CapMetro

Public Safety Advisory Committee

February 2024 Special Called Meeting

PSAC Subcommittee Update

Edna Parra, Community Engagement and Involvement Manager

Peter Breton, Community Engagement Coordinator

CapMetro

Subcommittee Overview

Operations & Personnel

The Operations & Personnel Subcommittee generally receives information on the day-to-day, detailed items for the Public Safety Program's staffing and operations.

Example Topics:

- Annual Budget
- Job Descriptions
- Police Department Training
- Equipment & Facility

Community Engagement & Rider Experience

The Community Engagement & Rider Experience Subcommittee helps guide the overall strategy of Public Safety Engagement.

Example Topics:

- Potential Partnerships
- Public Awareness Campaign
- Event Visioning and Planning

Program Strategies & Policies

The Program Strategies & Policies Subcommittee generally receives high-level information about the Public Safety Program and provides feedback on policies and program strategy.

Example Topics:

- 5-Year Budget
- Recruitment Plan
- Policies
- Onboarding

What is Your Role?

- **Advertise** – help CapMetro connect with the community and share important updates on our Public Safety Program by advertising campaigns through your personal networks.

- **Attend** – join us to receive information on critical information of the Public Safety Program for anything that needs to be clarified.

- **Advise** – you have a wealth of information on Public Safety through your time on this committee, and a unique perspective as a community member; please share it with us!

How Do I Provide My Feedback? – Through meetings, through phone/email, or through our online platform!

Engagement Guidelines for Subcommittees

Roles and Responsibilities

- Police Department Subject Matter Expert
- Community Engagement Facilitator
- Subcommittee Lead

Meeting and Material Standards

- Meeting Preparation
  - Translation Services
- Notification and Publicity
  - Standard Engagement Platforms
- Material Standards
  - Clarity and Simplicity
  - Language Accessibility
- Feedback and Follow-Up
  - Post-Meeting Summaries

Subcommittee Structure and Norms

- Communication Norms
  - Speaker Order
  - Orderly and Respectful Communication
  - Q&A Sessions
- Documentation & Minutes
  - Recording
  - Archiving
  - Transparency
- Logistics
  - Duration and Frequency
  - Platform Selection

Roles and Responsibilities

Police Department Subject Matter Expert

- Addresses police-specific topics such as policies

- Provide information from a law enforcement perspective

- Contribute to discussions on law enforcement and community safety

- Provide expert insights and summaries on relevant topics

- Lead discussions on agenda topics, providing context, history, and clarification on items.

Community Engagement (CE) Facilitator

- Lead the meeting by ensuring that discussions stay on track with the agenda.

- Encourage participation from all attendees.

- Mediate discussions to ensure that everyone is heard.

- Ensure that the meeting objectives are met.

- Oversees the overall direction and structure of the meeting.

PSAC Subcommittee Lead

- Collaboratively builds the agenda with staff before the meeting.

- Encourages attendance from PSAC and other community groups before the meeting.

- Assists with administrative and procedural actions during the meeting.

- Synthesizes the outcomes of the meeting during the meeting.

- Guides follow-up actions with PSAC during the meeting.

- Follows up at the regularly scheduled PSAC meetings after the meeting.

Subcommittee Structure and Norms

Meeting Logistics

Scheduled Duration:

Each meeting will be 60 minutes

Extended sessions are reserved for comprehensive or high-concern topics, must be announced with at least 10 days' notice and may last up to 90 minutes.

Platform Selection:

Zoom will be the primary platform for virtual meetings, chosen for its reliability and broad accessibility. For backup or in case of technical difficulties, Microsoft Teams will serve as an alternative platform.

Frequency:

Each subcommittee meeting will occur no more than once every 3 weeks.

Emergency sessions can be convened as needed with at least 10 days' notice.

Meeting Norms

Speaker Order:
- Speaker Order with "Raise Hand"
- CE member will call by order

Orderly and Respectful Communication:
- Protocol for removal
- Guidelines sent to all attendees and posted on chat

Questions and Clarifications:
- "Q&A" feature to ask questions during the meeting.
- CE member will vet and pass questions through
- Any unanswered questions will be sent to participants

Q&A Sessions:
- Post-presentation, a dedicated 15-minute Q&A session will be conducted.

Documentation & Minutes

Record-Keeping:
- A designated staff member will be responsible for taking minutes of each meeting.
- Minutes will include key points discussed, decisions made, and action items assigned.

Transparency:
- Meeting minutes will be posted within 72 hours of a meeting.
- Minutes are posted to a shared drive accessible to the public.

