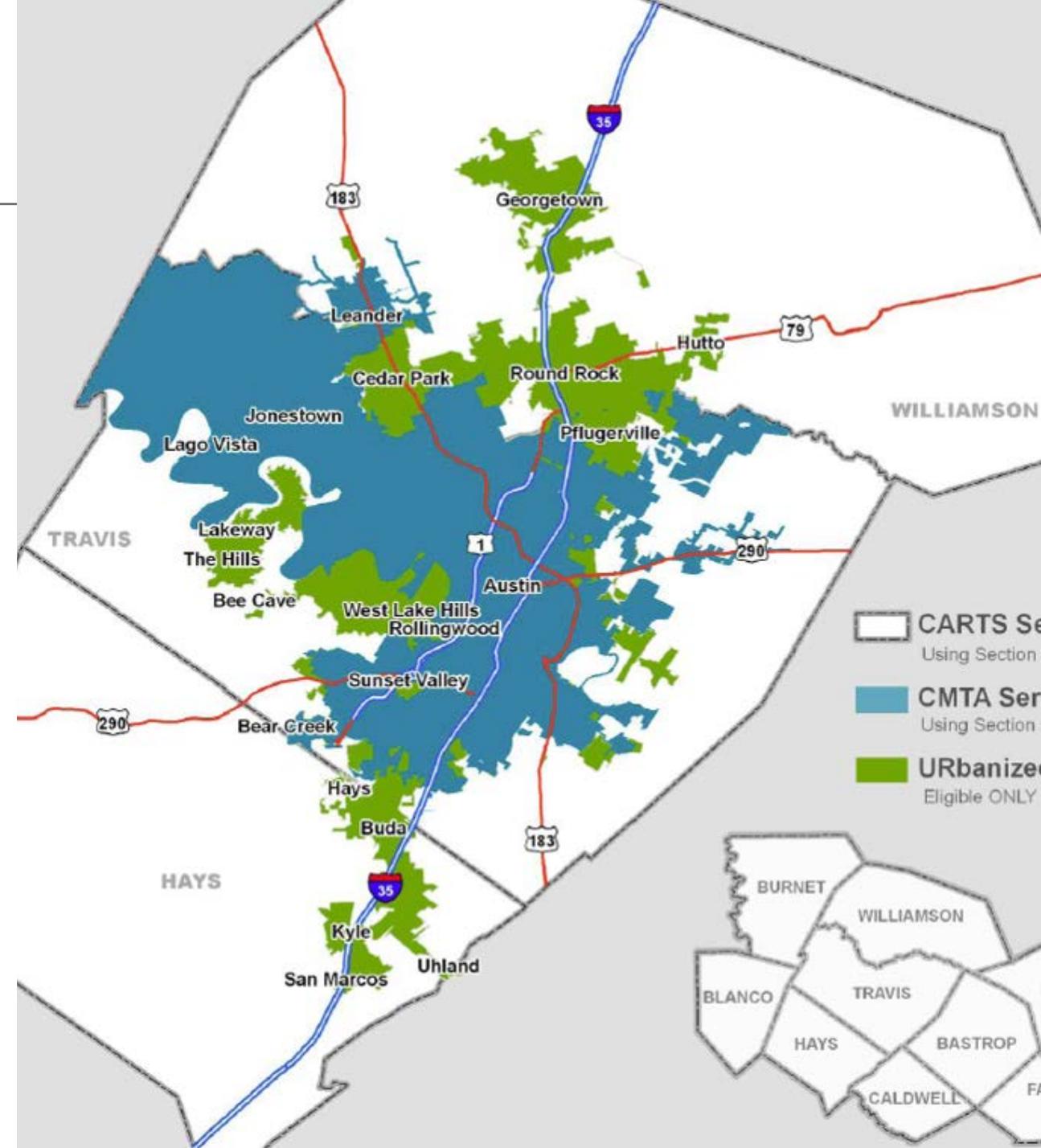
- Welcome & Introductions
- About Capital Metro
- Overview of Capital Metro's Public Safety Programs
- Committee Feedback: Police Leadership Traits & Characteristics
- Next Meeting
- Adjourn

