

CapMetro

Public Safety Advisory Committee

April 2025



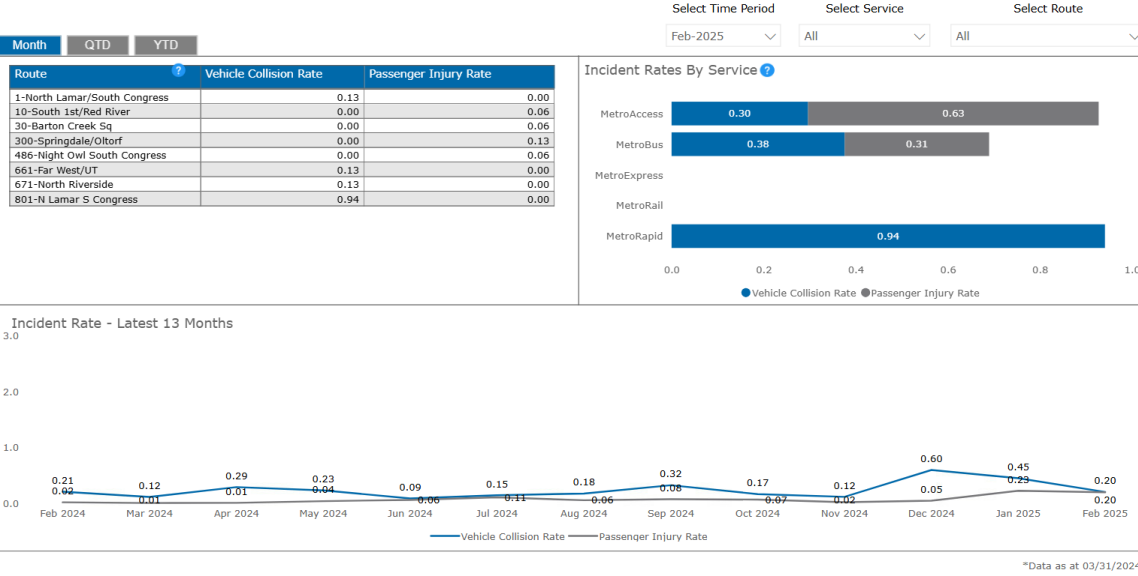
Safety Performance Dashboard

Stephan Schindehette, Program Manager; Data Governance

Agenda

- Safety Dashboard Refresh
- Dashboard Improvements
- Automated Approval Process
- Implementation Calendar
- Open Discussion/Q&A

Safety Dashboard Refresh



Overview

Ridership

Reliability

Safety

Finance

Route Performance

Pickup Performance

FAQs

CapMetro

Bus Service Rail Service On-Demand Service

Safety for Bus Services

Viewing as Charts View as Tables

Filter by Bus Service(s): All Bus Services CapMetro Bus CapMetro Express CapMetro Rapid

Safety Events by Route

Major Safety Events by Route for the Current Calendar Year

Route Name: All

Total Passenger Injuries on Selected Route(s) in the Current Calendar Year: 16

Total Fatalities on Selected Route(s) in the Current Calendar Year: 0

Total Vehicle Collisions on Selected Route(s) in the Current Calendar Year: 12

Vehicle Collisions by Month

Vehicle Collisions for All Bus Services by Month

Total Vehicle Collisions in the Current Calendar Year: 12

Passenger Injuries by Month

Passenger Injuries for All Bus Services by Month

Total Passenger Injuries in the Current Calendar Year: 16

Data available as of 2/28/2025

Consistent Navigation

The screenshot displays the CapMetro dashboard interface. On the left is a vertical navigation menu with icons and labels for: Overview, Ridership, Reliability, Safety (highlighted in dark blue), Finance, Route Performance, Pickup Performance, and FAQs. The main content area is divided into three tabs: Bus Service (selected), Rail Service, and On-Demand Service. Under the Bus Service tab, there is a section titled "Safety for Bus Services" with a descriptive paragraph. To the right of this section are two buttons: "Viewing as Charts" and "View as Tables". Below the safety section is a "Filter by Bus Service(s):" label followed by four filter buttons: "All Bus Services", "CapMetro Bus", "CapMetro Express", and "CapMetro Rapid".

Overview

Ridership

Reliability

Safety

Finance

Route Performance

Pickup Performance

FAQs

Bus Service

Rail Service

On-Demand Service

Safety for Bus Services

For CapMetro safety is a core value. Safety data below is collected and displayed in accordance with National Transit Database (NTD) definitions.

