

CapMetro Public Safety Program

Gardner Tabon, EVP, Chief Safety Officer

Agenda

1. Capital Metro's public safety approach
2. Stakeholder feedback on public safety
3. Review of today's requested Board action
4. Review of next steps

Public Safety Approach

Public Safety Challenges

Daily Operations & Service Calls



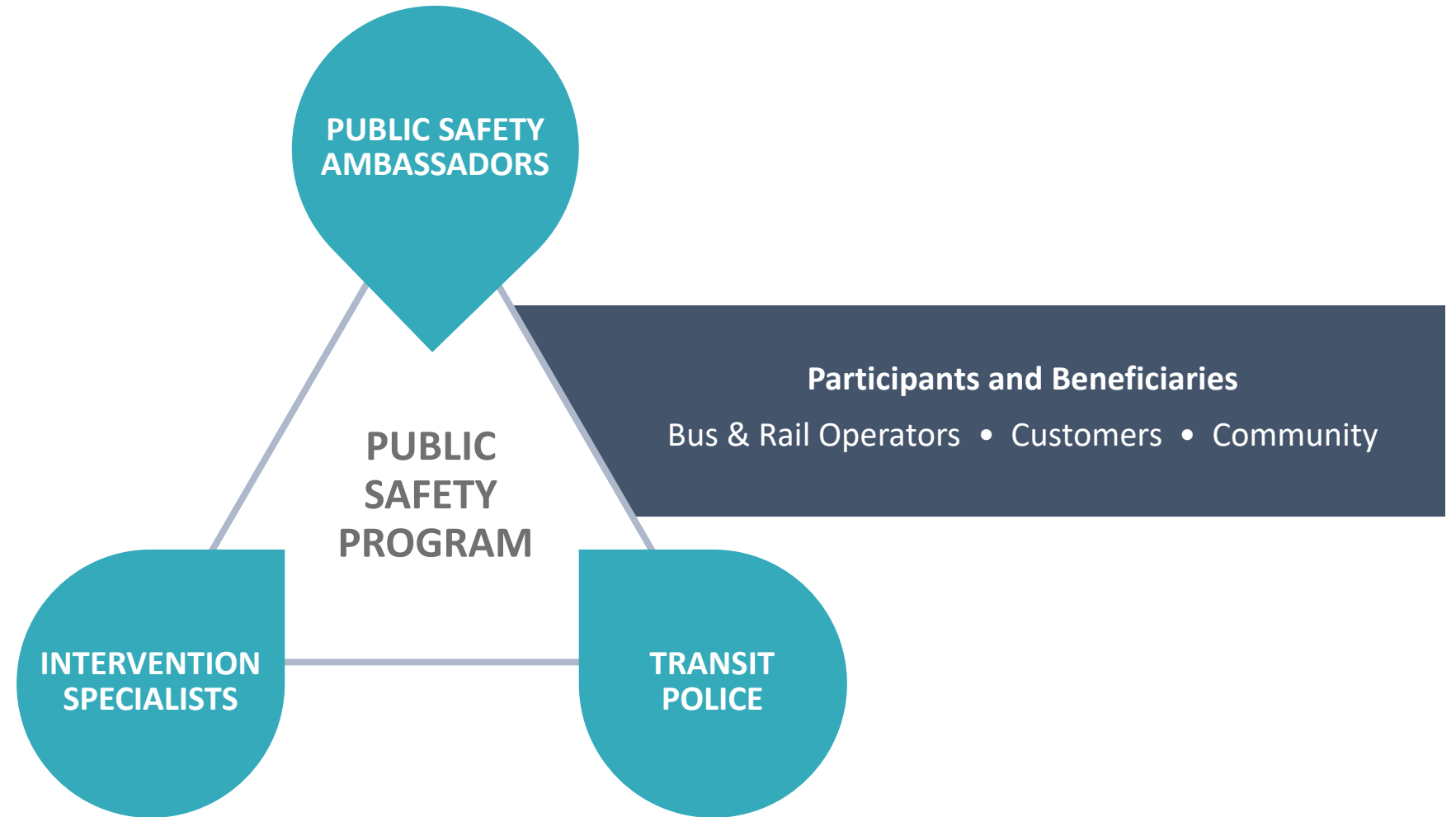
Special Events



Critical Transit Infrastructure



CapMetro's Public Safety Approach



Emergency Calls

- Top 5 reasons for calls currently:
 1. General Request for Assistance – police presence requested for some reason
 2. Loitering
 3. Miscellaneous – no mask or mask-related
 4. Disturbance – verbal or physical
 5. Check Welfare

Public Safety Activities – Fiscal Year 2021

- Work on updating our approach to Public Safety started in early 2020
- In FY 2021 we...
 - Hired 2 Community Intervention Specialists
 - Hired a Public Safety Ambassador Supervisor
 - Hiring 15 Public Safety Ambassadors
 - APTA Peer Review
 - Conversations with stakeholders
 - Operator and customer survey

Public Safety Stakeholder Engagement

Activities

- APTA Peer Review stakeholder and policymaker interviews
- Customer and Operator Survey
- Stakeholder briefings and conversations
- Committee briefings: DE&I Council, Access and CSAC



APTA Peer Review

- The APTA Peer Review Panel was convened to conduct an analysis and make recommendations to improve the CapMetro public safety program
- Observation: There is no one-size-fits-all policing model for transit agencies.
- Methodology included a review of the state of the industry and interviews of local stakeholders (including CapMetro workforce), advocates and policymakers.

