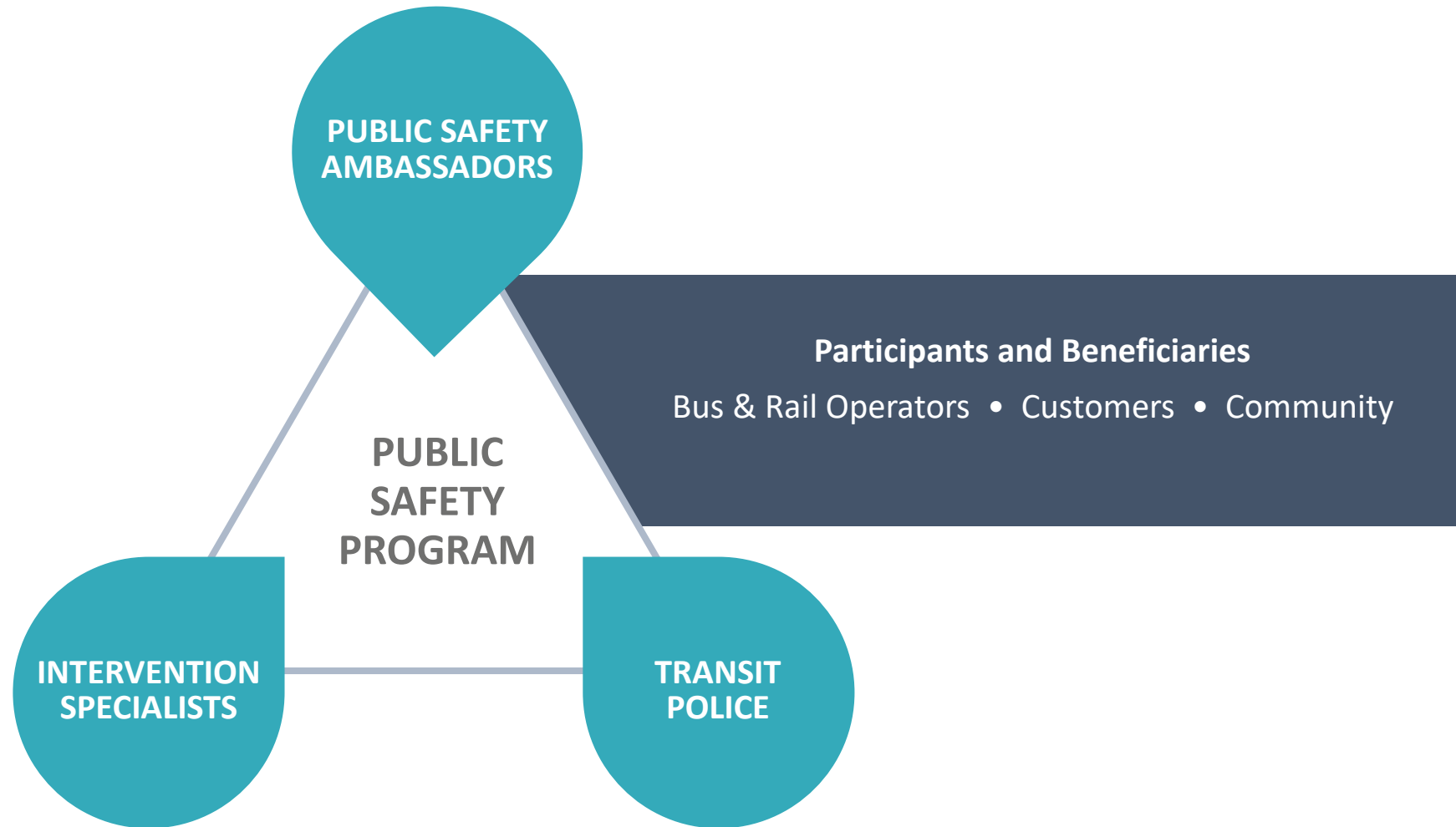


**CapMetro**

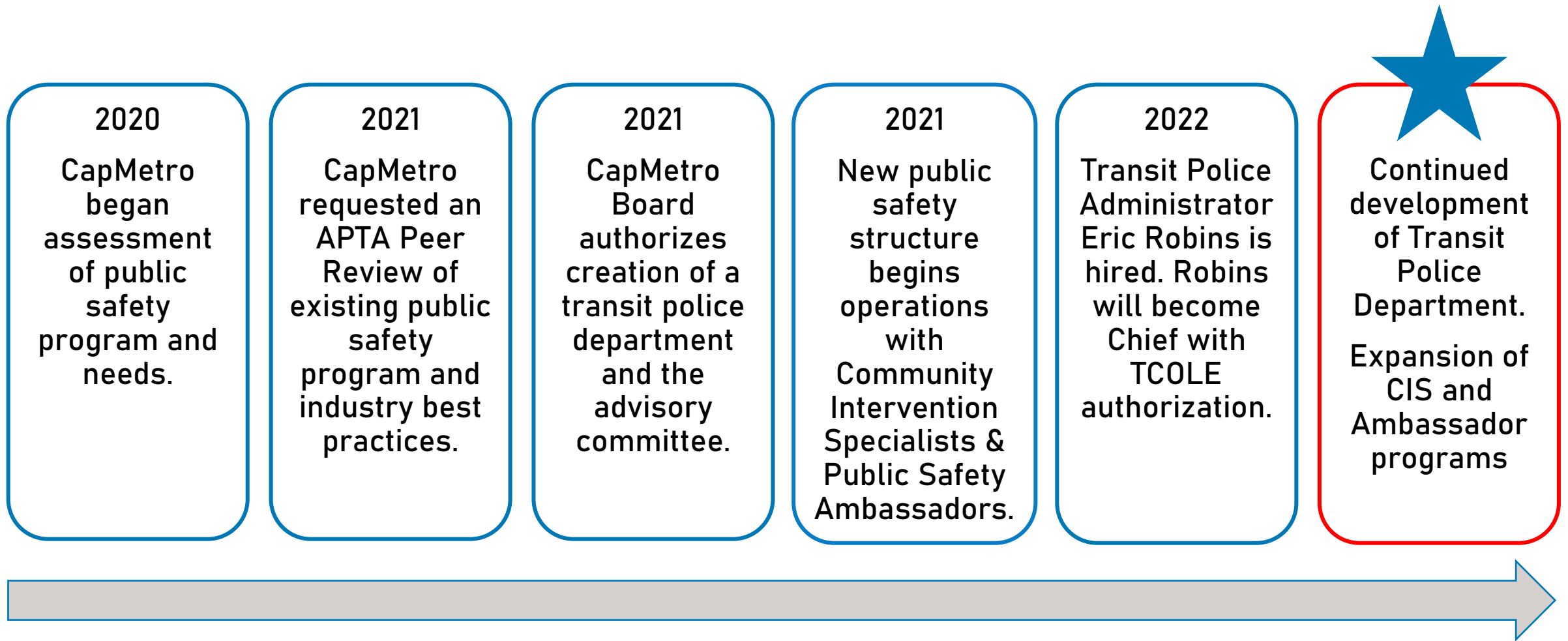
# Public Safety Update

March 27, 2023

# CapMetro Public Safety



# Program Background



# Transit Police – Current Priorities

- Facility - *1<sup>st</sup> Qtr. FY24 expected completion*
- Staffing / Hiring
- Policies
- Dispatch
- Interlocal Agreements
  - Memorandums of Understanding

# Transit Police Policies

## TCOLE Policies

Biased Based Profiling

Response to Resistance/ Use of Force

Code of Conduct

Vehicle Pursuits

Fitness for Duty

Missing Person

Supervision of Part-Time Employees

Domestic Violence(Family Violence)

## Policy Manual

Administration & Organization

Department Records

Professional Standards & Conducts

Response to Resistance

Training

Law Enforcement Operations

Personnel

Unusual Occurrences

## Public Safety Advisory Committee (PSAC) Input

Monthly Discussions

Legal Review

Accreditation

Board Presentation  
& Acknowledgement

# Advisory Committee Policy Review Process

1. Identify policies (those required by TCOLE and recommended as part of industry best practice.)
2. Provide list of policies to advisory committee to identify interests.
3. Bring policy outlines to advisory committee for feedback and discussion.
4. Consider feedback and refine policies, as appropriate, and close feedback loop.
5. Provide final policies to advisory committees.

