

To: CapMetro Board of Directors

From: Kerri Butcher, Deputy CEO

Date: September 25, 2023

Subject: September Committee and Board Follow-Up

During the September 2023 Operations, Planning, and Safety Committee and Board Meeting, a public speaker discussed their concerns on a couple of topics. Additional information on these topics is provided here for your review. If you are interested in additional details or a briefing, please contact Ed Easton (Ed.Easton@CapMetro.org). Topics covered in this memo include:

- Bus Stop Request
- Use of Benches and Safety Concern

Bus Stop Request

Ms. Zenobia is requesting a stop at Merriltown Drive that will assist senior citizens who live a block away from walking too far to reach the closest bus stop.

CapMetro had previously operated regular service in this area on Route 243 for several years to serve residents of The Lodge at Merriltown, an apartment community for seniors. Following a decline in ridership, the service was later limited to specific trips and ultimately removed from service as part of the 2018 CapRemap .

CapMetro does not have any plans to reintroduce new service in this area or create new stops. However, as part of the long-range transit planning process, which will begin in early 2024, CapMetro will review this area in detail to determine if transit service changes are warranted in alignment with our system-wide assessment.

Use of Benches and Safety Concern

Ms. Joseph also outlined her concern that CapMetro customers and senior citizens at the Village at Collinwood are unable to use the benches at the CapMetro stop closest to them because a person experiencing homelessness is frequently occupying the entire space. Ms. Joseph is concerned that CapMetro customers should be prioritized for use of transit stop benches and urged CapMetro to work with the City regarding services for our unhoused community.

Regarding this specific stop, CapMetro's public safety team is aware of the individual who is frequently using the bench and who is not a CapMetro customer. Our Community Intervention Specialists have contacted this individual to ensure they have a more appropriate place to take refuge, and access to other social services. More broadly, CapMetro recognizes that people experiencing homelessness may take shelter at transit stops not because it's the best place to go – but because they have no other option. We work collaboratively with the City and non-profit social service providers year-round to ensure we are not moving people off our property without working to connect them with resources and shelter options that are more appropriate than transit stops or public right of way.