

CapMetro

**Customer Satisfaction
Advisory Committee**

May 2024



Transit Plan 2035

Penelope Ackling, Community Engagement Coordinator

Presentation Overview



What is a Transit Plan?



Previous Planning efforts



Community Engagement

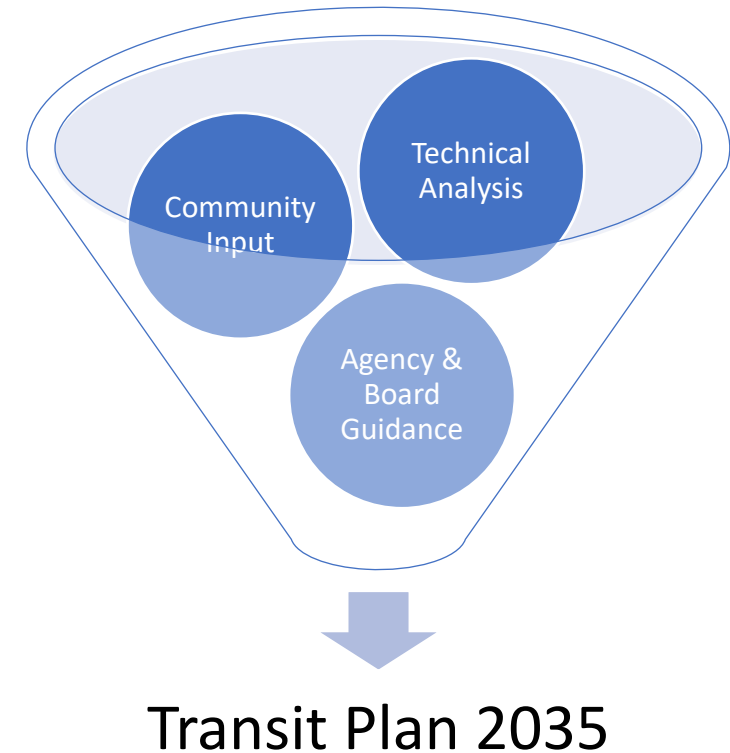


Timeline

Transit Plan 2035

A Strategic Plan establishing a multi-year service framework

- Detailed technical analysis
- Extensive community engagement
- Phased implementation plan



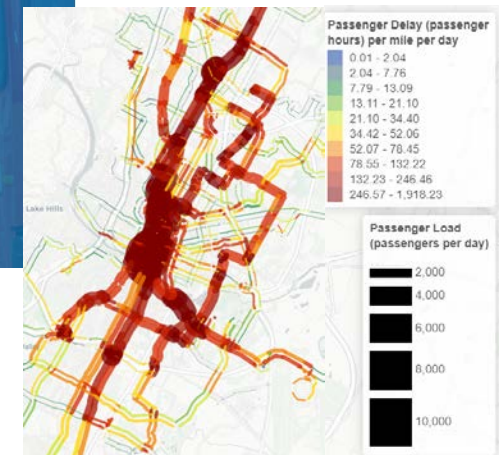
Previous Service Background

- Connections 2025- service plan
- CapRemap was the implementation of a large network restructuring identified in the Connections 2025 service plan



Planning Recent Efforts

- Service Standards & Guidelines
- Bus Delay Analysis Tool (BDAT)
- Pickup Service Assessment
- Equitable Transit Oriented Development
- MetroBike Expansion Plan Part II
- Bergstrom Spur
- Red Line Trail Study



Engagement & Communications Overview

Objective: Engage internal and external stakeholders in creating a comprehensive transit plan that is responsive to the community's needs and promotes regional efforts through four engagement phases.

Plan Review



Public Involvement Plan & Internal Visioning (Phase 1 Engagement)

Execute internal engagement to develop goals, key stakeholders, & outreach strategies based on relevant local and regional plans. Launch webpage.

Transit Landscape



Recommendations & Implementation (Phase 3 Engagement)

Shape network recommendations with internal and external stakeholders.

Service Analysis



Visioning & Existing Conditions (Phase 2 Engagement)

Collect stakeholder feedback on network priorities through identified engagement methods.