Introductions

About Capital Metro

Our Service Area

- 544 sq. mile service area
- Population served: 1.3M
- Participating jurisdictions:
 - Austin
 - Leander
 - Manor
 - Lago Vista
 - Jonestown
 - Point Venture
 - San Leanna



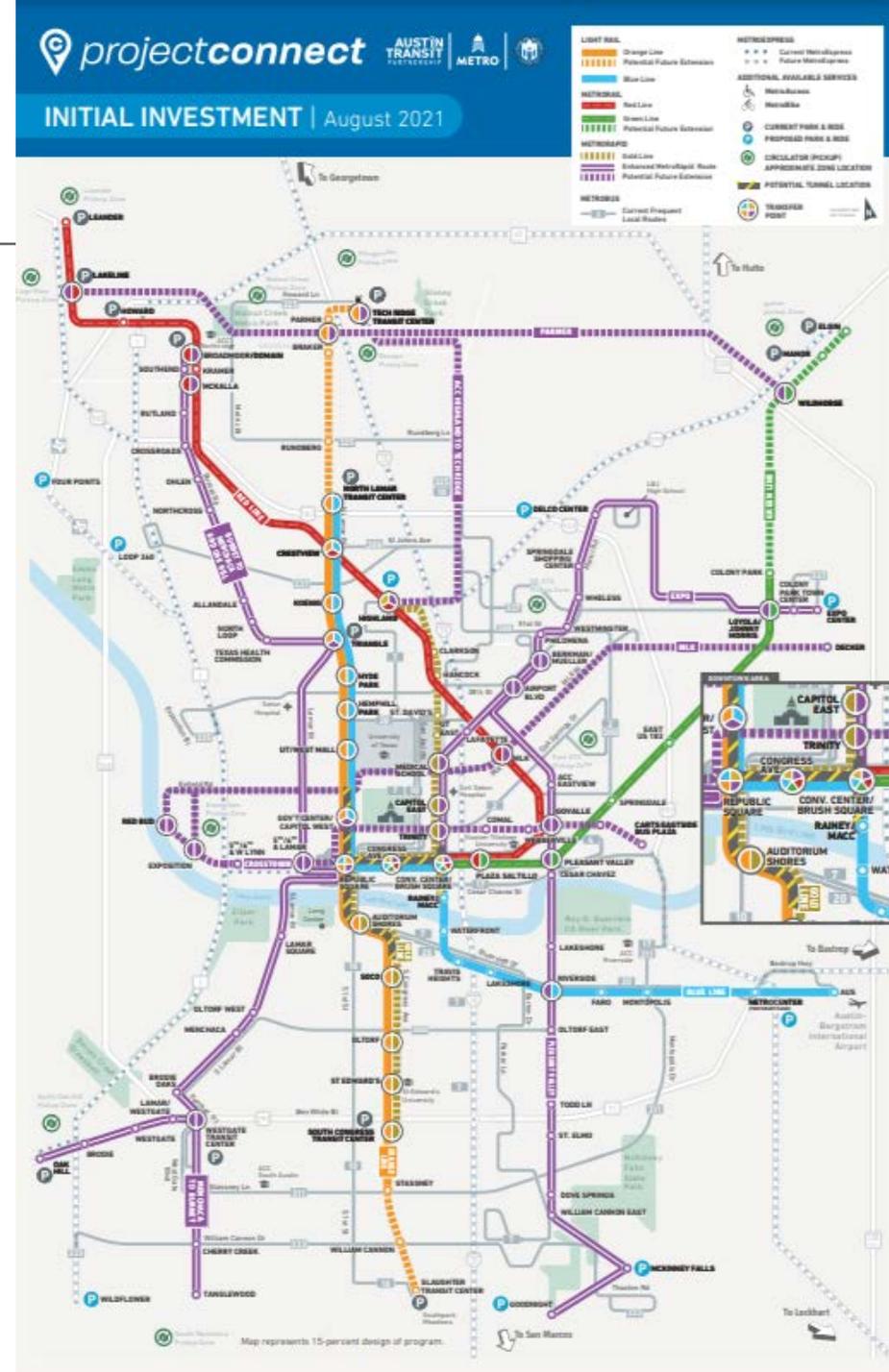
Capital Metro Services

Daily pre-COVID ridership: 115,000

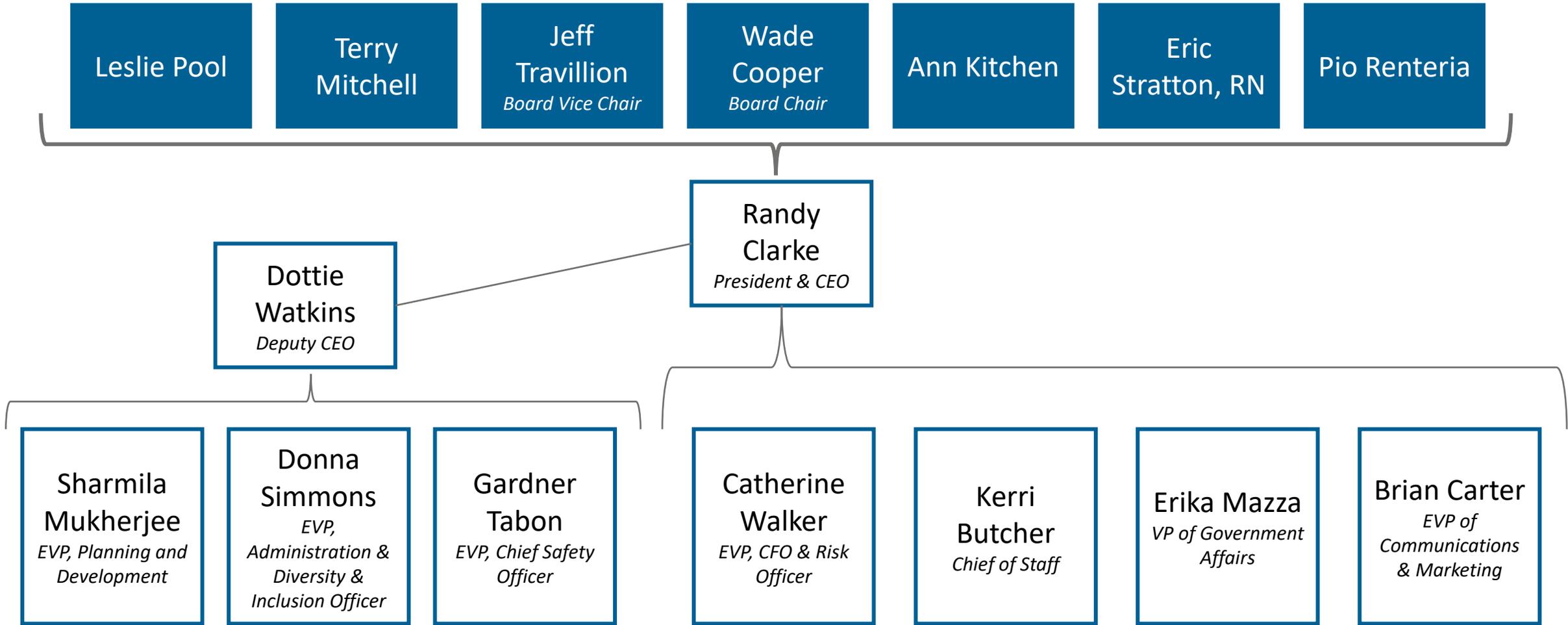
- Bus Service:
 - 83 bus routes, 14 high-frequency routes, 2,300 bus stops, 26 MetroRapid Stations
- Commuter Rail:
 - 9 stations along 32 miles of track between Leander and downtown Austin
- MetroAccess Paratransit Service:
 - 213 vehicles serving 7,231 registered customers
- Pickup Service:
 - 11 zones providing on-demand point to point transit within each zone
- MetroBike
- MetroRideShare
- Freight Rail:
 - 162 miles between Giddings and Llano

Project Connect

- Approved by Austin voters in Nov. 2022
- Partnership between the City of Austin, Capital Metro and Austin Transit Partnership to deliver the program of projects
- One of the country's largest transit service expansion programs
 - will fundamentally shift our community and how people move around
 - will have significant impact on public safety programs



Capital Metro Administration



Additional Information About CapMetro

- CapMetro is regulated by the Federal Transit Administration and Federal Railroad Administration
- Revenue is primarily derived from Federal funding and local sales tax
- Transit service is delivered in partnership with contracted service providers:
 - MV Transportation: bus service
 - MTM: Demand Response (MetroAccess and PickUp service)
 - Herzog: MetroRail

