

# Capital Metropolitan Transportation Authority

## Public Safety Advisory Committee

### Meeting Minutes

January 13, 2022

1:00 PM – 2:30 PM

#### Agenda:

##### Call to Order

*Edna Parra, Community Outreach and Engagement Manager*

**Members:** Adam Powell, Christian Shelmire, Kathryn Kalinowski, Lauren Taylor, Leslie York, Meme Styles, Monica Sanchez, Ru'Kaiel Johnson, Stephen Foster

**Staff:** Cheyenne Krause, Gardner Tabon, Darryl Jammal, Wanda Dunham, Samantha Alexander, Ayeola Williams, Officer Troy, Edna Parra

#### Welcome

*Jeff Travillion, Capital Metro Chair; Travis County Commissioner*

*Randy Clarke, Capital Metro President & CEO*

Vice Chair Travillion and President Clarke welcomed and thanked the committee and staff, spoke about the importance of the committee and how critical their input and feedback will be for our transit system. Also, gave an overview of the program and approach, which will be community-centric, civilian first, law enforcement second.

#### Committee Introductions

*Edna Parra, Community Outreach and Engagement Manager*

*Introductions of members and staff; Edna will serve as staff liaison and can be reached for any questions via email edna.parra*

#### About Capital Metro

*Cheyenne Krause; Deputy Chief of Staff*

Spoke about the Capital Metro Service Area:

- 544 sq. mile service area and the population served is: 1.3M

Participating jurisdictions:

- Austin
- Leander
- Manor
- Lago Vista
- Jonestown
- Point Venture
- San Leanna

Ms. Krause talked about the daily pre-COVID ridership: 115,000 and CapMetro Services:

##### **Bus Service:**

83 Bus routes

14 high frequency routes

2,300 Bus stops

26 MetroRapid Stations

##### **Commuter Rail:**

9 stations along 32 miles of track between Leander and Downton Austin

##### **MetroAccess Paratransit Service:**

213 vehicles  
7,231 registered customers served

**Pickup Service:**

11 Zones providing on-demand point to point transit within each zone

**MetroBike & MetroRideShare**

**Freight Rail:**

162 miles between Giddings and Llano

In addition, the committee was brief on Project Connect, partnerships with contracted service providers, and regulating administrations.

Foster: What were pre-Covid ridership numbers, and have we seen them bounce back?

Krause: No, numbers have not increased; us, like most agencies nationwide, have not rebounded back to pre-Covid yet. We post ridership statistics for the past month at:

Foster: Are we carrying hazardous materials on that freight line?

Jamail: We do not carry any hazardous materials and we host our freight line, so they operate freight in our system

Powell: How does Project Connect to this committee and how much will they play a role in this conversation?

Krause: This will be important; a lot of the policies will have to apply to the systems that we apply in the future – both for infrastructure and policy.

Gardner: Several factors in building a police department – population, transit-oriented development, and technology; these will all be factored into what we need for the department.

**Public Safety Program Overview**

*Gardner Tabon, EVP & Chief Safety Officer*

*Darryl Jamail, Sr. Director of Public Safety & Emergency Management*

**Previous Public Safety Model**

- Agreement with Austin Police Department for part-time, off-duty APD officers to act as CapMetro security
- Police officers were only public safety presence in system and police are not always appropriate for every type of emergency call
  - Top 5 Emergency Call Currently:
    - General request for assistance
    - Loitering
    - Misc.: No mask or mask related
    - Disturbance – verbal or physical
    - Check welfare

Mr. Tabon continued to give the overview of the three-pronged approach and Mr. Jamail went into each prong in more detail:

**Public Safety Ambassadors**

- The primary interface with our customers (proactive)
- Prepared to identify all public safety issues or policy violations and respond with a customer service-centered approach
  - Connecting people with intervention specialists or contacting first responders if needed
- Identify safety improvements to infrastructure (i.e., trip hazards)

**Community Intervention Specialists**

- Focus on impacts to the system caused by mental health, substance abuse, and people experiencing homelessness

- Equipped with social service skills and training
- Respond as needed to station stops and vehicles
- Assist with training other staff and operators (I.e., Mental Health First Aid)

### **Transit Police**

- The public safety response that will be used after public safety ambassadors and/or intervention specialists
  - Dispatched as needed for specific escalated or emergency public safety situations
- Equipped with ongoing, transit-specific public safety training and social service skills.
- Involved in ongoing, transit-specific public safety drills
- Primary resources for anti-terrorism measures on the system
- Will work in partnership with other jurisdictions for certain functions (I.e, special events)

### **TCOLE Requirements for New Police Departments**

*Texas Commission on Law Enforcement:* Texas Agency responsible for establishing licensing requirements, monitoring reporting required by the state and certifying creation of new law enforcement agencies.

**He continued with the Texas Commission on law Enforcement (TCOLE) requirements that include the documentation for the need of a police department, funding sources that need to be identified, polices that need be adopted, and many more.**

York: on the specialist and ambassadors will they be out at the same time as the buses are in service

Jamail: Yes, the goal would be to have them 24/7; as we hire people, we will see where they are most needed and staff methodically

York: On the police, what criteria will be used when you hire them?