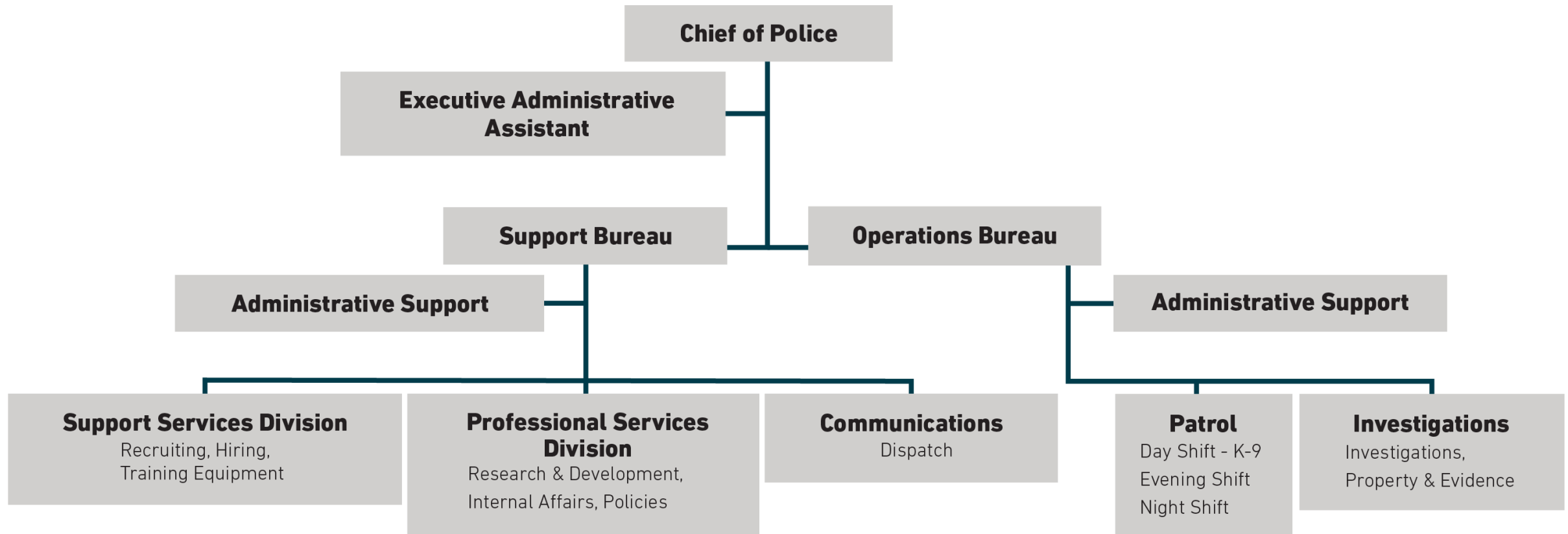
Goal: provide list of policies to advisory committee in April

# Transit Police Departmental Growth Plan

Staff	FY2023	FY2024	FY2025	FY2026	FY2027	<i>Totals</i>
Sworn	5	17	12	6	6	46
Civilian	3	1	1	2	4	11

Note: Plan may be altered based on current data, stats. budget, etc.

# Transit Police Department Structure





# Transit Police Staffing and Hiring

## Priority Positions – Current Status

Administrative Assistant

Assistant Chief

Administrative Captain

Record's Manager –  
Crime Analyst

Temporary Assistant  
(Currently)

Process on-going

Jeremy Benoit

Kimberly Simpson

# Hiring Process

## In-State

### Background

4 - 8 Weeks

### CapMetro Training

~10 - 12 Weeks

### Available for Duty

~3 Months from  
hire date



Sworn



Non-Sworn

### Background

4 - 8 Weeks

### TCOLE Certified Law Enforcement Police Academy

~12 Weeks

### CapMetro Training

~10 - 12 Weeks

### Available for Duty

~6 - 9 Months  
from hire date

# Police Department - Looking Ahead

- Budget
- Equipment: Radios, Body Cameras, Computers, Cars, etc.
- Marketing - Recruiting
- Move into Police Department Facility
- TCOLE Legitimacy

# Public Safety Ambassadors

On October 18, 2021, we launched our first team with 8 Ambassadors.



# Ambassador Staffing Levels

Current: two shifts of 8 ambassadors

Final staffing plan: three shifts of 8 ambassadors (goal: summer 2023)

- 1 manager
- 3 field supervisors
- 24 ambassadors





# Ambassador – Calls For Service

Ambassadors respond on our system and call other Public Safety resources as needed.

## Types of Calls

1. Check Welfare
2. Lost Child
3. Criminal Trespass
4. Loitering
5. Vandalism
6. Community Intervention Referrals
7. Suspicious Activity
8. Suspicious Package

## October 2021 – October 2022

- Checking Area-Park & Ride-1,640
- Checking Area-Rail Station-1,010
- Checking Area Transit Center- 2,593
- Customer Contacts-39,738
- Employee Contacts-19,744
- Calls for Service – 476
- Community Intervention referrals – 9

# Community Intervention Program

Focus since launching in October 2021:

- Quality over Quantity
- Focus on relationships
- Internal coordination for referrals



# Community Intervention Program

## By the Numbers (October 2021 – October 2022)

Program Year 1 Totals	
Engaged	712
Refused	40
Unable To Locate	196
Referrals	246
Coordinated Assessments	100



# Partnerships & Initiatives

- Collaboration with:
  - Homeless Outreach Street Team (HOST)
  - Downtown Austin Community Court (DACC)
  - Ending Community Homelessness Coalition (ECHO)
  - Street Outreach groups
- National Transit work group
- Mental Health First Aid Training for CapMetro staff



CapMetro

Thank you!