



2015 Report to the Community



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POLICE

In December 2015 Metro Vancouver Transit Police celebrated the 10th anniversary of our operational roll out. During that decade we have seen growth in ridership and the system itself. We have had the pleasure of building solid relationships with the many stakeholders invested in working with us to deliver a safe system that spans 1,800 square kilometers.

We are proud to have been part of the community safety response to such milestone events as the 2010 Winter Olympics and the infamous Stanley Cup Riots in 2011 and large annual events such as Canada Day, the Santa Parade and the Celebration of Light. Although many large events take place in downtown Vancouver those crowds are carried by the transit system at a rate of tens of thousands per hour. It is our job to make sure everyone gets there and then gets home safely on transit.

In 2015 Transit Police saw a change in leadership as Chief Neil Dubord moved to Delta and Deputy Chief Barry Kross took on the role as interim Chief. It is a credit to both those leaders that the momentum for change and improvement did not falter. The new Service Delivery Model (explained later in this document) commenced its implementation in January. It provides an even greater opportunity for our officers to interact with the communities the transit system serves and those who use it.

It is often the big events that gain attention but it is the routine work carried out by the 167 Transit Police officers and the 68 civilian support staff that helps keep employees and transit riders safe. The Transit Police is proud of the high level of service to address both minor and serious incidents; we recognize that feeling safe requires that we respond well to all concerns.

We value the community we serve and we hope that you learn a little more about the work of Transit Police as you read this year's report.



Doug LePard
Chief Officer
Metro Vancouver Transit Police (SCBCTAPS)



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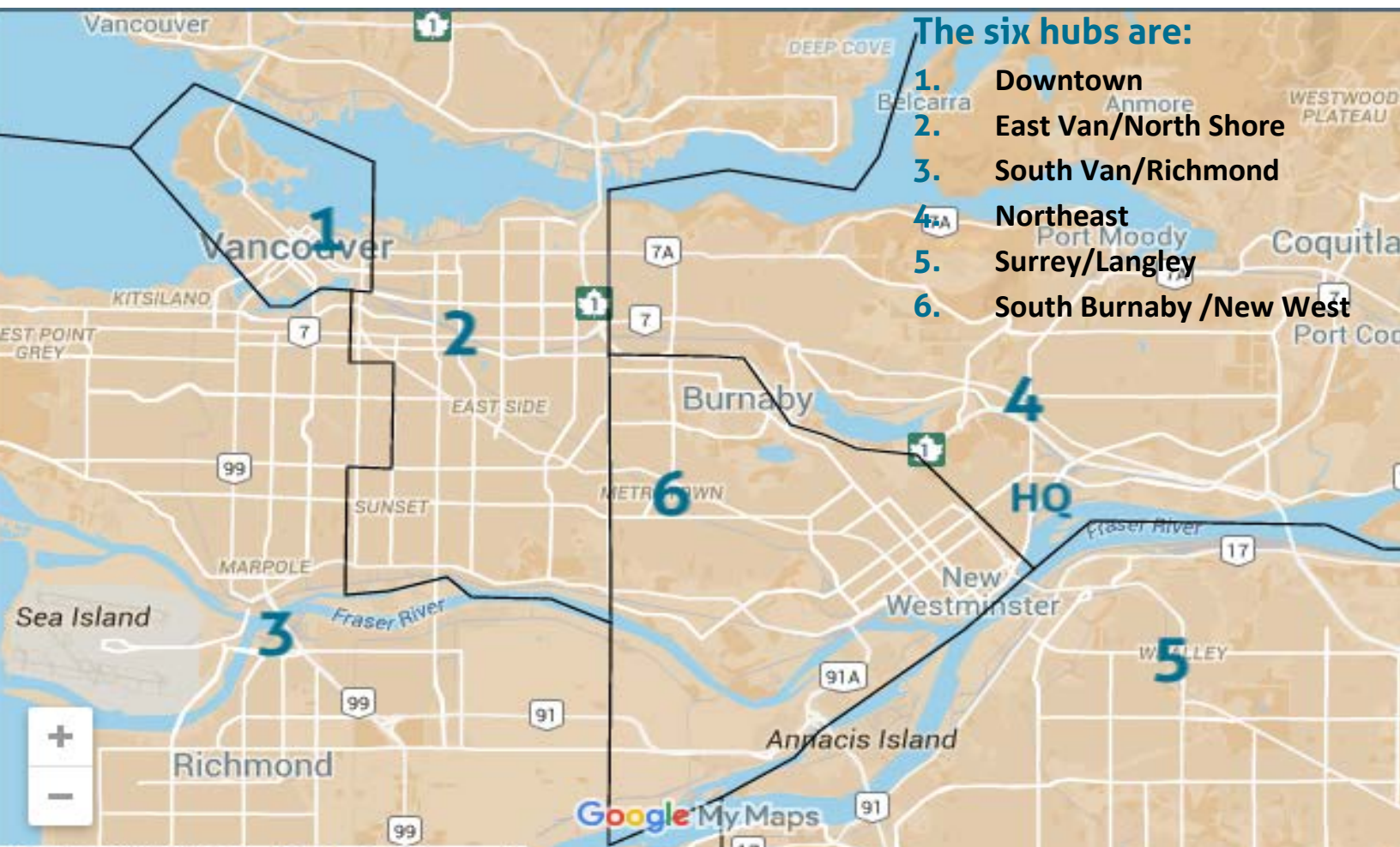
Service Delivery Model