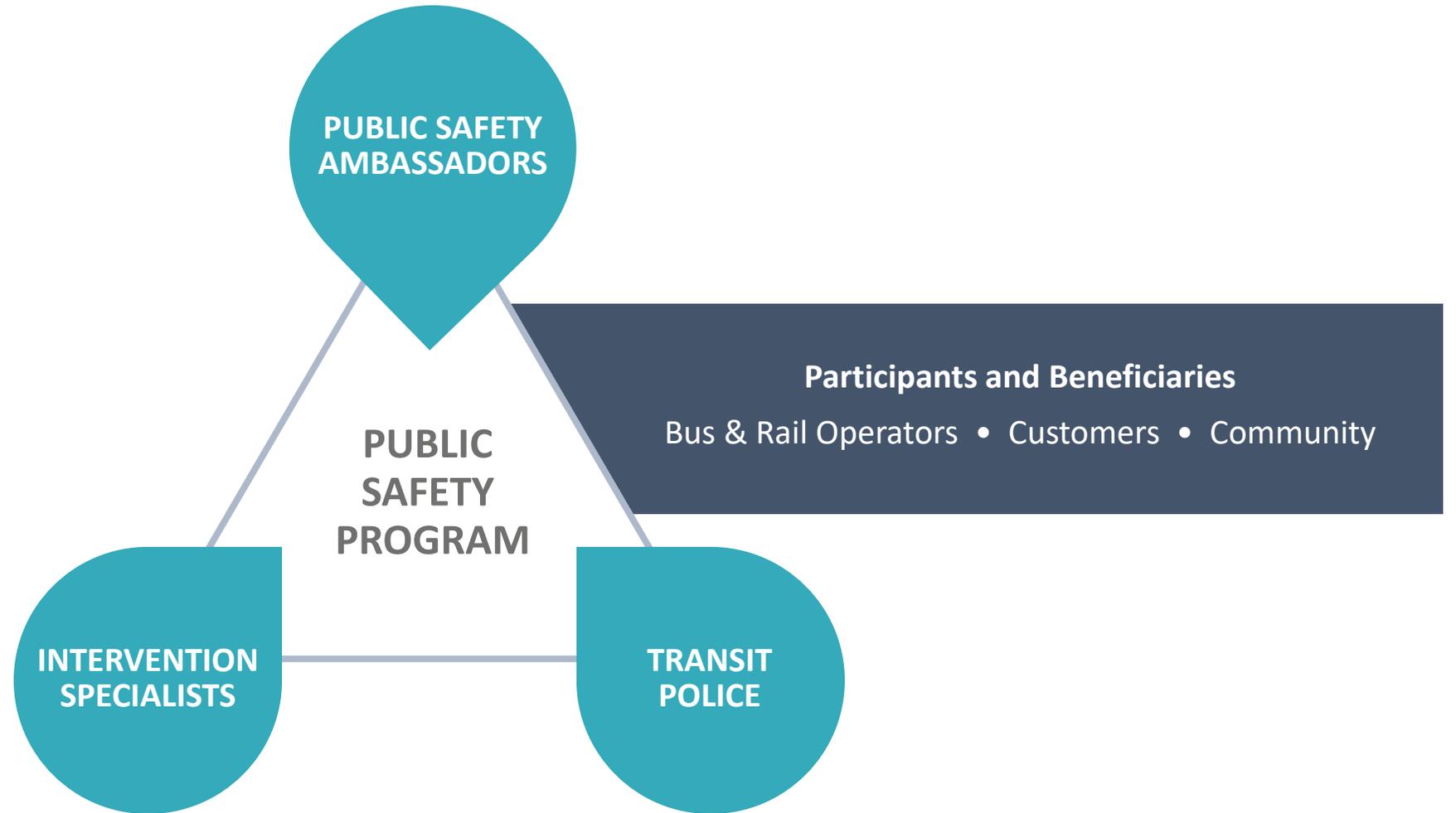


Capital Metro's Public Safety Program

Previous Public Safety Model

- Agreement with Austin Police Department for part-time, off-duty APD officers to act as CapMetro security
- Police officers were only public safety presence in system and police are not always appropriate for every type of emergency call
 - Top 5 Emergency Calls Currently:
 - General request for assistance
 - Loitering
 - Misc. – no mask or mask-related
 - Disturbance – verbal or physical
 - Check Welfare

Capital Metro's New Approach to Public Safety



Public Safety Ambassadors

- The primary interface with our customers (proactive)
- Prepared to identify all public safety issues or policy violations and respond with a customer service-centered approach
 - Connecting people with intervention specialists or contacting first responders if needed.
- Identify safety improvements to infrastructure (i.e., trip hazards).

