

**CapMetro**

# President's Report

November 2025



# CapMetro in the Community



# Veteran's Day Parade

# Family Fun Day & Bus Rodeo

## *Rodeo Winners*

### **Bus Operators**

1. Arthur Murillo,
2. Danny Alba,
3. Darren Daniels

### **Paratransit Operators**

1. Wally Acosta,
2. Ted Ward,
3. Eric Lucero

### **Overall Rookie Winner**

Cedric Edison

### **Overall Supervisor Winner**

Amie Thompson

### **Mechanic Teams**

1. True Grit
2. Bus Wranglers
3. Garage Ponies

# Family Fun Day & Bus Rodeo

## *Leadership Awards*

### **Develops Talent**

- Liliana Cortez
- Marty Kock

### **Leads Inclusively**

- Chester Soares
- John Higgins
- Tawaun Cole

### **Business Acumen**

- Lily Fleck
- Shannon Reznick

### **Leads with Purpose**

- Cythia Lucas
- Nikki Hawk

### **Manages Conflict**

- Michael Mendez

# Family Fun Day & Bus Roadeo

## *Staff Awards*

### **All Aboard**

- Dwight Mustipher
- Danny Solano
- Meghan Staub

### **Catalyst**

- Elaine Rodriguez
- Jose Garcia

### **Legacy Legend**

- Lawrence Deeter
- Rafaell Villarreal
- Zarick Shivers

### **Trailblazer**

- Jordan McGee
- Ronika Quattlebaum
- John Canning

### **True Grit**

- Iris Garcia
- Moraima Dones
- Vaishnavi Tiwari

### **Gold Star Deputy**

- Laura Pisani
- Le’Nish Allen
- Sabina Peerbhai



# Strategic Plan 2030 Update

# Our Critical Results for the Next Five Years



## Reliable and Secure Service

Enhance service quality through reliability and security improvements



## Increased Ridership

Increase ridership in the region



## Fiscal Responsibility

Ensure fiscal responsibility guides all the organization's activities



## Regional Significance

Work to make CapMetro a significant and integral component of transportation in the region

## 4.3: Reduce safety incidents through continuous improvement of the safety program.

Continuously monitor safety outcomes, assess program impact, and make adjustments annually

### Data-Driven Safety Assurance

Strengthen data-driven decision making

### Expanding Safety Training & Communications

Expand training, communication, and engagement to promote safety

### Program Impact Assessment

Implement proactive risk identification and program assessments

### Key Success Indicators

Drive collaboration, accountability and compliance in safety policies and leadership

# Collaborating with Partners to Continuously Improve Safety

CapMetro's Safety and Security teams partner with Keolis and MTM representatives to strengthen safety awareness, compliance, and workforce engagement.

Key activities include:

- Weekly Safety Scrums
- Joint Health and Safety Committee (JHSC/JLMSC)
- Public Transportation Agency Safety Plan (PTASP) Review
- Occupational Health and Safety (OHS) Manual Updates
- Monthly Safety Bulletins
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- Tabling Events and Lunch-and-Learns
- Operator and Employee Orientation Enhancements
- Risk Register Review and Safety Management System (SMS) Collaboration
- Joint Training Initiatives with the CapMetro Training Academy

# Employee Safety Reporting Program

The Employee Safety Reporting System is a confidential, non-retaliatory, and non-punitive reporting system that allows all employees and service partners to report workplace safety concerns and unsafe employee behaviors.

Team members can choose to:

- Call a safety reporting hotline, which provides an opportunity to leave an anonymous report
- Provide a written report of the concern

The Safety Concern Summary Board then reviews:

- The nature or category of the concern
- The corrective or mitigative action taken
- The resolution status

## Employee Safety Reporting System

**Report a Safety Concern**



We investigate safety concerns involving our service providers & CapMetro employees. Leave a detailed message on the Safety Reporting Hotline with your contact information (or report anonymously).  
**We keep all information confidential.**

**CALL: 512-852-SAFE**  
**OR VISIT [APP.CAPMETRO.ORG/SAFETY](https://app.capmetro.org/safety)**

**CapMetro**  
SERIOUS ABOUT SAFETY

# Where Dottie Has Been



**CapMetro**

**Thank You!**

**November 2025**