Recording:
- Recordings are for reference purposes only and will not be posted publicly.

Archiving:
- All meeting recordings, minutes, and related documents will be archived systematically for future reference.

CapMetro

Meeting Notification, Publicity, and Follow-Ups

- **Advance Notice:** Publicize meetings at least 2 weeks in advance through various channels including community boards, social media, printed materials, and email newsletters.

- **Reminder Communications:** Send reminders 1 week and then 24 hours before the meeting via email and social media to ensure maximum attendance.

- **Standard Engagement Platforms:** Utilize community forums, social media, and local gatherings to spread the word and encourage participation.

- **Feedback Mechanisms:** Provide multiple channels for feedback such as digital or physical comment boxes, online tools, and dedicated feedback email addresses.

- **Post-Meeting Summaries:** Distribute a summary of the meeting's key points within 1 week of the meeting.

- **Action Item Tracking:** When meetings are part of a larger agency effort, publicly track and report on the progress of action items and decisions made during meetings to maintain accountability and transparency.

Community Engagement Process – Feedback

Internal Process			Public Process			Internal Process		Final**
Identify Potential Topics	**Community Engagement (CE) Review**	**Prepare Online Platform and Meeting(s)**	**Launch Engagement Period**	**CE Reviews & Summarizes Feedback**	**Subcomm-ittee Meeting**	**Internal Teams Summarize Feedback**	**Final Engagement Summary**	**"Final"**
Identify potential topics for public review. This can involve assessing community needs and prioritizing current topics based on PSAC recommendations	Community Engagement reviews the topic and supporting documentation considering past feedback from the community and PSAC.	Community Engagement preps online platform for feedback, document sharing, and transparent communication. Schedule subcommittee meeting(s).	Community Engagement posts topics and supporting documentation online and communicates to the public about upcoming subcommittee meetings.	Community Engagement continuously reviews and synthesizes online feedback; replies and summarizes questions and adds trending questions to the FAQ.	Community Engagement preps for meeting with all teams and helps facilitate meeting logistics. Follow-ups and next steps are identified and documented.	CE, TPD, and Executive teams review all feedback and identify areas of concern, making appropriate changes throughout documents.	Community Engagement creates final engagement summary or report and ensures that the FAQ for each topic is updated.	"Final Draft" of supporting documentation and engagement report posted on webpage.

~ 1 week

~ 3 weeks

Public Safety Program Update

Gardner Tabon – EVP Systemwide Accessibility & Chief Safety Officer

CapMetro

Public Safety Ambassador Program Activity

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

CapMetro 11

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)

Supplemental Public Safety

- Expansion of existing security program
  - Enhanced visibility, as requested by bus operators
  - Added engagement with our customers and public
  - Expanded hours at key transit facilities
  - Public Safety Ambassadors greater on-bus presence

Subcommittees – Timeline and Next Steps

- Final steps of internal process for policies
- Timeline will be mapped out as we're implementing subcommittees
- Subcommittee Meeting – First Meeting in March
  - Program Strategies and Policies
  - Posting on our page and sharing
- TCOLE Certification

Public Safety Engagement Roles, Guidelines, Standards, and More!

Focusing on the Engagement & Rider Experience, Operations and Personnel, and Program Strategies & Policies Subcommittees.

Roles and Responsibilities

Police Department Subject Matter Expert: Provides expert insights on topics relevant to law enforcement and community safety. This role is crucial for addressing police-specific topics, such as policies, providing information, and contributing to discussions from a law enforcement perspective.

Community Engagement (CE) Facilitator: Leads the meeting by ensuring that discussions stay on track with the agenda. This role involves encouraging participation from all attendees, mediating discussions, and making sure that the meeting objectives are met, and ensuring that the meeting adheres to the standards of accessibility, inclusivity, and engagement.

Subcommittee Lead: Oversees the overall direction and structure of the meeting. Before the meeting, this includes collaboratively building the agenda with staff and encouraging attendance from PSAC and other community groups. During the meeting, Leads will assist with administrative and procedural actions, synthesizing the outcomes of the meeting, and guiding follow-up actions with PSAC. After the meeting, Leads will follow up at the regularly scheduled PSAC meetings.

Meeting Preparation

Agenda Setting: Clearly define the agenda items and objectives for the meeting. This helps in keeping the meeting focused and productive.

Participant Identification: Identify and invite key stakeholders, subject matter experts, and community representatives to ensure diverse viewpoints are represented.

