

CapMetro

Public Safety Advisory Committee

September 2026



Security Dashboard

Jonathan Hartman, Data Warehouse Architect II

Overview

1. **Security Dashboard Integration**
2. **Bikeshare Ridership Integration**
3. **Integration Architecture**
4. **Live Demo**
5. **Q&A**

Business Stakeholders

Security Public Dashboard

- **Executive Sponsors** - Gardner Tabon and Ashley Erickson
- **Owners** - Jamail Darryl, Bowie Renearl
- **Data Owners** - Winge Holly, Robinson Brian, Scales Detren
- **Special thanks** - Patricia Vidaurri, Serena Yan, Stephan Schindehette

Security Transit Police Integration



Transit Police - Visibility into law enforcement activity and public safety trends across the CapMetro system.

Key Highlights

- Calls for Service
 - Tracks monthly calls for service handled by Transit Police
 - Provides year-over-year trends to highlight changes in activity
- Arrests
 - Displays monthly arrest activity across the transit system
 - Enables comparison of current and prior-year activity
- Crime Statistics
 - Tracks reported crimes by category, including: Crimes against persons, Crimes against property, Crimes against society
 - Provides monthly trends to help identify changes in reported crime.
- Provides the public with greater visibility into Transit Police activity and crime trends across the system.

Security Public Safety Integration

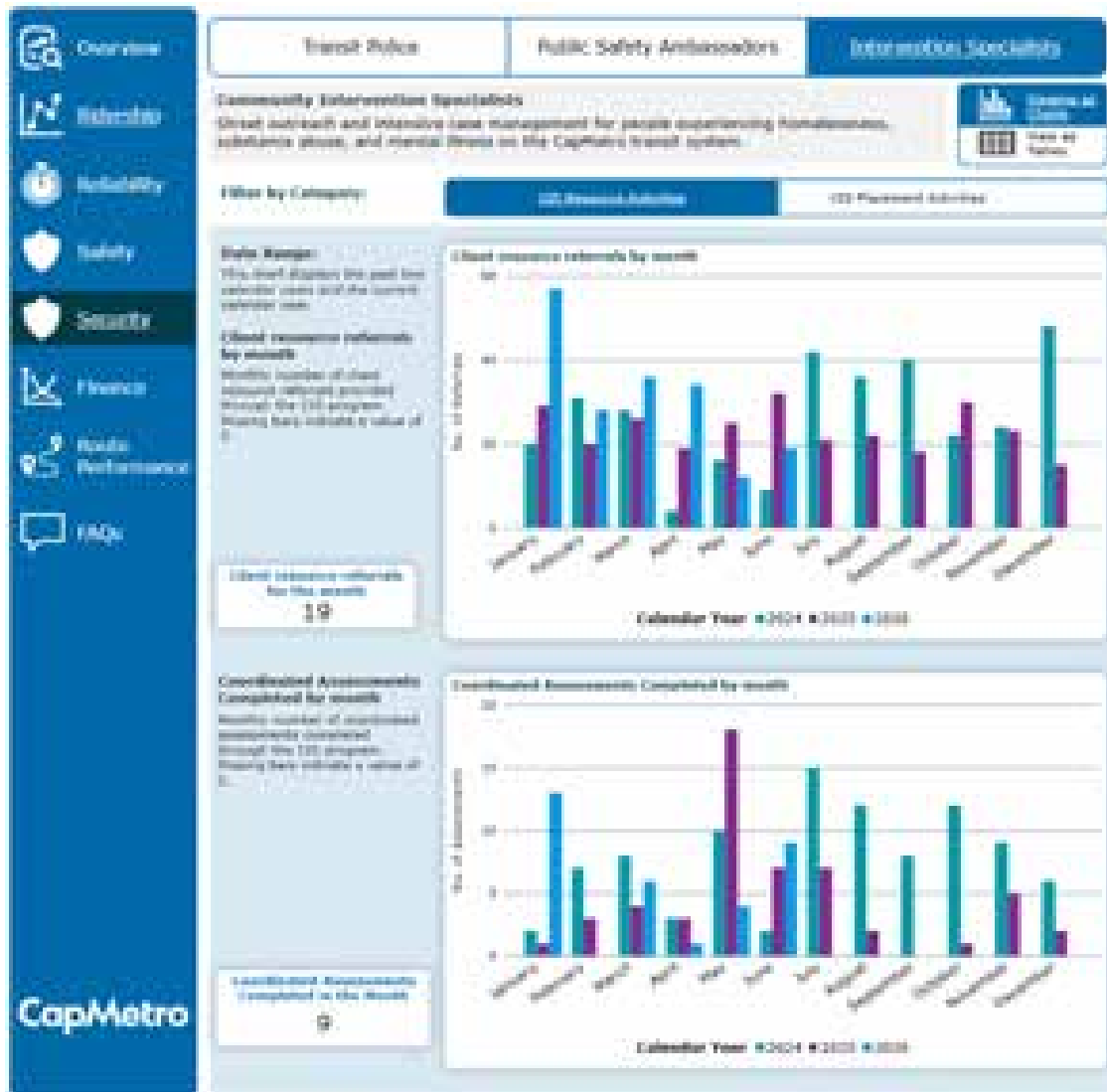


Public Safety Ambassadors - Highlights Ambassador activity, customer engagement, and efforts to support a safe and welcoming transit environment.