Community Intervention Specialists

- Focus on impacts to the system caused by mental health, substance abuse, and people experiencing homelessness
- Equipped with social service skills and training.
- Respond as needed to stations, stops and vehicles.
- Assist with training other staff and operators (i.e., Mental Health First Aid).

Transit Police

- The public safety response that will be used *after* public safety ambassadors and/or intervention specialists.
 - Dispatched as needed for specific escalated or emergency public safety situations.
- Equipped with ongoing, transit-specific public safety training and social service skills.
- Involved in ongoing, transit-specific public safety drills.
- Primary resource for anti-terrorism measures on the system.
- Will work in partnership with other jurisdictions for certain functions (i.e., special events)

TCOLE requirements for new police departments

Texas Commission on Law Enforcement (TCOLE):

Texas agency responsible for establishing licensing requirements, monitoring reporting required by the state, and certifying creation of new law enforcement agencies.

TCOLE Requirements:

- Must document the need for a police department
- Must identify/articulate funding sources
- Must identify/obtain physical resource for officers
- Must establish facilities (evidence room, dispatch area, public area)
- Must adopt policies
 - Use of Force
 - Vehicle Pursuit
 - Domestic Abuse Protocols
 - Response to missing persons
 - Supervision of part-time officers
 - Impartial Policing
 - Evidence Collection
 - Eyewitness Identification
- Must establish Administrative Structure (Org Chart)
- Must obtain liability insurance
- Must also submit:
 - Documentation of the governing body authorizing creation
 - Resolution
 - Minutes of meeting approving formation

Reviewing Peers and Standards

- DART (Dallas), MARTA (Atlanta), VIA (San Antonio), Austin Police Department (Austin), Denver RTD, BART (Bay area, CA), Tri-MET (Portland)
- CALEA (The Commission on Accreditation for Law Enforcement Agencies)
- **Topics:** *policies and professional standards, integration of ambassadors and social workers, leadership recruitment and job descriptions, experience with creating new transit police function, etc.*

Stakeholder Engagement since Aug. 2021

- **Stakeholder 1:1 briefings**

- **Topics:** priorities/opportunities for the public safety program, feedback on draft advisory committee charter, and characteristics staff should seek out in transit police leadership
- *Members of the public may request a 1:1 or small group meeting by emailing Edna.Parra@capmetro.org by Nov. 19*

- **Customer Service Advisory Committee (CSAC), Access Advisory Committee & Diversity, Equity & Inclusion Council meetings**

- **Topics:** feedback on draft advisory committee charter, and characteristics staff should seek out in transit police leadership

