




Public Safety Program Update

Transit Police

Eric Robins, Chief Administrator

Background and Purpose

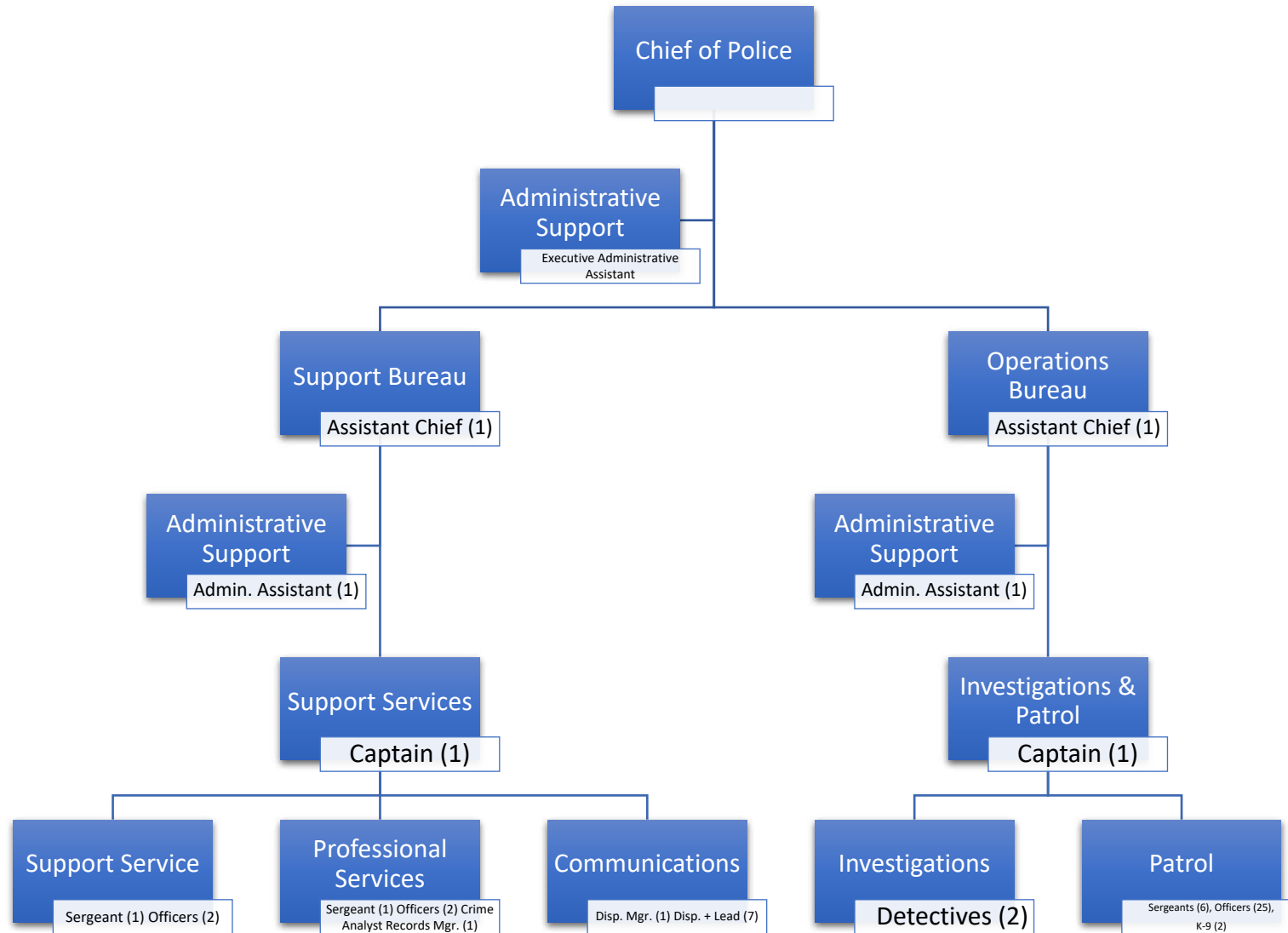
- CapMetro has established a three-pronged approach to public safety with Public Safety Ambassadors, Community Intervention Specialists and Transit Police (*under development*)
- Transit police will be the resource to respond to escalated or urgent calls and specific investigative functions
 - Not everything warrants a police response, and police response can invite more, unnecessary risk
- This work is guided by the Chief Safety Officer (Gardner) and an Advisory Committee (Public Safety Advisory Committee)



But when will we have the
transit police department
up and running?



Organizational Structure



Hiring

Positions	Status
Chief	Completed – <i>Eric Robins</i>
Assistant Chief	In Progress
Captain	Completed – <i>Jeremy Benoit</i>
Records Manager – Crime Analyst	Completed – <i>Georgen Guerrero</i>
Police Officer	Goal: Onboarding in Spring 2024

- Year one: approximately 12 sworn officers
 - Growing over time in line with agency and community needs
- To attract officers in a deeply competitive market, we need:
 - A quality facility
 - Attractive benefits
 - Clear requirements and processes for certification, accreditation, and training standards
- Before we can hire sworn officers, we must be certified by the Texas Commission on Law Enforcement (TCOLE)

Certification

TCOLE Requirements	Completed Y/N
Need for Police Department	Y
Funding sources for PD	Y
Physical Resources available to officers	Y
Physical Facilities for PD operations (including dispatch, evidence room, and public area) C.J.I.S. compliance	N
Law enforcement policies including but not limited to; use of force, vehicle pursuit, professional conduct of officers, domestic abuse protocols, response to missing person, supervision of part-time officers, impartial policing, evidence collection, eyewitness identification.	Y
Administrative structure of police department	Y
Liability Insurance	Y
Documents from Board authorizing creation of PD	Y

Facility

- To obtain TCOLE Certification we must have a facility that meets TCOLE Facility Standards
 - Access controls
 - Dispatch Location (Criminal Justice Information Systems Compliant)
 - Evidence collection process, storage, etcetera
- Working with Facilities Management Team to complete build out of facility
 - Completion originally scheduled for Q1 FY24 – *delayed to Q2 FY24*
- Working with Combined Transportation, Emergency & Communications Center (CTECC) & CapMetro IT to create compliant dispatch within CTECC Structure

So, when?

Anticipated Time Frames	
Building Facility	Early 2024
Dispatch Relocation to CTECC	Early 2024
TCOLE – Authorization	Early 2024
Equipment	1 st Quarter FY 24
<ul style="list-style-type: none">• Vehicles, Uniforms, etc.	
<ul style="list-style-type: none">• Website	
Hiring of Officers	Spring 2024





Public Safety Program Update

Ambassadors and Community Intervention Specialists

Darryl Jamail, Director Security and Emergency Management

Public Safety Ambassador Program

- The Public Safety Ambassador (PSA) program is complete and operational.
- The Ambassadors focus on customer and employee support and system public safety.

Public Safety Ambassador Program Activity

- Average Monthly Activity
 - 80 Calls for service
 - 5,300 Customer contacts
 - 2,500 Employee contacts
 - 690 Security Safety Sweeps

Community Intervention Program

- The Community Intervention Program is complete and operational.
- Outreach with vulnerable populations on the CapMetro system.
- Connect people with resources in the region and coordinate with city and regional partners in this work.

Community Intervention Program Activity

Average Monthly Activity 2022-2023

- 94 Engagements
- 25 Referrals
- 8 Coordinated Assessments
- 2 Refusals

2022-2023

- 10+ People permanently housed (2022-2023)
- 10+ People employed (2022-2023)

CapMetro

Thank you!