

CapMetro

**Public Safety Advisory
Committee**

April 2024



Public Safety Ambassador Program Update

Kevin Manley, Public Safety Supervisor

Public Safety Ambassador - Update

- 3-Supervisors
- 22-Public Safety Ambassadors

Resource Deployment

- Day Shift
- Mid Shift
- Late Evening Shifts

Transit System-April 2024

- Rail Station / Park & Rides-583
- CIS Referrals-12
- Customer Contacts-5745
- Employee Contacts-2332
- Calls For Service-84



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

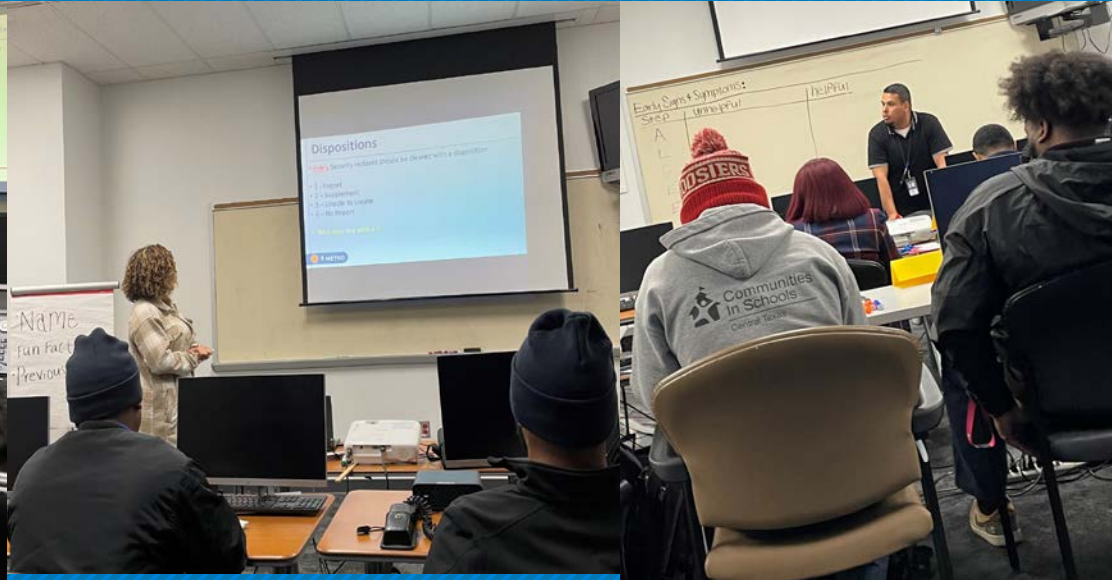
- Austinite born and raised here
- Father of twin boys(6)
- 6 years of Customer service
- Previously a Job Recruiter



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Training and Special Assignments

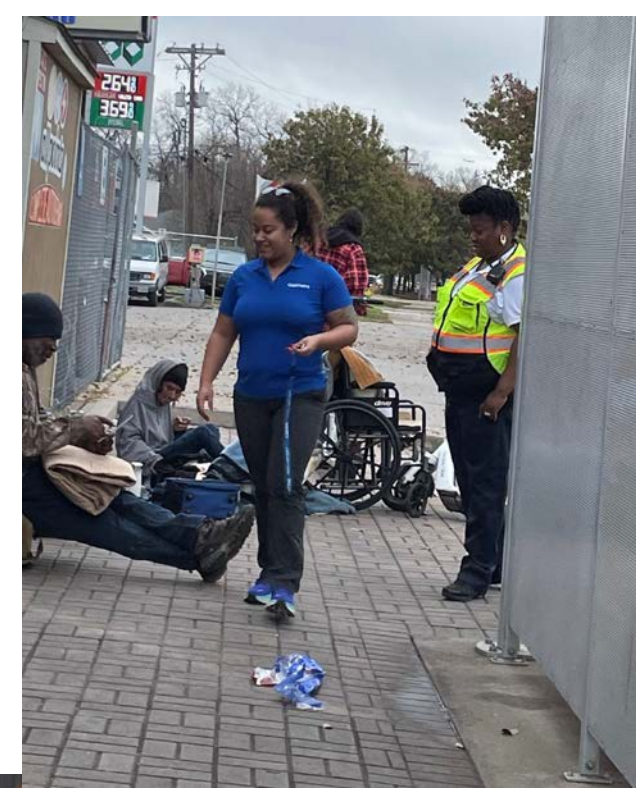


SXSW



SXSW





Community Outreach



Special Events



McKalla Station Mural Unveiling





Subcommittee Update

Edna Parra, Community Engagement and Involvement Manager

Peter Breton, Community Engagement Coordinator

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					

Upcoming Subcommittee Meetings

Program Strategies and Policies on June 6

Policies discussed:

- Hostage and Barricade Incidents
- Training
- Rapid Response and Deployment
- Uniforms and Civilian Attire

Feedback open until June 14.

Operations and Personnel on June 10

Discussion Topics:

- Police Officer Job Description
- Police Sergeant Job Description

Feedback open until June 17

Future Subcommittee Dates

Program Strategies and Policies:

Recurring on 3rd Thursdays at 5:00PM - 6:00PM.

Operations and Personnel:

As needed until cadence is established.

Community Engagement and Rider Experience:

Coming soon!



TCOLE and Facilities Update

Joe Rose, Assistant Chief Administrator

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Thank you!