That is still under development; police have already been commissioned since we do not have a commission, but we are sure what that looks like yet.

Foster: training standards; are we thinking about having a medical aspect as well?

Tabon: we have not explored all options yet; we will have all of those options once we hire a police chief

Sanchez: would like to see de-escalation practices and

Jamail: It is an industry standard that department have de-escalation practices; ambassadors currently have that and they will be required to have anti-bias training.

Peer Standards:

### **Police Chief Characteristics**

*Gardner Tabon*

### **Summary of Community Feedback on Leadership**

- Personality & Leadership Style
  - Transparent & accountable
  - Leads by example
  - Thinks outside of the box; willing to change & be progressive
  - Community engagement driven
  - Truthful/Honest/Person of Integrity
  - Culturally competent and understands social and cultural biases and inequities
  - Critical thinker
- Professional Experience
  - Experience with transit/mobility systems
  - Administratively sound
  - Build up organization/teams
  - Sees value in training

- Understand the cultural environment of Austin
- Collaborative, strategic
- Understands roles and responsibilities
- A servant leader

### **Transit Police Leadership Timeline**

- Community discussion of characteristics & peer agency research – Sept. Jan 2022
- Job posting finalized & recruitment begins – Jan. 2022
- Hiring transit police leadership – Spring 2022

Styles: Do you have any candidates right now for the police chief?

Tabon: No, we do not have any current candidates for the position; Chief Dunham is retired and is not a candidate

Powell: looking at the org chart, is the plan to have ambassadors and specialists separately, or will that change in the future?

Jamail: They will be separate, and under Jamail; they will work together, and collaborate, but the plan is to keep them separate

Powell: Autonomy is a great idea so they have a different approach to the de-escalation responses.

### **Mr. Jamail continued with the list of peers and standards that CapMetro has reviewed and completed during this process:**

- DART (Dallas), MARTA (Atlanta), VIA (San Antonio), Austin Police Department (Austin), Denver RTD, BART (Bay area, CA), Tri-MET (Portland)
- CALEA (The Commission on Accreditation for Law Enforcement Agencies)
- Topics: policies and professional standards, integration of ambassadors and social workers, leadership recruitment and job descriptions, experience with creating new transit police function, etc.

And the topics that were reviewed were policies and professional standards, integration of ambassadors and social workers, leadership recruitment and job descriptions, experience with creating new transit police function, etc.

Taylor: Can we get the peer report out to the committee? Yes, we can share the APTA report to distribute to the group.

Policy development (Styles): When is policy is developed, that where the committee wants to have community engagement, will that happen:

Parra: yes, that is one thing that we will rely on this committee for – their input and best practices to reach out to the community. Also, input on issues that they see fit to take out to community for feedback.

### **Committee Reminders and Next Meeting**

*Edna Parra, Community Outreach and Engagement Manager*

#### **Stakeholder Engagement since August 2021**

- Stakeholder 1:1 briefings
  - Topics: priorities/opportunities for the public safety program, feedback on draft advisory committee charter, and characteristics staff should seek out in transit police leadership
  - Members of the public may request a 1:1 or small group meeting by emailing [Edna.Parra@capmetro.org](mailto:Edna.Parra@capmetro.org)
- Customer Service Advisory Committee (CSAC), Access Advisory Committee & Diversity, Equity & Inclusion Council meetings
  - Topics: feedback on draft advisory committee charter, and characteristics staff should seek out in transit police leadership

### **Reminders about the PSAC Role:**

- The Public Safety Advisory Committee may provide input & recommendations to the Agency's Management team and Board regarding the following topics relevant to the comprehensive public safety program:
  - Input to the Board regarding the creation & review of policies – the chair will present
  - Input to staff regarding program creation & review of procedures
  - Identifying opportunities for CapMetro to educate & engage the community on public safety topics
    - Committee will help map out community outreach as we mentioned earlier
  - Review & input on quarterly & annual public safety performance goals/metrics
  - Input to staff regarding the characteristics staff shall seek out in Transit Police leadership
  - Input to staff on the development of public safety staff training programs
  - Input to staff on public safety awareness campaigns & customer information communications
- Meetings will be open to the public and recorded and all meeting materials will be posted online, but meetings are not subject to the Texas Open Meetings Act
- Written communication between members and staff is subject to the Texas Public Information Act
- The PSAC is an advisory committee, not a decision-making body
- Individual members represent

### **Our Next Meeting**

Date: The next meeting will possibly be late March or early April

Location: Virtual, but the group can revisit as they see fit

And the topics that we'll cover are:

- Election of Chair and Vice Chair- please think about nominating someone or yourself, and remember that this individual would also be presenting to the board on updates (currently done virtually)
- Review of Detailed Timelines and Milestones
- Introduction to needed policies

### **Adjourn Meeting**