



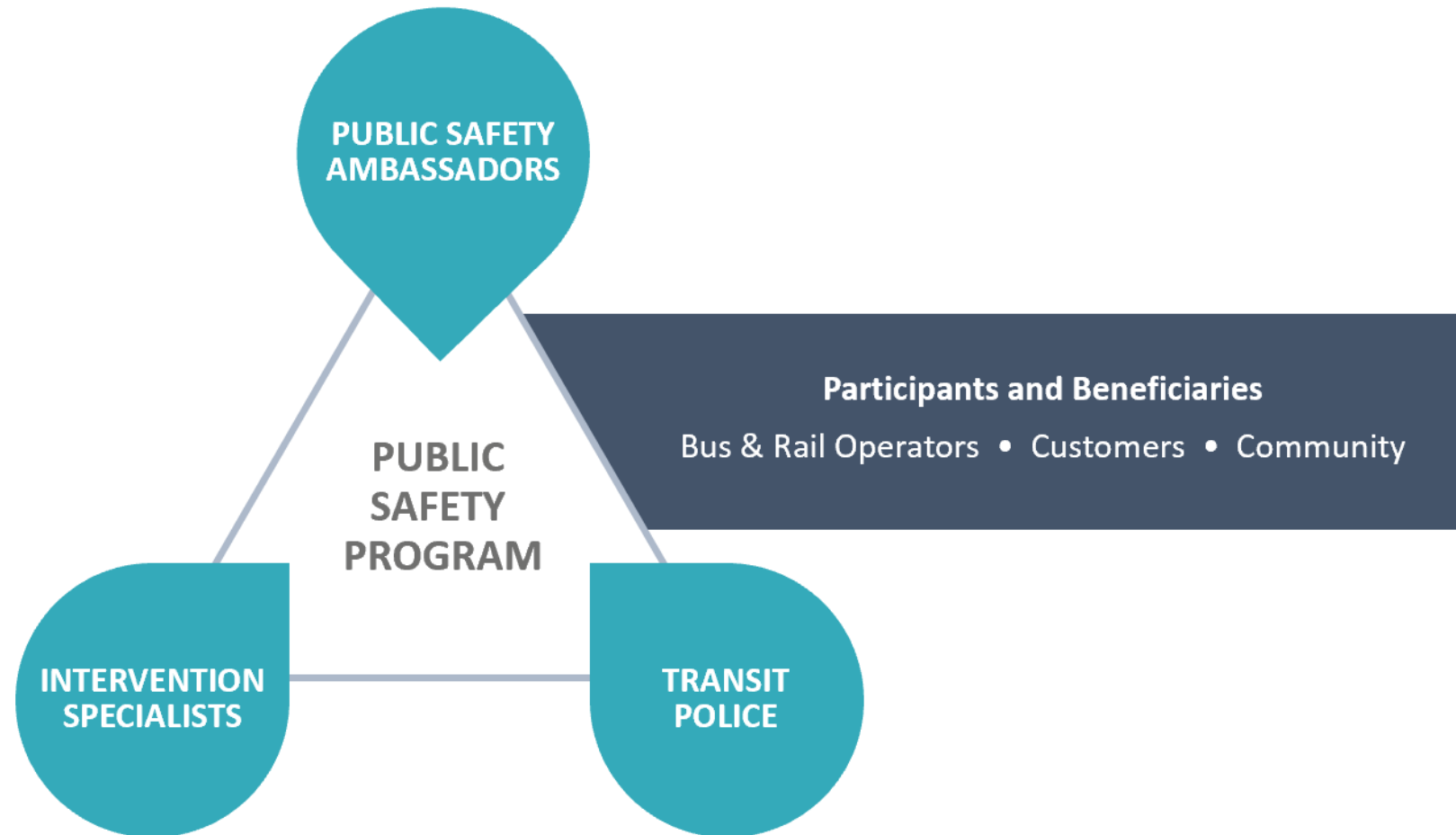
Public Safety Update

Public Safety Ambassadors
Security Technology

Board of Directors Meeting

April 20, 2026

CapMetro Public Safety





Public Safety Ambassador Program



Public Safety Coordination

- The ambassadors coordinate closely with Community Intervention Specialists and Transit Police
- Collaborative problem-solving initiatives recurring issues and strengthening community engagement



Past 12 Months of Activity

Activity	Monthly Average	Annual Total
Transit Centers	588	7,056
Bus Stops	439	5,269
Customer Contacts	2,745	32,944
Employee Contacts	1,405	16,869
Security Calls	155	1,863
Self-Initiated activity	1,181	14,179
CIS referrals	15	182

Proactive activity

- Conduct routine patrols
- Engage with customers reinforce code of conduct
- Monitor environmental factors such as lighting to proactively mitigate safety concerns before they escalate



Training & Coordination



Training

- APD Bomb Recognition
- DHS First Observer
- Code of Conduct
- CPR / First Aid

Coordination

- CapMetro Transit Police
- CIS Referrals

Community Engagement

Support outreach initiatives to foster lasting community partnerships, such as:

- Halloween Trunk or Treat
- ACC Spring Break Survivor



Special Assignments and Initiatives

- Bus Rodeos
- UMO Launch
- Tech Ridge Security
- Westgate Security
- Fare system transition
- Cold Weather Shelter
- South By Southwest





Questions



Security Technology



Strategic Goals

- Enhance Video Coverage
- Strengthen Access Control System
- Integrate Advanced Technology
- Regional Integration
- Performance Excellence (90% up time)
- Governance

Security Technology Program Elements



- Video systems
- Access control systems
- Maintenance and repair
 - 930 Facility cameras
 - 5,869 Vehicle cameras
- Capital Project Support
- Administrative Policies and procedures

Current Projects

- Park & Ride cameras
- Rail crossing cameras
- Access control system
- Vehicle cameras
- PV & Expo Rapid video
- Four capital projects



Other Security Technology work

- Security Assessments
- Crime Prevention Through Environmental Design (CPTED)
- Safety & Security Certification Committee (SSCC)
- Threat & Vulnerability Assessments (TVA)

Frequency of Occurrence	T&V Severity Categories			
	1 Catastrophic	2 Critical	3 Marginal	4 Negligible
Frequent (A)	1A	2A	3A	4A
Probable (B)	1B	2B	3B	4B
Occasional (C)	1C	2C	3C	4C
Remote (D)	1D	2D	3D	4D
Improbable (E)	1E	2E	3E	4E
Eliminated (F)	1F	2F	3F	4F



Thank you!