Viewing as Charts

View as Tables

Filter by Bus Service(s):

All Bus Services

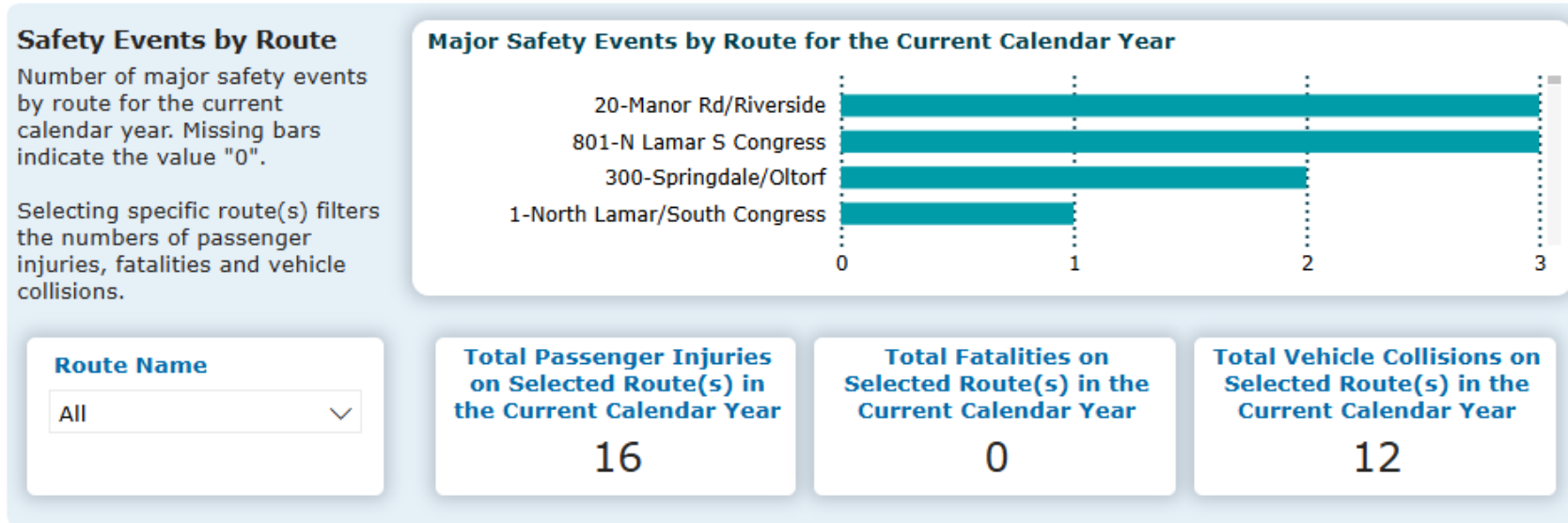
CapMetro Bus

CapMetro Express

CapMetro Rapid

- Integrated with other public-facing dashboards
- Simple and consistent navigation
- Intuitive selections for Division and Services

Safety Events by Route



- Improved look and feel of the Safety dashboard
- Better selection and display of route-level metrics
- Routes ranked by number of major safety events

Updated Visualizations & Metrics

- Rolling 3-year trends
- Clear separation of collision and injury metrics
- Cards for YTD totals
- Utilizes the FTA's NTD reportable safety data and the FRA reportable events

Vehicle Collisions by Month

Monthly number of vehicle collisions on all bus services. Missing bars indicate the value "0".

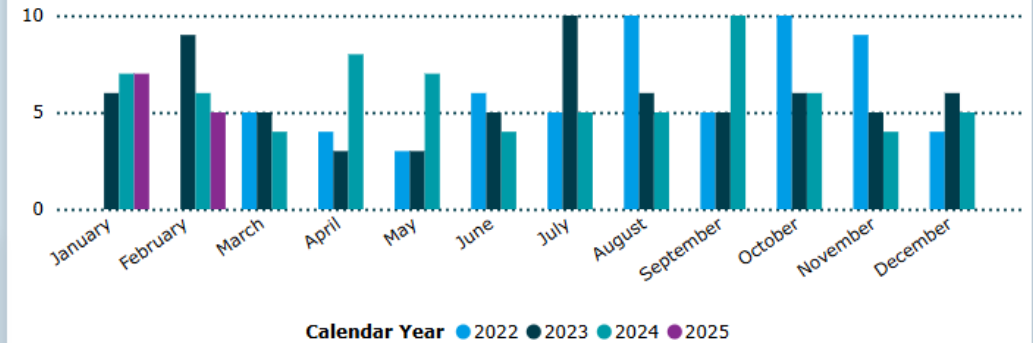
Date Range:

This chart displays the past two calendar years and the current calendar year.

Total Vehicle Collisions in the Current Calendar Year

12

Vehicle Collisions for All Bus Services by Month



Passenger Injuries by Month

Monthly number of passenger injuries on all bus services. Missing bars indicate the value "0".

