

CapMetro

Public Safety Update

May 2024



Public Safety Program Overview

Public Safety Ambassadors

Trained professionals in the community, equally skilled in customer service and security, ready to assist with everything from transit passes to directions, while ensuring your safety.

Community Intervention Specialists

On-staff, specialized social workers that assist transit customers directly, connecting them with vital housing, food and healthcare resources.

Transit Police Officers

Currently: Partnership with APD to employ off-duty officers.

Future: Dedicated transit police officers to address the unique needs of our transit community.

Public Safety Program Update

- **Community Intervention Program**
 - 2 Specialists, 1 Supervisor
- **Year 2 Metrics:**
 - 1213 Engagements
 - 73 Coordinated Assessments
 - 11 Housing Placements (+8 from Year 1)
 - 5 Shelter Placements (+4 from Year 1)
- **Success Story: Coordinated Family of 4 Rapid Shelter Access**
- **Public Safety Ambassadors:**
 - 1 Manager, 3 Supervisors, 22 Ambassadors
 - Day, Mid, and Late Evening Shifts
 - 5 New Hires
- **February 2024 Metrics:**
 - 2929 Customer Contacts
 - 1407 Employee Contacts
- **March 2024 Metrics:**
 - 5745 Customer Contacts
 - 2332 Employee Contacts

Transit Police Policies – Feedback Process

Internal Process		Public Process		Final*	In Practice
TPD, Exec. & Legal staff reviews standard drafted policy provided by Lexipol and makes changes to ensure alignment with CapMetro TPD vision & operational needs.	Deputy CEO & Chief Safety Officer sign off on revised draft.	Each policy posted in full for three weeks of public comment. PSAC subcommittee meet to discuss and ask questions on policy and process.	TPD reviews feedback and incorporate or propose alternatives as appropriate. TPD provides updated draft to community engagement w/ log of changes.	Chief provides final sign off on each policy. Final posted on webpage.	Policies will be reviewed annually once department operations begin. Substantive changes will go through the same process as initial drafts.

* Per CapMetro policy and industry best practice, policies are in a constant state of refinement.



Program Strategies & Policies Subcommittee Update

Round 1, March 21

Policies discussed:

- Policy Against Bias-Based Policing
- Organizational Structure and Responsibilities
- Mission, Vision, Core Values and Law Enforcement Code of Ethics

Feedback Bites:

- How is CapMetro working to build positive interactions between TPOs and community?
- Questions about enforcement and reporting.

Round 2, April 4

Policies discussed:

- Standards of Conduct
- Vehicle Pursuits
- Family Violence
- Eyewitness Identification

Feedback Bites:

- What is CapMetro's long-range plan for staffing and funding TPD?
- Questions about TPD jurisdiction and processes for documenting and reporting encounters.

Round 3, April 18

Policies discussed:

- Use of Force
- Part-Time Officers
- Missing Persons
- Property and Evidence

Feedback Bites:

- How is CapMetro building a culture of de-escalation and alternatives to force?
- Questions about oversight and who determines appropriate use of force.



Subcommittees - Timeline and Next Steps

Round 3 Policies closed Thursday, 4/25 @ 11:59PM

- No comments made via Konveio
- Feedback integration process completed
- All subcommittee materials and final policies available online

Major Themes Over the Past 12 Months:

- Capital and Operating Budget
- Long-Range Timeline
- Staffing & Training
- Oversight
- Routing & Response to Emergency / Public Safety Calls

Future Meetings:

- Program Strategies & Policies
 - Tentatively scheduled for Thursday, May 23
 - Policies being discussed are still being determined

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Thank you!