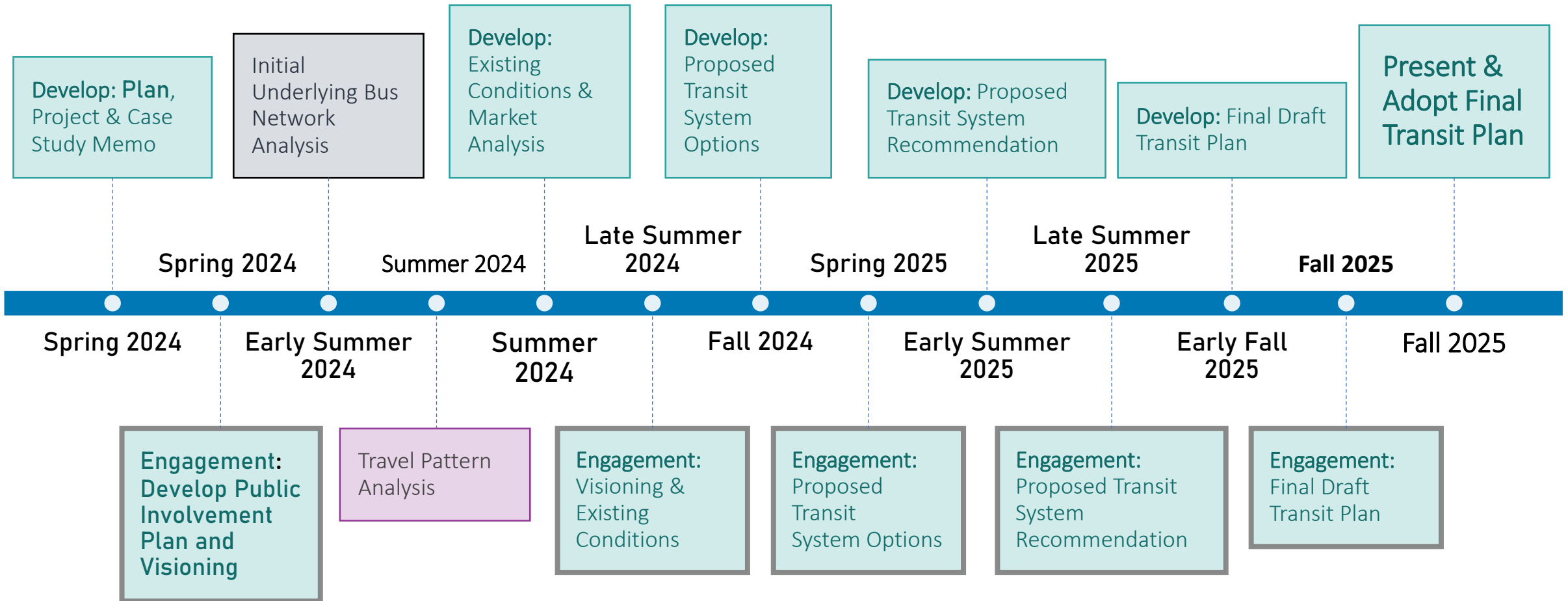
Develop Proposal



Plan Adoption (Phase 4 Engagement)

Establish approval process. Finalize and communicate plans to the community.

Draft Transit Plan Timeline



Part 1 – Underlying Bus Network



Part 2 – Travel Patterns



Part 3 – Systemwide Service Plan

Tentative Community Engagement Initiatives

April – June 2024



- Community Assessment & Public Involvement Plan
- Develop digital and in person engagement strategy
- Stakeholder visioning

June – Nov. 2024



- Community Connectors program
- Host focus groups
- Launch survey
- Community meetings, workshops, pop-up events

Dec 2024 – May 2025



- Launch second survey
- Community Connectors cont.
- Host focus groups
- Community meetings, workshops, pop-up events

May – Oct. 2025



- Community Connectors cont.
- Host focus groups
- Community meetings, workshops, pop-up events
- Plan adoption



Q&A & Advisory Committee Involvement

How do you want to be involved?



Public Safety Engagement Update

Edna Parra, Community Engagement and Involvement Manager

Peter Breton, Community Engagement Coordinator

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.

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	Subcommittee 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					

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

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.

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

Major Themes Over the Past 12 Months:

- Capital and Operating Budget
- Long-Range Timeline
- Staffing & Training
- Oversight
- Triage

Future Meetings:

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



Community Intervention Specialist Program Update

Holly Winge, Community Intervention Specialist II

Program Reports

Community Intervention Program Report

Year 1 : October 13, 2021 — October 13, 2022

After 9 months of development, the Community Intervention program launched on October 13th, 2021.