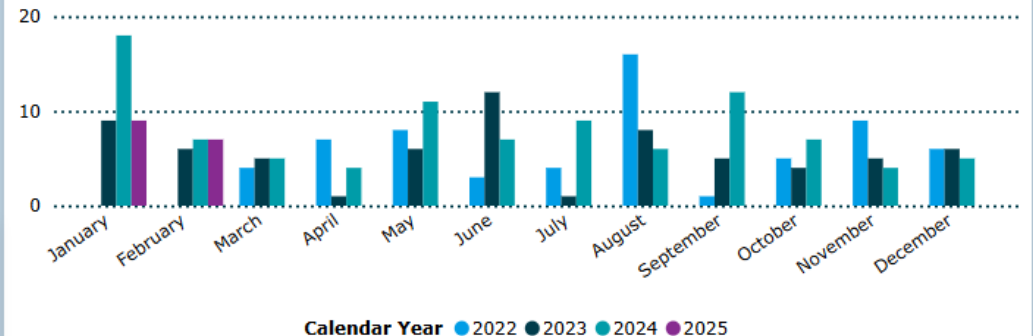
Date Range:

This chart displays the past two calendar years and the current calendar year.

Total Passenger Injuries in the Current Calendar Year

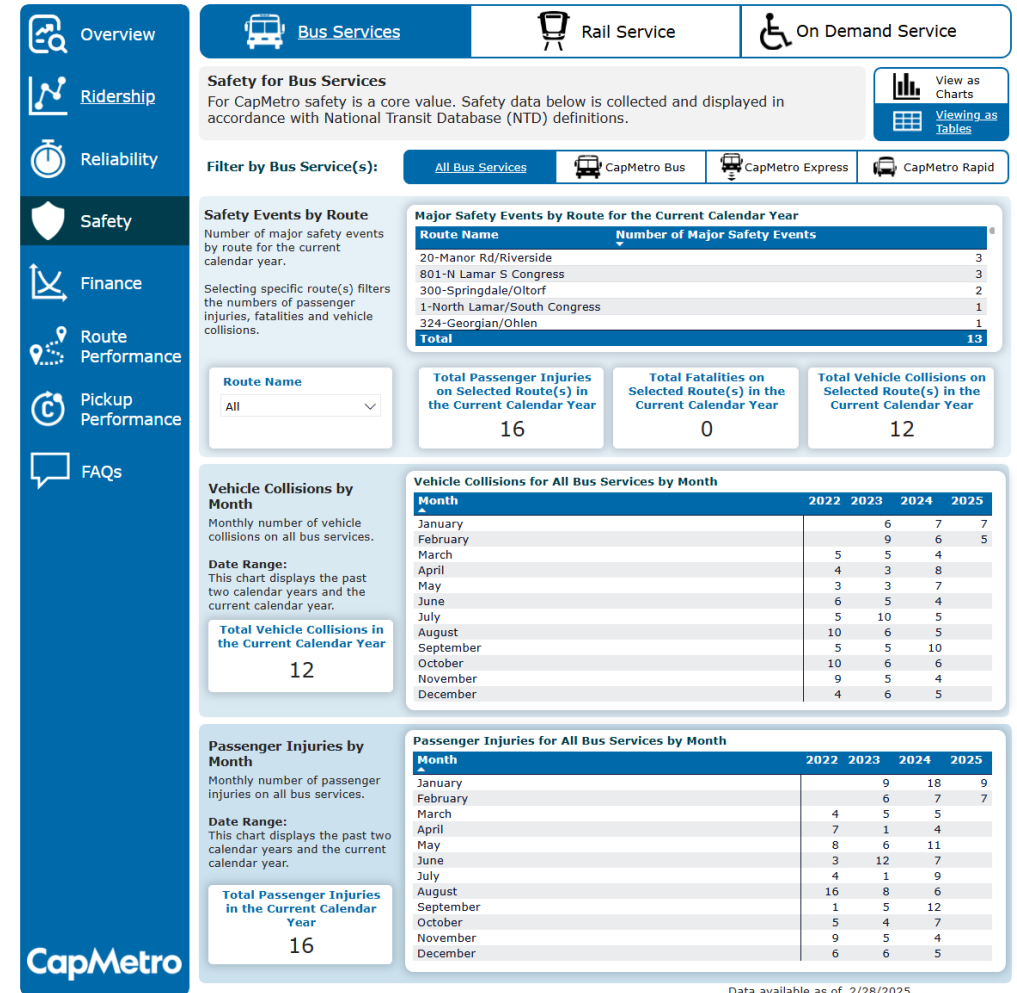
16

Passenger Injuries for All Bus Services by Month



Enhanced Accessibility

- Digital accessibility to better serve the needs for all users
- Dynamic and interactive data views with visualization options (Graph vs. Table)
- Compliant with all accessibility standards



