



TRANSIT POLICE

RECOGNITIONS & COMMENDATIONS

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Reviewed Date:

Frequency of Review: As Required

Office of Primary Responsibility: Inspector - Operations Support Services

POLICY

Definitions

Chief Officer – The Transit Police Chief Officer or delegate.

Transit Police – The South Coast British Columbia Transportation Authority Police Service.

Transit Police Personnel – Sworn police officers and civilians who work for the Transit Police.

Police Board – The South Coast British Columbia Transportation Authority Police Board.

General

1. The Transit Police regularly recognizes outstanding and/or meritorious conduct of its personnel and citizens. All Transit Police Personnel, members of other police agencies and the public are eligible for recognition of outstanding service and/or meritorious conduct and bravery.
2. Transit Police Personnel may recommend suitable candidates for recognition and commendation.

PROCEDURES

Transit Police Personnel Awards and Commendations

3. Transit Police Personnel are eligible for awards and commendations based on the following criteria:
 1. **Inspector/Manager Commendation:**
 - a. for demonstrating over the course of a single investigation, operation or incident, significant skill, judgment, dedication or integrity in the performance of duty; or
 - b. for demonstrating the highest standards of police conduct or humanitarianism in a single exposure to actual or anticipated danger; or
 - c. for diligent and sustained effort in the performance of duties well above that which is normally expected; or
 - d. for developing a method or program that has a positive effect on the operation of the Police Service.

NOTE: Significant – a noteworthy, important or consequential effort in the completion of an assignment or task.

2. Deputy Chief Officer Commendation:

- a. for demonstrating over the course of a single investigation, operation or incident, exceptional skill, judgment, dedication or integrity in the performance of duty; or
- b. for demonstrating the highest standards of police conduct or humanitarianism in a single operation, incident or investigation where there was some risk but limited or no exposure to danger; or
- c. for diligent and sustained effort in the performance of duties which significantly exceeds that which is normally expected; or
- d. for developing a method or program that has a significant effect on the operation of the Police Service.

NOTE: Exceptional – a remarkable and extraordinary effort in the completion of an assignment or task which exceeds normal expectations.

3. Chief Officer Commendation:

- a. for demonstrating over the course of a single investigation, operation or incident, outstanding skill, judgment, dedication or integrity in the performance of duty; or
- b. for demonstrating the highest standards of police conduct or humanitarianism in a single operation, incident or investigation where there was a high risk or exposure to danger; or
- c. for demonstrating over a period of time exceptional skill, judgement, dedication or integrity in the performance of duty; or
- d. for developing a method or program that has a substantial effect on the operation of the Police Service.

NOTE: Outstanding – an exceptional and prominent performance in the completion of an assignment that is innovative, unique and outside what is expected from an experienced person doing the same task.

4. Chief Officer Award of Valour:

- a. for demonstrating the most conspicuous act of bravery in extremely hazardous circumstances, that is a daring or pre-eminent act of valour, self-sacrifice demonstrating exceptional devotion of duty in the presence of grave danger; and
- b. for purposely taking action for the benefit of others while knowing that, in doing so, they place themselves at substantial risk or death or serious injury.

5. Unit Commendation:

- a. Unit Commendations are available at the Inspector/Manager, Deputy Chief Officer and Chief Officer levels, based on the same criteria as for the respective commendations.

NOTE: Unit – two or more Transit Police Personnel working together towards a common goal, a planned project, an operational incident or an investigation. A

Unit may include outside agencies and partners. Ultimately, the Commendation Board may consider submissions on their merit so the intent is not to unnecessarily limit the definition of a Unit.

- b. No Transit Police Personnel will receive both an individual commendation and a Unit Commendation for actions arising out of the same circumstances.

6. Chief Officer Award for Educational Achievement:

The Chief Officer Award for Educational Achievement will be acknowledging a staff person's commitment to continuous learning activities while employed at the Transit Police. Eligibility is based on the following criteria:

- a. for completion of a degree or diploma program from a recognized post-secondary institution; or
- b. for completion of a certificate program with a minimum of 273 hours of instruction from a recognized post-secondary institution

7. Certificate of Recognition:

- a. If the Commendation Board concludes that a submission does not meet the criteria for a commendation but that the performance is deserving of some formal recognition, the Commendation Board Chair will notify the respective manager of the Commendation Board's recommendation that the staff person receive a Certificate of Recognition from the manager to recognize the performance.
- b. Subsection 7(a) above does not preclude a manager from writing a positive performance log to a staff person on their own initiative.

8. Customer Service Award:

The Customer Service Award is presented to Transit Police Personnel who best exemplify the principles of outstanding customer service. This award will be presented to Transit Police Personnel whose work-related performance meets the following criteria:

- 1. for displaying a consistent sense of ownership at the point of first contact; and/or
- 2. for achieving results in work-related activities that went above and beyond what was expected, and in a positive manner; and/or
- 3. for exhibiting a pattern of consistency in the delivery of outstanding customer service; and/or
- 4. for making a lasting improvement or contribution at an individual or community level; and/or
- 5. for exhibiting a sense of dedication to duty and ingenuity in the workplace that is applicable to internal/external customers.