The new Transit Police Service Delivery Model (SDM) is designed to improve the effectiveness and efficiency of policing on the transit system. The model is neighbourhood based and divides the region into 6 zones. These zones become officer's "beats". At the centre of each zone is a hub station from which staff patrol. After responding to calls for service away from the hub they return to their hub to maintain their reassurance patrols. During peak times you will find officers at those hub stations providing high visibility patrols and availability to passengers and others who use the stations, bus loops and surrounding areas.

Each of the 6 hubs will have a dedicated Neighbourhood Police Officer (NPO) assigned. The NPOs will have responsibility for getting to know their communities in detail and in doing so develop collaborative relationships with regular transit riders, transit employees, local businesses and policing partners. They will identify local community safety issues and use their partnerships to develop effective ways to address them.

Our NPOs will be reaching out to their communities in many ways including social media, web pages and blogs as well as face to face opportunities to sit down and talk about issues you may encounter on transit.

If you want to speak with your local hub officer do not hesitate to contact us to arrange that. We look forward to hearing from you.





Reducing Sexual Offences

The prevention and detection of sexual offending on Transit is a priority for Transit Police.

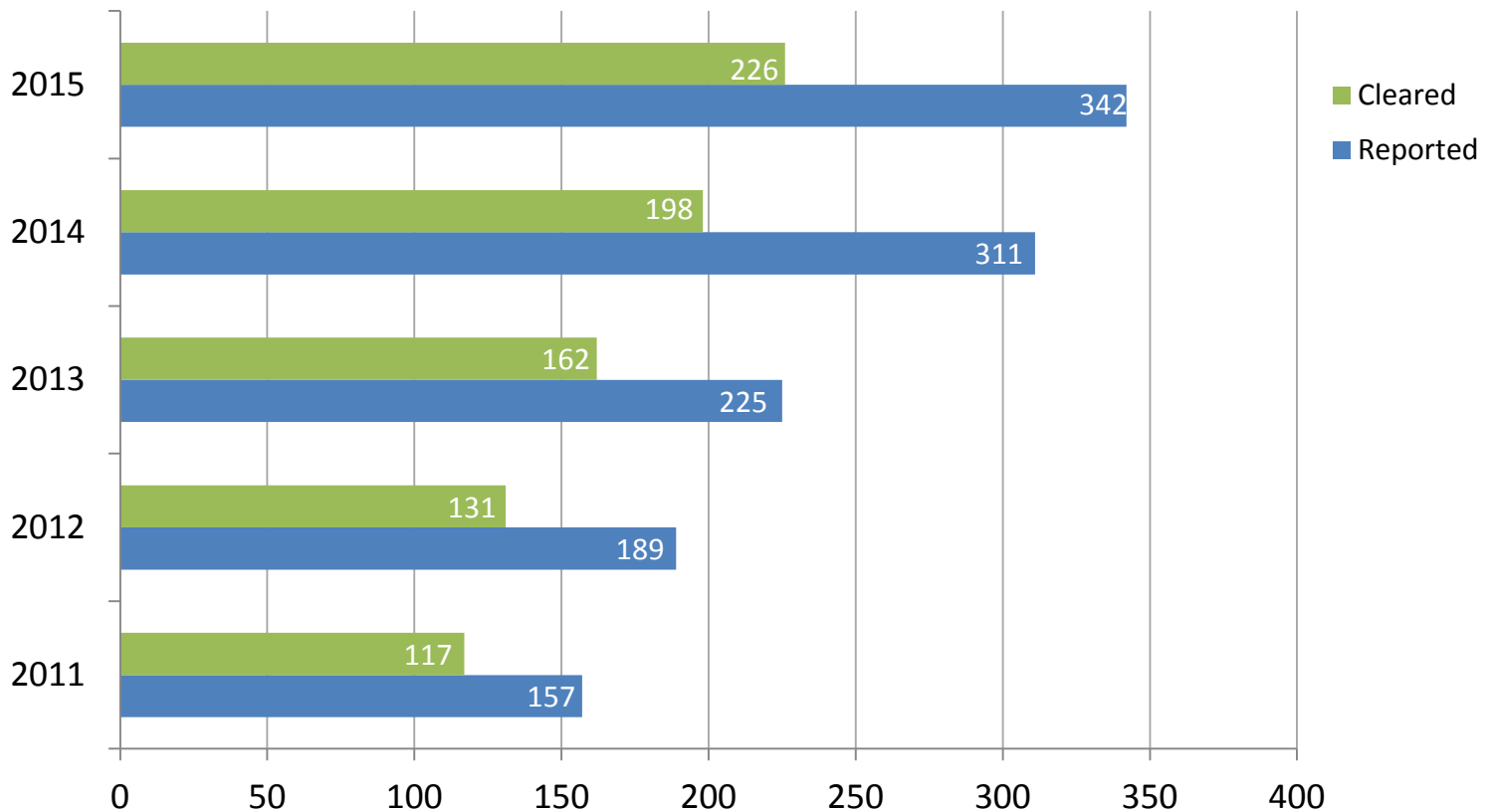
While most of the crimes reported are groping and other types of inappropriate touching they are nonetheless traumatizing to the victim.

We are aware that many offences of this nature do not get reported. Some sources suggest less than 10% are reported to police. Since 2013 Transit Police has made this matter a focus for action and we continue to encourage and provide tools and opportunities to report.