Automated Approval Process

Dashboards Approval Summary
Home / Public Dashboard Approval / Dashboard Approval Summary

Department	Overview	Ridership	Reliability	Finance	Route Performance	Safety
Budget and Finance Planning				⌚ Pending		
Demand Response	⌚ Pending	⌚ Pending	⌚ Pending			
Rail Operations	⌚ Pending		⌚ Pending			
Safety					✅ Approved Schindehette, Stephan	✅ Approved Schindehette, Stephan
Service Analysis				⌚ Pending		
Strategic Planning and Development	⌚ Pending	⌚ Pending	⌚ Pending			
Vehicle Maintenance			⌚ Pending			
Final Status	⌚ Pending	⌚ Pending	⌚ Pending	⌚ Pending	⌚ Pending	✅ Approved

© Copyright CapMetro Data Management Application

- Streamlined review and approval process to publish the data
- Automated steps introduced to kick off and notify reviewers of the process
- Safety Dept. no longer needs to request IT services to manually publish the dashboard

Implementation Calendar

#	Category	Timing	Activity
1	Communication	By April 18	1.Customer Advisory Groups (CSAC): send memo 2.Access Advisory Committee: send memo
2	Communication	By April 18	SMT is notified of Safety dashboard updates and targeted launch date
3	Training	By April 18	Customer Service Management team receives Safety dashboard one-pager and distributes to support representatives for review
4	Business Ready	April 21 (Official Launch Date)	Safety dashboard approved with March data. The dashboard will be published on CapMetro website.
5	Communication	April 21	Board of Directors are notified via memo about Safety dashboard updates and targeted launch date
6	Communication	April 23	Agency staff is notified of Safety dashboard updates and launch through TimePoint
7	Communication	April 22	Contact Marketing to notify customers and public communities about Safety dashboard launch
8	Communication	April 24	Public Safety Advisory Committee (PSAC): presentation
9	Communication	May	Agency staff receives demonstration of Safety dashboard (Show & Tell)



Open Discussion / Q&A



Independent Oversight Model

Eric Robins, Chief of Police

CapMetro Transit Police Department Update – Independent Oversight

- Purpose
- Scope/Types of oversight
- Process
- Independent Investigative Firm
- Benefits & Conclusion

Purpose

- Nationally, oversight models vary. Some large transit agencies have paid oversight boards, though most are volunteer based. These boards often have limited training or experience, but they do increase public visibility and transparency. Smaller agencies, like CapMetro, do not typically have formal oversight structures.
- CapMetro has taken the unique step of establishing an unpaid advisory body- the Public Safety Advisory Committee- which provides general input on public safety strategies and policies. However, advisory committees of this nature are not typically used to review specific incidents or actions.
- We believe that an external firm offers a more unbiased and objective perspective. Few transit agencies have formal, independent oversight structures, making CapMetro's model both proactive and a strategic advancement in transparent, independent oversight.

Scope / Types of Investigations

Not all incidents will result in an external review. The following incident types are prioritized based on risk, public interest, and potential legal exposure.

- Serious use of force
- Officer-involved shootings
- External complaints that could result in public scrutiny or civil/criminal litigation

Process of Investigations

Significant Incident occurs

Internal Review conducted by CapMetro Transit Police Department

- Report & Findings
- Recommendations
 - Training, Remedial Actions, or Discipline
- Submitted to CapMetro Cross-Functional Group;
 - Police Chief, Legal Department, P&C
- Cross-Functional Group
 - Evaluates Police Department's report to determine if independent firm will be engaged

Process of Investigations continued

Independent Firm selection process

CapMetro Cross-Functional Group will review appropriate firms based on;

- Type of investigation needed
- Firms' qualifications, skills & reputation
- History of investigations

Process of Investigations continued

- Independent Firm
 - Conducts separate review/investigation of incident
 - Submits Finding to Cross-Functional Group
- Cross-Functional Group
 - Analyze Independent Firms' report
 - Assess recommendations
 - Assure adherence to CapMetro's Standards,
 - Applicable laws, and Personnel Procedures
 - Present Findings to President & CEO
- President & CEO
 - Makes final determination based on all facts presented

CapMetro Transit Police Department Update

Benefits

This structure supports accountability and transparency, ensuring diverse perspectives, structured reviews, and CEO oversight, reinforcing the agency's commitment to continuous improvement.

Conclusion

- CapMetro's Transit Police Department will remain relatively small, beginning with 10 officers, two sergeants, one captain, one assistant chief, and the chief; therefore, the oversight model is scaled accordingly.
- CapMetro's oversight structure is tailored to meet the needs of our organization and the community we serve currently.
- Annual review of Oversight Model incorporating lessons learned, stakeholder feedback, and evolving best practices.

CapMetro

Questions?

CapMetro

Thank you!