Created as part of CapMetro's new approach to public safety, the Community Intervention Program is a street outreach effort designed to address quality of life issues on transit related to homelessness, substance abuse and mental illness. Community Intervention Specialists (CIS) employ the program by engaging vulnerable populations on the system, building a relationship with them, and navigating them to the appropriate resources. The following report will discuss the program metrics, operations and accomplishments for the first full year of operation.

Before diving into the numbers, it is important to highlight the CIS team's commitment to the quality of work with individuals rather than strictly focusing on quantity. This focus allows CIS staff to develop lasting relationships with individuals to help navigate them through a complicated, under-resourced and time-consuming homeless response system. The numbers discussed below reflect the time-intensive efforts CIS staff took to help individuals achieve their goals and address quality of life and house rule violations on the transit system.

Tracked Interactions

The CIS team developed four indicators to track efforts made in the program and progress made with individuals. Using the indicators defined below, CIS staff track all realized and attempted interactions with individuals on transit as well as efforts to navigate them to social services.

1. **Engagements** – An individual that is identified for outreach (either through a referral or self-initiated by CIS staff) is located and engaged in either relationship building or service navigation.
2. **Refusals** – An individual is located by CIS staff and an attempt is made to engage in services, establish relationship or provide resources. The individual declines to engage or offer for services.
3. **Unable to locate** – Attempted engagement; an individual is not able to be located. No communication was established.
4. **Referrals** – Staff make a referral to a social service agency or other identified resource during engagement with an individual. Examples include referrals for cold weather shelters, housing organizations and healthcare providers.

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Community Intervention: Year 2 Report

Year 2: October 14, 2022 — October 13, 2023

On October 13, 2022 the Community Intervention Program concluded its second year of operations. Created as part of CapMetro's new, three-team approach to public safety, the Community Intervention Program is a street outreach effort designed to address quality of life issues on the transit system related to homelessness, substance abuse and mental illness. Community Intervention Specialists (CIS) employ the program by engaging vulnerable populations on the transit system, building a relationship with them, and navigating them to the appropriate resources. The following report will discuss the program metrics, operations and accomplishments for the second full year of operation.

In program year two (October 14, 2022, to October 13, 2023), the Community Intervention team solidified operations, expanded with an additional team member, formed new partnerships and had many housing, shelter and benefits successes with individuals. The program developments, successes, metrics and impacts are discussed below.



Before diving into the numbers, it is important to highlight the CIS team's commitment to the quality of work with individuals rather than strictly focusing on quantity. This focus allows CIS staff to develop lasting relationships with individuals that are needed to help navigate them through a complicated, under-resourced and time-consuming homeless response system. The numbers discussed below reflect the time-intensive efforts CIS staff took with each individual to help them achieve their goals and address quality of life and house rule violations on the transit system for the long-term.