We have seen a steady rise in reporting over the last 5 years. We believe that this increase in reported crime is a direct result of our efforts to encourage reporting and bring awareness to an issue that must be addressed. We do not believe this increased reporting reflects a similar increase in offending. We are encouraged that the Transit Police clearance rate* remains high and this reflects the efforts and commitment of our officers and support staff in dealing with these crimes.

In 2015 more than 60% of those suspects identified had not previously come to the notice of police. Research suggests that those who commit more serious sexual offences escalate their behaviours after starting their offending history with inappropriate touching or similar offences. The early identification of this type of offence provides an opportunity to intervene and prevent such escalation.

Transit Police Sexual Offence Reports



Note: Data includes all incidents reported to Transit Police (including assists to other JPD)

*Police can clear an incident by charge or by means other than the laying of a charge. For an incident to be cleared by charge, at least one accused must have been identified and either a charge has been laid, or recommended to be laid, against this individual in connection with the incident. For an incident to be cleared otherwise, an accused must be identified and there must be sufficient evidence to lay a charge in connection with the incident, but the accused is processed by other means for one of many reasons.

In 2015 our actions to support this priority included:

- Outreach to community groups, schools and colleges through presentations by Transit Police officers.

Our officers presented at 22 different events and public displays and 23 new Transit Employee orientation and training sessions. Three key presentations were:

- Vancouver Police Department's Women's Safety Fair;
- BC Crime Prevention Association symposium; and
- TOGETHER Domestic Violence conference.

- Encouraging victims and witnesses to report offences.

We partnered with Hollaback (Vancouver) in a Transit Tuesdays campaign. Hollaback is an international non-profit organization and movement to end harassment in public spaces. The campaign not only encouraged reporting but provided transit users with tools to help them intervene if they witnessed harassment taking place.