ATPA Peer Review – Key Findings

“Cap Metro is in an enviable position to establish an in-house transit police model that blends elements that will enhance the public safety program, i.e., Community Intervention Counselors, Public Safety Ambassadors”

“There was overwhelming support from union members, CapMetro staff, stakeholders and Board members for in-house, transit police officers who are a part of the CapMetro public safety program”

“The planned system expansion, community desire for accountable and equitable services, and the shortage of available APD officers are reasons for creating a transit police contingent.”

Public Safety Survey

- Survey of customers and operators conducted in spring 2021
- **570 total surveys completed**
 - **164** with CapMetro Operators & Frontline Staff
 - 63% bus operators
 - **406** with CapMetro Customers
 - Majority are frequent riders (at least once per week)
 - 48 routes represented in response
 - All ride the bus and 5% also ride the train



Public Safety Survey – key findings

- 80% of customers state security is good and do not seem to fault CapMetro for safety issues.
 - They would feel safer with more cameras and visible security symbols, uniformed CapMetro staff, and/or police officers.
- 63% of frontline staff view security as needing improvement.
 - Staff feel unsafe while working (30%) and at bus stops and stations (24%).
 - Frontline staff want to see police officers and/or uniformed staff to create a sense of security on the vehicles/stations
- Unsafe passenger behavior is the primary cause of most of the safety concerns employees and customers have.

Public Safety Survey – key findings

- Survey participants indicate CapMetro should consider increasing visible security measures such as uniformed security, especially on routes with more calls for service.
 - This provides deterrence, prevention and more timely response.
 - Work with employees to implement the plan.
 - Be sure to include a strong marketing plan to alert the community of the increased safety measures.

Key questions we heard:

- **Do we have to use the term “police”?**

Yes. Police must identify themselves as police for the sake of clear identification to the community, and to cover legal requirements for their services.

- **What types of policies will the police officers follow?**

In addition to following requirements under state law, we will work with consultants, the Public Safety Advisory Committee and other stakeholders to identify and shape specific policies, trainings and standards for the police.

- **What does the oversight look like?**

The CapMetro Board will appoint a Public Safety Advisory Committee and there will be an audit/oversight function reporting to Board

Summary and Requested Board Action

Summary

- Capital Metro's Public Safety Program aims to protect Capital Metro staff, customers & the community from harm using multiple, integrated strategies.
- Transit policing is a specialized service and a specialized and dedicated transit police department is necessary to best serve our customers, staff and public safety at large.
- Our customers and staff have indicated support to date and will continue to be engaged as this work progresses.
- **Board Action Requested:** Authorizes staff to continue this work and bring the community along with the process to establish community-oriented transit police, which is anticipated to take more than 18 months.

Summary of Board Resolution

- ✓ Engage consultants to guide development and implementation
- ✓ Engage the CapMetro DE&I Council, and Board Committees
- ✓ Develop a Public Safety Advisory Committee charter and appointment process for Board consideration
- ✓ Develop a staff training program and professional standards based on input from industry standards and the Public Safety Advisory Committee
- ✓ Create a process by which police auditing and oversight is addressed
- ✓ Include funding in the FY 2022 Operating Budget to continue this work

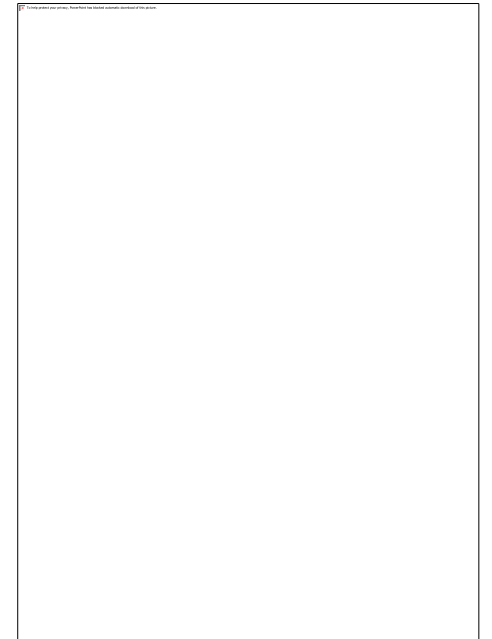
Next Steps After Approval

- Engage consultants with significant transit policing experience to guide program development and long-range financial plan.
- FY 22 Budget to include public safety ambassadors, intervention specialists and positions within the Police Department.
- Report back to Board on progress in early 2022 and periodically throughout implementation.

Public Safety Consultant

Chief Wanda Dunham

- Retired from the Metropolitan Atlanta Rapid Transit Authority
 - 9th largest transit agency serving 947 sq miles including Clayton, Dekalb and Fulton Counties
- 14 years serving as the Assistant General Manager/Chief of Police and Emergency Management
- Led a 400+ member police department providing security for multiple facilities, stations, buses, mobility and light rail throughout the service area
- 30 years of experience



Future community engagement opportunities:

- We want to inform customers and staff about our approach to public safety and provide opportunities to influence direction
 - What types of characteristics do you think make a good police chief?
 - What are some examples of police training programs that are “getting it right”?
 - Opportunities to review proposed policies and standards
- Multiple, frequent check-ins with DE&I Council, Transit Safety Advisory Committee
- Communications to the broader public about opportunities to learn more and participate
- Engage partners and provide opportunities to bolster relationship and guide program development



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THANK YOU!