Key Highlights

- Community & Customer Engagement
 - Tracks calls for service and contacts with customers and employees
 - Provides insight into day-to-day Ambassador interactions
- Transit System Support
 - Monitors bus stop checks and special assignments
 - Highlights proactive efforts to support safety across the system
- Community Connections
 - Tracks referrals to Community Intervention Specialists
 - Demonstrates coordination between Ambassador and community support team
- Provides visibility into the proactive role Ambassadors play in supporting customers, employees, and the transit system.

Security Community Interventions Integration

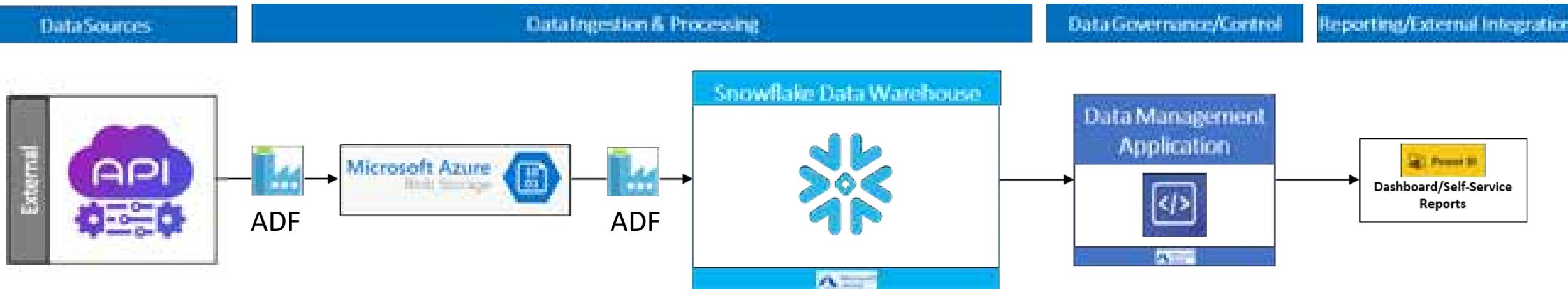


Community Intervention Specialists - Highlights efforts to connect individuals with community resources, supportive services, and housing opportunities.

Key Highlights

- Resource Referrals
 - Tracks referrals connecting clients with appropriate community resources
 - Provides monthly visibility into referral activity
- Coordinated Assessments
 - Monitors coordinated assessments completed for individuals needing support
 - Helps illustrate engagement with community-based services
- Housing & Shelter Placements
 - Tracks shelter and housing placements over time
 - Provides visibility into outcomes resulting from intervention and referral efforts
- Demonstrates CapMetro's efforts to connect individuals experiencing challenges with resources, services, and housing support.

Integration Architecture



Data source – Every integration begins with understanding a data source and setting up a connection.

Orchestration – We use a tool called Azure Data Factory to retrieve, manipulate and save the data into the warehouse. We call this process ETL (extract – transform – load).

Data Warehouse – This is where the cleaned and organized data is saved for analysis and presentation.

Public Dashboard – The public dashboard presents the data in the warehouse after an approval process which ensures that the business owner of the data has verified the accuracy and completeness of the warehoused data.

[Live Demo](#)