Key Points

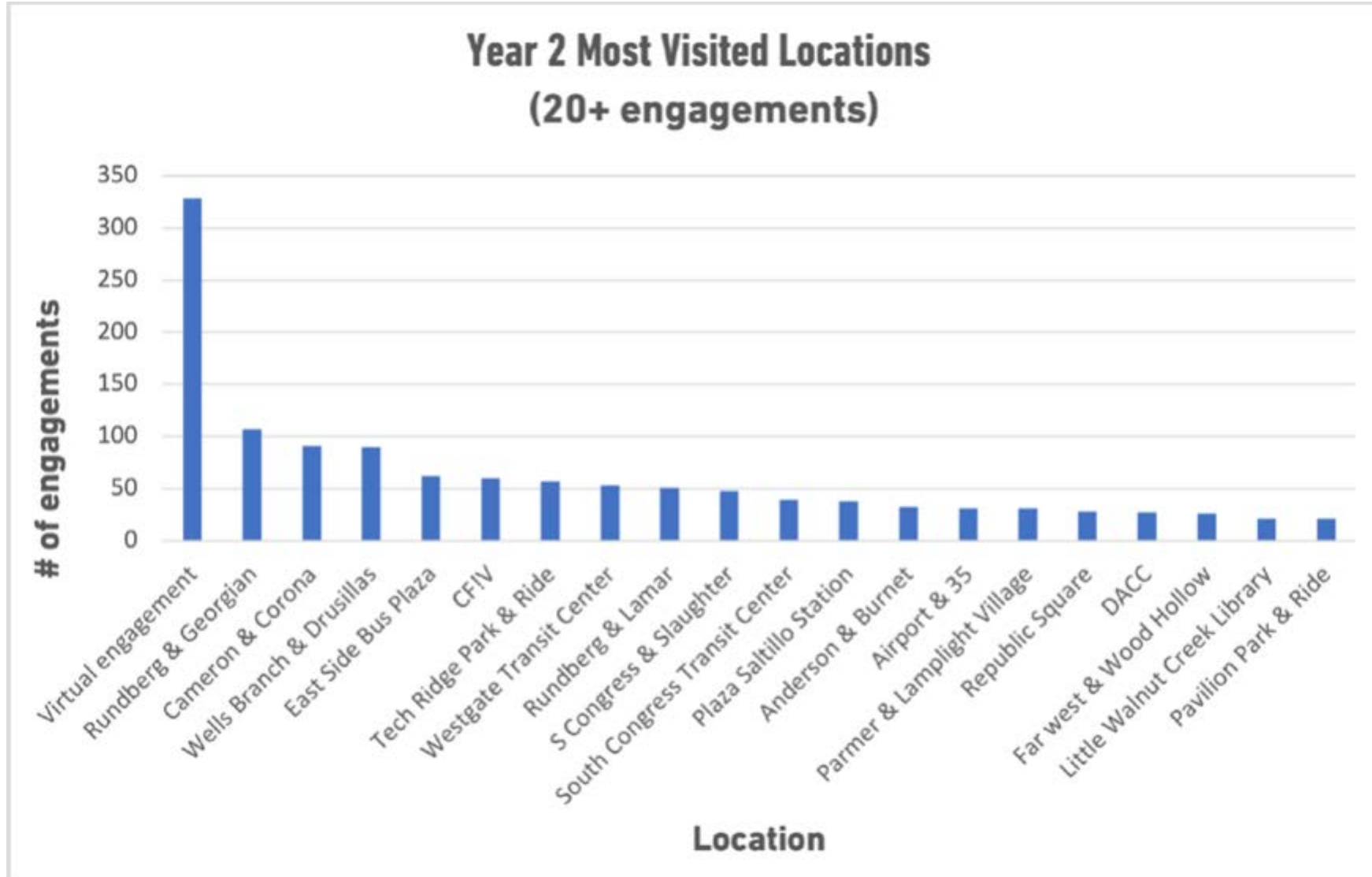
- Year 2: October 2022- October 2023
- Expanded team
- Engagement quality improvement
- Increased housing & shelter placements
- Focus on vital documents



Key Performance Indicators

CIS Program Metrics		
Key Performance Indicator	Year 1 Total	Year 2 Total
Engaged	712	1213
Refused	40	41
UTL	196	650
Referrals	246	276
Coordinated Assessments	100	73
Housing Placements	3	11
Shelter Placements	1	5

Locations Serviced



A day in the life



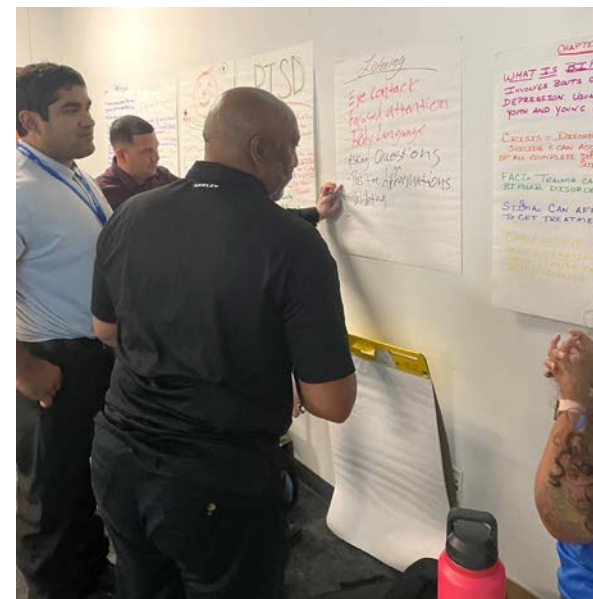
Success Stories

- Sobering Center partnership
- Fresh food access via UT Social Resource Center partnership
- Family of 4 rapid shelter access
- Ordered 69 vital documents for individuals (year 1 & 2)