Pre-Meeting Materials: Distribute relevant materials, such as background information or data, well in advance to give participants adequate time to prepare.

Translation Services:

Multimedia Use: Incorporating multimedia elements like videos and infographics in the wider engagement strategy is encouraged in order to cater to different learning styles and to keep audiences engaged.

Community Engagement Meeting and Materials Standards

Meeting Accessibility and Inclusivity: Reasonable modifications and equal access to communications should be provided upon request. CapMetro staff should make every effort to treat all attendees with a high level of courtesy, care, and respect.

Venue Accessibility: If meeting in person, ensure the meeting location(s) are physically accessible to individuals with disabilities, including wheelchair access and appropriate seating arrangements.

Technology Access: For virtual meetings, offer technical support and guidance for community members unfamiliar with digital platforms like Zoom or Microsoft Teams.

Meeting Notification and Publicity

Advance Notice: Publicize meetings at least 2 weeks in advance through various channels including community boards, social media, printed materials, and email newsletters.

Reminder Communications: Send reminders 1 week and then 24 hours before the meeting via email and social media to ensure maximum attendance.

Standard Engagement Platforms: Utilize community forums, social media, newsletters, listservs, and local gatherings to spread the word and encourage participation.

Meeting Materials Standards

Clarity and Simplicity: All materials, including agendas, presentations, policies, and supporting documents should be as clear, concise, and free of jargon as is reasonable to be easily understood by the public. For complex documents that will be discussed with the public, there should be a glossary of terms included in the materials, as well as a summary of main points provided by the document(s).

Slide Variety: Incorporating elements such as infographics, transitions, pictures, and other non-text elements in the presentation is encouraged to keep audiences engaged.

Cultural Sensitivity: Ensure all materials are culturally sensitive and respectful, reflecting the diversity of the community.

Language Accessibility:

Feedback and Follow-Up

Feedback Mechanisms: Provide multiple channels for feedback, such as digital or physical comment boxes, online surveys, and dedicated feedback email addresses.

Post-Meeting Summaries: Distribute a summary of the meeting's key points and decisions to all participants and the broader community within 1 week of the meeting.

Action Item Tracking: When meetings are part of a larger agency effort, publicly track and report on the progress of action items and decisions made during meetings to maintain accountability and transparency.

Subcommittee Structure & Norms

Subcommittee Meeting Logistics

Scheduled Duration: Each meeting will be 60 minutes to ensure focused and efficient discussions. Extended sessions are reserved for comprehensive or high-concern topics, must be announced with at least 10 days' notice, and may last up to 90 minutes.

Platform Selection: Zoom will be the primary platform for virtual meetings, chosen for its reliability and broad accessibility. For backup or in case of technical difficulties, Microsoft Teams will serve as an alternative platform.

Frequency: Each subcommittee meeting will occur no more than once every 3 weeks. Emergency sessions can be convened as needed with at least 10 days' notice.

Communication Norms

Speaker Order: For meetings where spoken questions will be taken, the 'raise hand' feature will be utilized for speaking opportunities for attendees during meetings. This ensures an organized flow of discussion and gives each attendee an equal chance to contribute. If the meeting includes a presentation, raised hands will not be taken until after the presentation is complete.

Orderly and Respectful Communication: All meetings will maintain a high-level of respect for attendees and staff. Excessive yelling or foul language, patronizing / immature behavior, or physical threats will lead to a warning and then expulsion from the meeting. If such behavior becomes a recurring issue at meetings, staff may reserve the right to prohibit such persons from taking an active role in the meeting, while preserving their right to attend and observe.

Questions and Clarifications: Attendees are encouraged to use the "Q&A" feature to ask questions during the meeting. This allows staff to address questions in a thorough manner, and questions which are not answered within the time allotted for the meeting will be addressed after the meeting via email or posted online.

Q&A Sessions: Post-presentation, a dedicated 15-minute Q&A session will be conducted. This allows members to engage directly with presenters, fostering a deeper understanding and collaborative environment.

Documentation & Minutes

Record-Keeping: A designated staff member will be responsible for taking minutes of each meeting. These minutes will include key points discussed, decisions made, and action items assigned.

Transparency: Meeting minutes will be posted within 72 hours of a meeting to a shared drive accessible to the public.

Recording: Subcommittee meetings shall be recorded only for reference purposes and will not be posted publicly.

Archiving: All meeting recordings, minutes, and related documents will be archived systematically for future reference. This archive will be maintained and regularly updated by community engagement staff.