PSAC Feedback on Transit Police Leadership

Summary of Community Feedback on Leadership

Complete community feedback to date provided as supplemental material

Personality & Leadership Style

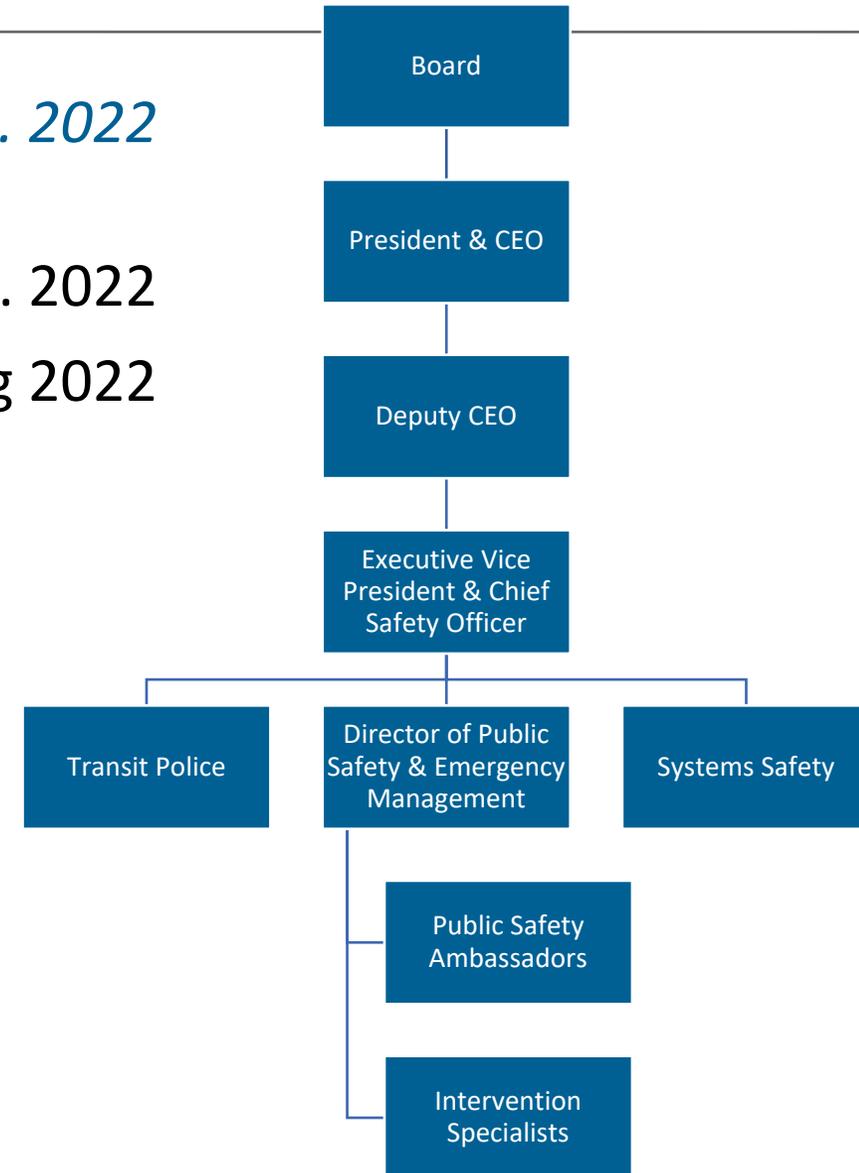
- Transparent & accountable
- Leads by example
- Thinks outside of the box; willing to change & be progressive
- Community engagement driven
- Truthful/Honest/Person of Integrity
- Culturally competent and understands social and cultural biases and inequities
- Critical thinker

Professional Experience

- Experience with transit/mobility systems
- Administratively sound
- Build up organization/teams
- Sees value in training
- Understand the cultural environment of Austin
- Collaborative, strategic
- Understands roles and responsibilities
- A servant leader

Transit Police Leadership Timeline

- *Community discussion of characteristics & peer agency research* Sept. – Jan. 2022
- Job posting finalized & recruitment begins Jan. 2022
- Hiring of transit police leadership Spring 2022



Next Meeting and Reminders

Reminders about the PSAC role:

- The Public Safety Advisory Committee may provide input & recommendations to the Agency's Management team and Board regarding the following topics relevant to the comprehensive public safety program:
 - Input to the Board regarding the creation & review of policies
 - Input to staff regarding program creation & review of procedures
 - Identifying opportunities for CapMetro to educate & engage the community on public safety topics
 - Review & input on quarterly & annual public safety performance goals/metrics
 - Input to staff regarding the characteristics staff shall seek out in Transit Police leadership
 - Input to staff on the development of public safety staff training programs
 - Input to staff on public safety awareness campaigns & customer information communications

Reminders about the PSAC role:

- Meetings will be open to the public and recorded and all meeting materials will be posted online, but meetings are not subject to the Texas Open Meetings Act
- Written communication between members and staff is subject to Texas Public Information Act
- The PSAC is an advisory committee, not a decision-making body

Our Next Meeting

- **Date:** TBD
- **Location:** Virtual
- **Topics:**
 - Election of Chair and Vice Chair
 - Review of Detailed Timelines and Milestones
 - Introduction to needed policies



METRO

THANK YOU!