Public Safety & Emergency Management Update

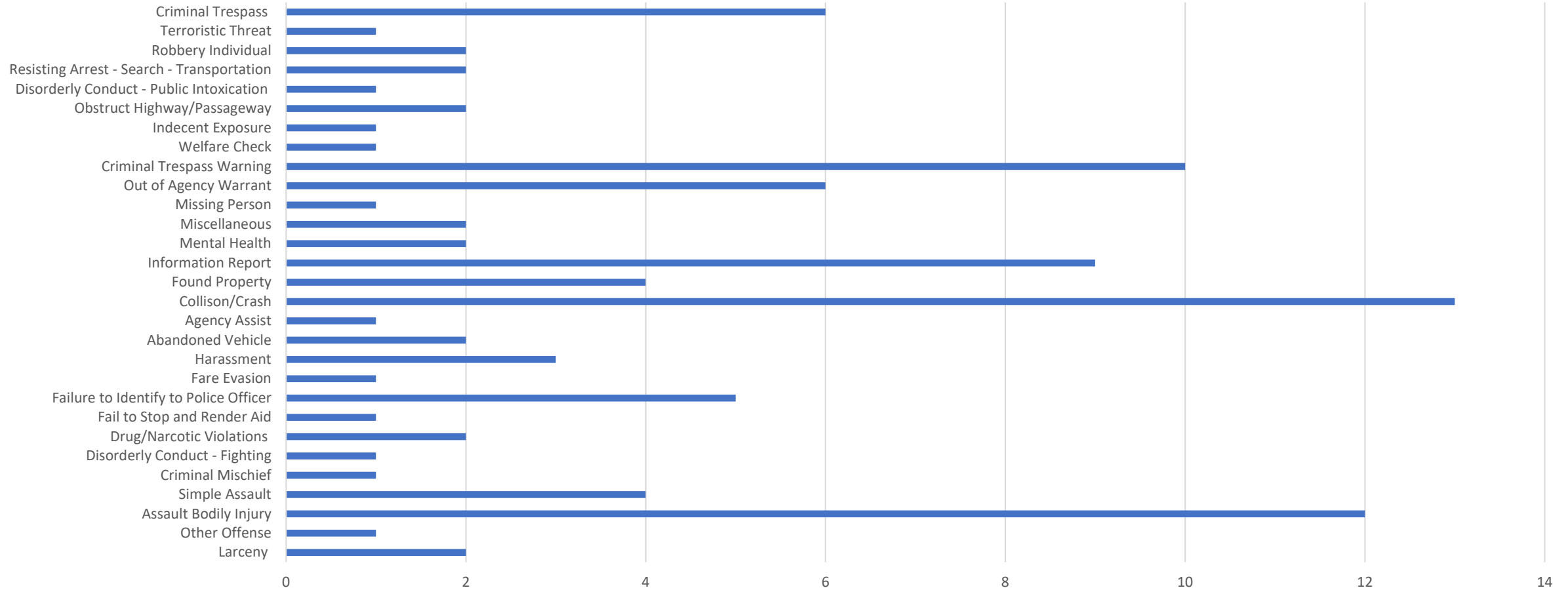
RenEarl Bowie, Chief of Police

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

Crime Overview:



CapMetro Transit Police Activity - August 2026





Public Safety & Emergency Management Update

September 25, 2026

Security Reporting Campaign

Public Reporting

This graphic is designed for public reporting. It features a blue vertical banner on the left with the text "If you SEE something SAY something". To the right, it provides instructions in English and Spanish to report suspicious activity by calling the GO-Line 512-474-1200 or dialing 9-1-1 for emergencies. Below the text is a photograph of a blue and white CapMetro bus. At the bottom, there are logos for CapMetro TRANSIT POLICE and CapMetro, along with a small disclaimer.

If you
SEE
something
SAY
something

Report suspicious activity.
Call the GO-Line 512-474-1200
or dial 9-1-1 for emergencies.

Reporta actividades sospechosas.
Llama el GO-Line 512-474-1200
o llama al 9-1-1 para emergencias.

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Internal Reporting

This graphic is designed for internal reporting by employees. It features a red shield icon with a white padlock and the text "EMPLOYEE SECURITY REPORTING". Below this, it instructs employees to report security concerns related to intentional harm, crimes, or suspicious activity by calling their dispatcher on the radio or the GO-Line at (512) 474-1200. It also states that the necessary Public Safety Team will be dispatched based on the needs. A red asterisk icon is used to indicate that if the situation is an emergency, 911 should be called. At the bottom, there is a red banner with the CapMetro TRANSIT POLICE and CapMetro logos, and the text "FOR EMPLOYEE USE ONLY" is printed above the banner.

**EMPLOYEE
SECURITY
REPORTING**

Report a Security Concern: Incidents related
to intentional harm, crimes or suspicious activity.

**Call your dispatcher on
the radio, or call the GO
Line at (512) 474-1200.**

The necessary Public Safety
Team will be dispatched based
on your needs.

If you determine
the situation is an
emergency, call 911

FOR EMPLOYEE USE ONLY

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POLICE

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Public Safety Ambassador Activity

KPI	July-August
Calls for Service	564
Self Initiated	2,369
Bus Stop Checks	909
Rail Station Checks	220
P&R Checks	290

Community Intervention

In July the team placed five people in shelter



Community Intervention Specialist Activities

Key Performance Indicator	July - August
Engagements	377
Referrals	29
UTL	313
Housing Assessments	5

Operator Involved Assaults (as of August 31)

- **August 2026: 3 Assaults**
- **2026 August YTD Total 20 Assaults (+13 YTD)**
- **2025 August YTD Total 7 Assaults**

No identifiable pattern or trend.

Noted increase in operators pressing charges.

System Suspensions

As of August 31, 2026

Total suspensions:	17
• Indefinite:	13
• One year:	4
• Six months:	0

SUSPENDED

Emergency Management Update

- July kick-off of CapMetro Incident Management Program
- August 23, coordination during CapMetro Firewall replacement.
- Coordinating October 18 full scale commuter rail exercise
- Conducted fire drills at demand response facilities in August

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Thank you!