Continued Partnerships & Initiatives

- Mental Health First Aid & Harm Reduction Training
- National Transit & Vulnerable Populations Workgroup
- Collaboration with:
 - COA Homeless Services Office
 - Downtown Austin Community Court
 - Ending Community Homelessness Coalition (ECHO)
 - Street Outreach groups



Final Thoughts



*The process of outreach and engagement is an art, best described as a dance. Outreach workers take one step toward a potential client, not knowing what their response will be—will the client join in or walk away? Do they like to lead or follow? Every outreach worker has a different style and is better at some steps than others. **To dance with grace, when the stakes are high, is the challenge for all of us.**³*



Public Safety Ambassador Program Update

Kevin Manley, Public Safety Ambassador Supervisor

Public Safety Ambassador - Update

- 3-Supervisors
- 22-Public Safety Ambassadors

Resource Deployment

- Day Shift
- Mid Shift
- Late Evening Shifts

Transit System-February2024

- Rail Station / Park & Rides-408
- CIS Referrals-12
- Customer Contacts-2929
- Employee Contacts-1407
- Calls For Service-62



CapMetro New Ambassadors



Jasmine Sanchez

- I have a fur baby named (Bentley)
- Public Safety Ambassador & Trainee at DAA
- Years of Customer Service



Ron Foster Jr.

- I played every level of Football besides the NFL
- Private Investigator/Warrants For the State of Texas

CapMetro New Ambassadors



Timothy Bridgeman

- New Father
- 4 years of Customer Service
- Born and Raised in Austin
- Finishing school to become a sports agent.

Dion Duplessis

- Mother of a beautiful 4-year-old daughter
- From New Orleans, Louisiana.
- Previous Safety Ambassador For DAA



Michael Braxton

- Austinite born and raised here
- Father of twin boys(6)
- 6 years of Customer service
- Previously a Job Recruiter

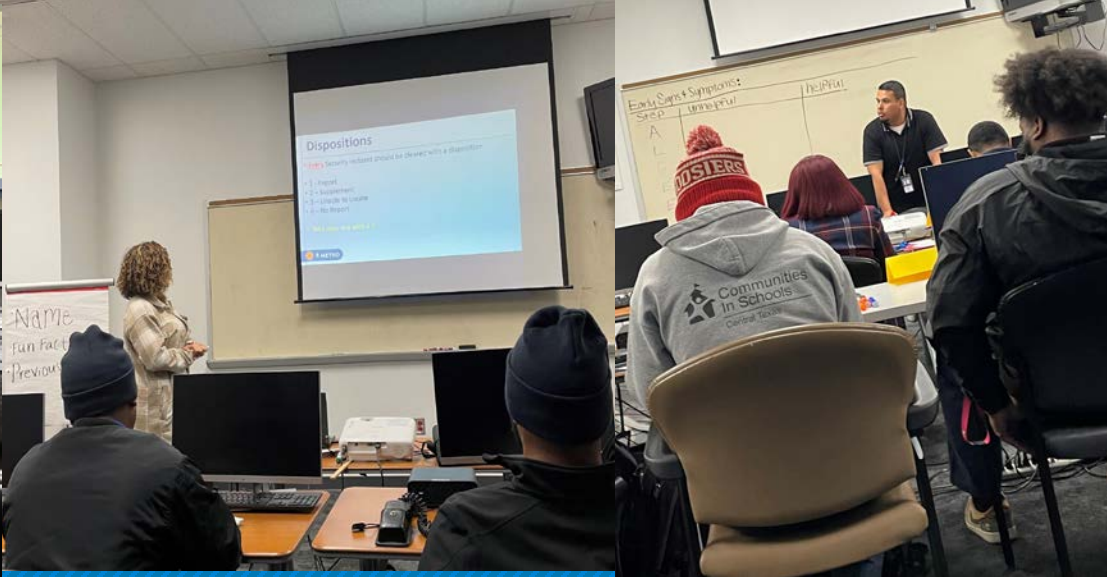
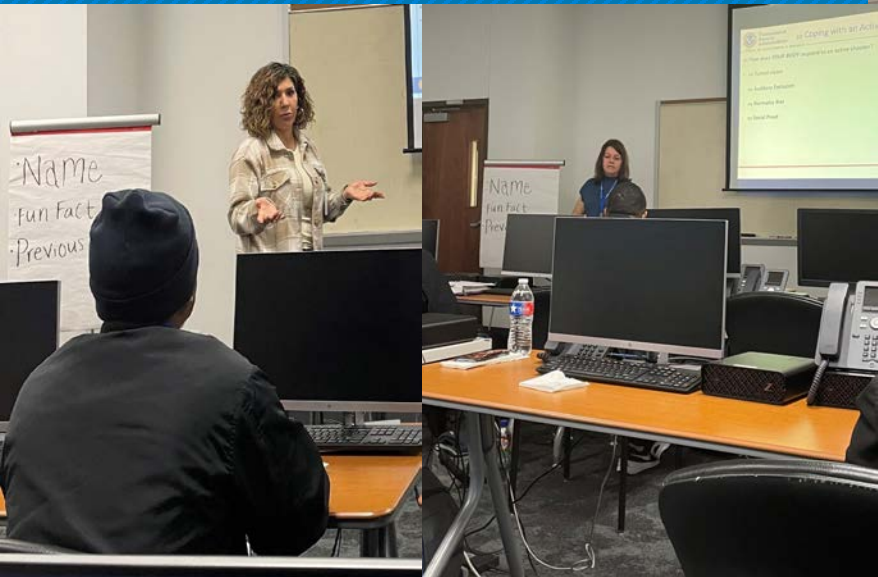




