

CapMetro

Public Safety Program Update

June 2022

Agenda

- Welcome & Overview
- Public Safety Advisory Committee Activities
 - Meeting Schedule and Cadence
- Public Safety Ambassadors
- Public Safety Program Update and Budget
- Community Intervention Specialists Update and Ongoing Projects
- Public Safety Program – Meeting Committee Members & Community



Public Safety Advisory Committee Activities

- Previous meeting:
 - Appointed Chair and Vice Chair
 - Public Safety Advisory Committee Charter established
- This meeting:
 - Establish meeting cadence

Public Safety Ambassadors

- Current Staffing Levels
- New Hire Training
- Special Events
- Notables
- Multimedia Ride Out with PSA's and Nathan

Public Safety Ambassadors

You can find the Public Safety Ambassador video at this link:

<https://www.youtube.com/watch?v=vYYYhT8wgsA>

Comprehensive Program Process

Public Safety Ambassadors *on service today*, helping customers and operators as first-deployed team

Community Intervention Specialists *on service today*, helping those in need, customers and operators as focused team for those needing additional intervention and connections to other social services

Now

- Hiring of Police Chief
- Drafting of long-range financial plan for transit police
- Identification of TCOLE requirements for Police operations

Beginning Late Summer 2022

- Drafting of policies w/ stakeholders
- Establishing organization chart
- Establishing facilities and securing equipment* (IT and regulatory requirements)
- Start hiring process of senior-level police

2023 and On

- TCOLE Certification
- Modification of CapMetro's agreement with Austin Police Department
- Start hiring process of police officers

Hiring of Chief Administrator – Transit Police


- **Mr. Eric Robins**
 - Former Sugar Land, TX chief of police
 - 30 years of law enforcement experience
 - Texas Commission on Law Enforcement Certified
 - Accredited police agency with Commission on Accreditation for Law Enforcement Agencies (CALEA)
 - Manager/Assessor- CALEA
 - Begins August 1, 2022



Year 1 (FY '23) Budget Assumptions

- Budget assumptions for the FY '23 budget include funding necessary to support procurement and certification activities, in anticipation of a late 2023/early 2024 TCOLE certification:
 - Transit Police Department administrators
 - Public Safety Dispatchers' transition from Public Safety & Emergency Management to the Transit Police Department
 - Facility (temporary)
 - Training
 - Recruitment campaign
 - Vehicles
 - IT equipment
 - Uniforms/related equipment
 - Insurance

What we do



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Community Intervention

Community Intervention is a new street outreach program created to assist CapMetro riders struggling with homelessness, mental health, substance abuse and other community issues.

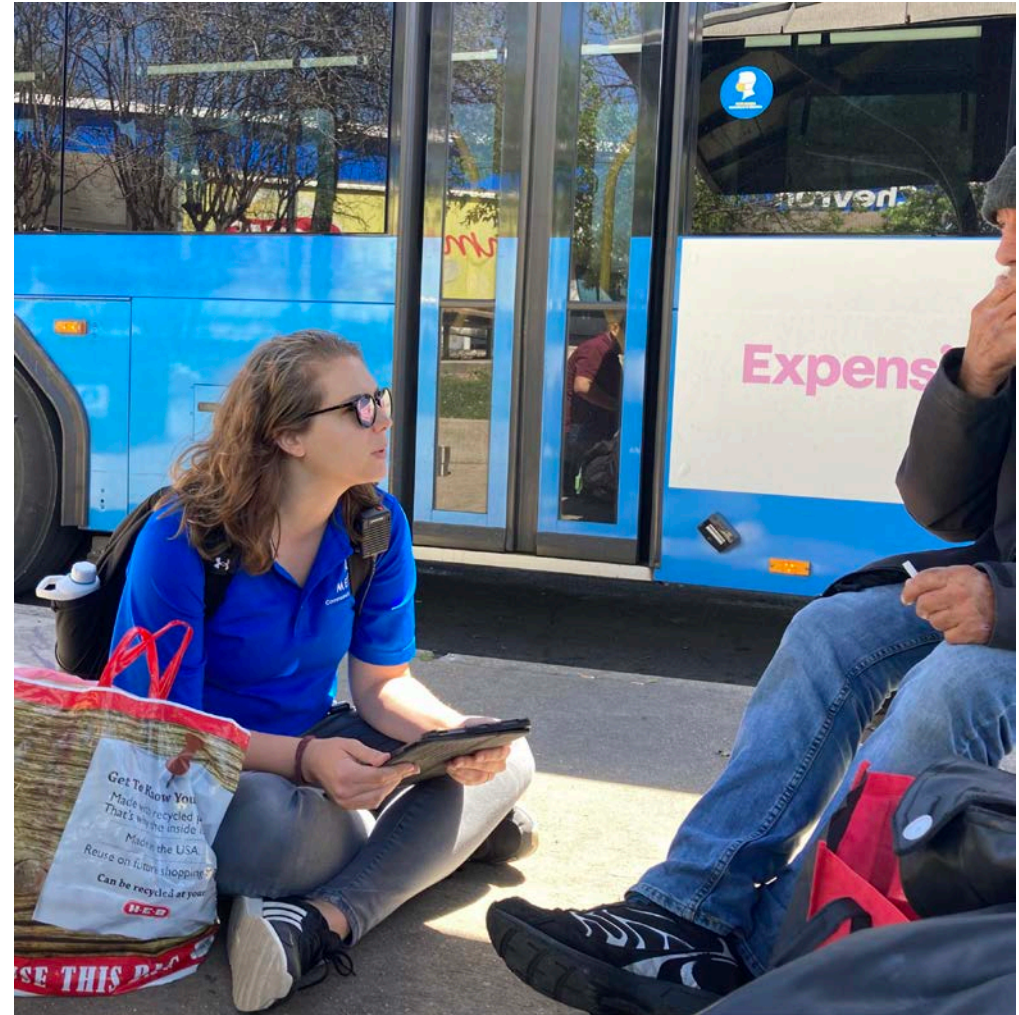
Our Community Intervention Specialists engage individuals directly while riding the system, or receive referrals from other CapMetro staff members and members of the community. We help them address housing, food, health care and transportation needs by connecting them with social service resources.

Services Offered:

- Coordinated Assessment
- Housing Navigation
- IDs
- SNAP applications
- Referrals to social services

CONTACT
Monday-Friday, 9am-5pm
email: Community.Intervention@capmetro.org | phone: (512) 201-9966 or (512) 667-0816

In the field



Key Performance Indicators

- **October 2022–June 2022 #s:**
 - **Total # Engagements - 454**
 - **Total # Referrals - 145**
 - **Total # Coordinated Assessments - 42**

Partnerships & Initiatives

- Collaboration with:
 - HOST
 - DACC
 - ECHO
 - Street Outreach groups
- WILCO homeless coalition
- National Transit work group
- Mental Health First Aid Training for CapMetro staff



Public Safety Ambassadors in Action

- **1,397 Employee Contacts** (Engaging with operators, Cap Metro employees and stakeholders on vehicles and at facilities to address Security and Safety issues on the system)
- **2,314 Customer Contacts** (Engaging /communicating with customers or visitors to provide assistance with system navigation and other customer service-related issues)

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Thank you!