Citizen Commendations

4. Citizens are eligible for commendation based upon the following criteria:
 1. **Certificate of Appreciation:**
 - a. for awarding to a citizen by the Police Board or the Chief Officer, when on their own initiative in the absence of any danger, a citizen:
 - i. assists the police in preventing a crime, apprehending or attempting to apprehend an offender, or makes a lifesaving attempt;
 - ii. provides facilities or personal assistance during a police investigation or incident; or
 - iii. provides significant and ongoing support of Transit Police priorities.
 2. **Community Bravery Award:**
 - a. for awarding to a citizen by the Police Board or the Chief Officer, when on their own initiative and in the face of danger or anticipated danger, a citizen assists the police in preventing a crime, apprehending or attempting to apprehend an offender or engages in a lifesaving event.

Commendation Submission Guidelines

5. The following guidelines will apply for anyone wishing to make a submission for a commendation:
 1. submissions for commendations to the Commendation Board will be submitted in detail (using TP Form AZ770);

NOTE: Reading the instructions carefully and completing the submission accurately and thoroughly will assist the Commendation Board in responding to the submission in the timeliest manner possible.
 2. a copy of the submission will be forwarded, through the chain of command, to the Chair of the Commendation Board;
 3. although the person making the submission may make a recommendation as to what level of award the recipient should receive, the Commendation Board will make the final decision;
 4. the Transit Police Personnel making the submission to the Commendation Board will advise the staff person being recommended for the commendation that the submission is being made;
 5. the Commendation Board may re-classify any submission;
 6. a copy of the commendation will be forwarded to the Transit Police Human Resources Section where it will be attached to the recipient's personnel file.

Presentation of Awards

6. A Certificate of Recognition will be presented to Transit Police Personnel in the presence of their peers at a location designated by the recipient's manager.
7. Commendations will be presented to Transit Police Personnel in the presence of their peers or at another designated location as determined by the Commendation Board or the Chief Officer.

Appeal Procedure

8. Upon request, the Commendation Board may reconsider a previous decision in those instances where the original documentation may not have been complete in all respects.
9. The Commendation Board should not reconsider a decision on the basis of the original documentation alone.
10. Any appeal should be supplemented by additional documentation, sufficient in scope as to present the Commendation Board with a broader perspective of the incident.
11. The staff person requesting the appeal may appear in person before the Commendation Board for the purpose of speaking to the appeal.
12. The reassessment will be considered by the Commendation Board in the usual manner so that the merits of the recommendation can be judged solely on the basis of the documentation provided.
13. Decisions made by the Commendation Board, after the reassessment of a recommendation for commendation, are final.

Commendation Pins

14. The Transit Police Executive has approved the wearing of a Commendation Pin (Pin). The Pin design and colours will be as approved by the Chief Officer, with variations assigned for the following commendation levels: Inspector/Manager Commendation, Deputy Chief Officer Commendation, Chief Officer Commendation and Award of Valour.
15. Commendation Pins will be available to current Transit Police Personnel and not retroactive to former Transit Police Personnel. Transit Police Personnel must provide documentation indicating the level of their commendation to receive a Pin (a photocopy of the commendation will suffice).
16. Transit Police Personnel who have received more than one commendation will wear the highest level commendation only.
17. Members may wear their Pin while in duty uniform and dress uniform, with Pin placement on the uniform as follows:
 1. when in full uniform: worn at the top of the left breast pocket flap, centred over the button; and

2. when in dress uniform and absence of other medals: worn centred below the top seam of the left breast pocket flap; and
 3. when in dress uniform and wearing full sized medals, worn centred on the left breast pocket with the top edge of the pin 1.5 cm below the bottom flap.
18. Transit Police civilian staff receiving a commendation may wear the issued Pin on the left lapel of a jacket.

Commendation/Awards Board

19. The Chief Officer will establish a Commendation/Awards Board (Commendation Board) and designate a Chair for the Commendation Board.
20. Unless otherwise so determined by the Chief Officer, the Commendation Board will be composed of: Deputy Chief Officer - Administrative Services (Chair), Deputy Chief Officer - Operations, Inspector - Operations Support Services, Inspector Operations and the Transit Police Manager - Human Resources.

Other Recognition

21. The Commendation Board may recommend Transit Police Personnel for nomination by the Chief Officer or the Police Board to other appropriate provincial or federal awards.
22. The Commendation Board may also consider posthumous recognition of Transit Police Personnel, consistent with the guidelines below:
 1. To be considered for posthumous recognition, former Transit Police Personnel must have been employed with Transit Police at the time of their death.
 2. Respectful forms of posthumous recognition (e.g., framed photo, wall plaque) may be considered on a case-by-case basis by the Commendation Board.
23. The Administrative Services Division will maintain records for the Commendation Board and submissions for all recognitions and commendations.

[See also: Policy Chapter AC150: Uniforms, Insignia and Dress Standards]

Key References

Transit Police Commendations Pin – Design Protocol