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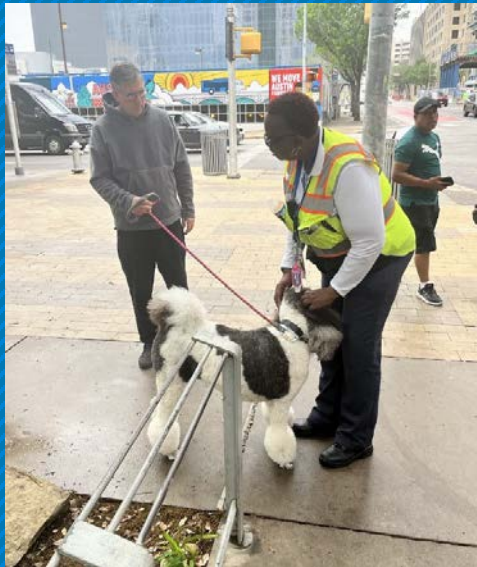
Training and Special Assignments

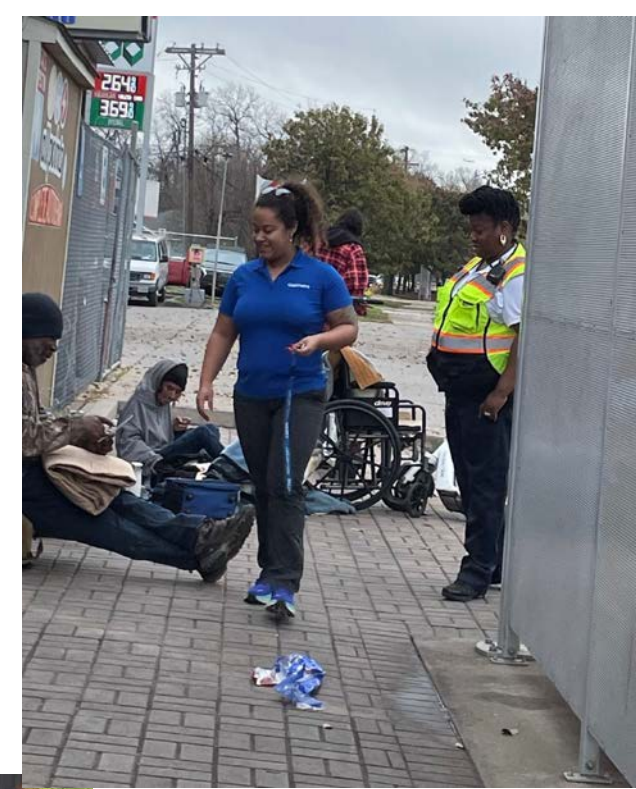


SXSW



SXSW





Community Outreach



Special Events



McKalla Station Mural Unveiling



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Thank you!