Transit Police and Hollaback Volunteers

- Continued promotion of the transit user friendly 'On Duty' App and Transit Police 87 77 77 SMS/Text line both of which provide the opportunity to discreetly report offending or suspicious behaviours.
- Offender management.
 - This included weekly reviews and proactive monitoring of those considered to present high risk to transit users in order to reduce the risk of repeat offending.
 - Plain clothes officer deployment on the system. Our officers regularly deploy across the system informed by our analysis of offence data to monitor for predatory behaviours and possible offences.

Thank you for providing this information. The Transit Police appreciate your assistance in keeping your transportation system safe.

I am happy to help I was nervous for the girls..

Is this your first time you have ever called police? Can I get your address?

Yes, first time I call and first time I use the message because I read in the news and add the contact in my cell phone ... I hope I would never need but I wanted to help the girls ...

Hello, I took the bus around 3:34pm. I was sitting across the exit, I have XXXX hair and wearing XXXX. A guy (wearing XXXXX back pack, XXXX sweatpants) sat beside me, he was moving around and put his hands underneath his backpack on top his lap. During the bus ride, I felt some physical poking or bumping, I thought it was an accidental as I look I saw him rubbing his hands against my waist to my side butt. I switched seats after.

Can I call you? There are quite a number of questions to run through. Okay



Reducing Frontline Workplace Assaults

Transit Police remains committed to reducing frontline workplace assaults. In 2015, the number of incidents fell to 110, the lowest level since 2007. This reduction is attributed to Transit Police's ongoing commitment to working in close partnership with all of our stakeholders. Although this reduction is welcome, more work still needs to be done.

A significant focus of our work involves the close collaboration with the Coast Mountain Bus Company (CMBC) operators and transit supervisors to carefully examine potential root causes of workplace violence and to seek opportunities to reduce it. Delivering a safe work environment for staff will result in the creation of a safer public transit environment for transit users.

Education & Outreach

More than 23 presentations were provided to new bus operators, SkyTrain and Canada Line Attendants as well as Compass Station Attendants. These presentations focused on prevention and de-escalation techniques to keep employees safe while they do their job. As well, Transit Police gave over 25 public presentations on transit safety.

Investigation

Transit Police officers vigorously investigate all allegations of criminal assault on front line staff. Our officers provide regular updates to victims and when charges are appropriate, they attend court to ensure the victim and witnesses receive the individual support they need.

Our reporting relationships with operating companies also provide us an opportunity to identify incidents that, while not reaching a criminal threshold, are sufficiently violent to merit follow up with the aggressor. In this way Transit Police seek to correct passenger behaviour before it escalates further. Our experience has shown that sometimes aggressors have mental health and/or addictions challenges. The Transit Police work diligently with support agencies to ensure that appropriate outcomes for both victim and aggressor are achieved. In this way we attempt to address the cause of the issue rather than simply the symptoms.

Helping Vulnerable People in Crisis

Transit Police officers are well positioned and well trained to help people struggling with mental illness and who they encounter in their duties.

2015 initiatives supporting this priority included:

- The development of crisis intervention tools;
- building partnerships with healthcare and support agencies; and
- continued attention to assisting front line workers across the TransLink Enterprise to better respond to situations where mental illness plays a role.

Transit Police officers receive a high level of training and we continue to seek out opportunities to become better in the way we engage with and support those in crisis.

Unfortunately, Transit Police officers are often called to incidents where someone is considering taking their own life. In 2015 Transit Police officers were involved in over 100 incidents where this was the case. Thankfully, the partnerships we have developed, our ability to quickly respond, and the training we share with other front line staff provide us with an opportunity to positively intervene and get those in crisis the support they need.

In 2015 Transit Police dealt with nearly 2,300 calls for service relating to people who needed help due to their mental illness. Sometimes, to ensure the safety of the person and other passengers and staff, Transit Police officers will use authority provided them under the Mental Health Act to apprehend them and take them to hospital to get help. In 2015 Transit Police dealt with an average of 22 such calls each month.



The process for having someone admitted into hospital care can be lengthy and police officers are currently required to stay with the person until such time as they have been assessed and admitted. While the need to speed this process up for the sake of the person in crisis and all those involved has been recognized, the average time our officers spent waiting in hospital was 2 hours. In the most extreme cases officers had to wait with a patient for over 8 hours. The time police officers spend waiting for an assessment can be better spent preventing crime and disorder. We recognize this and are part of a broader discussion within the region as to how this situation can be more effectively managed.

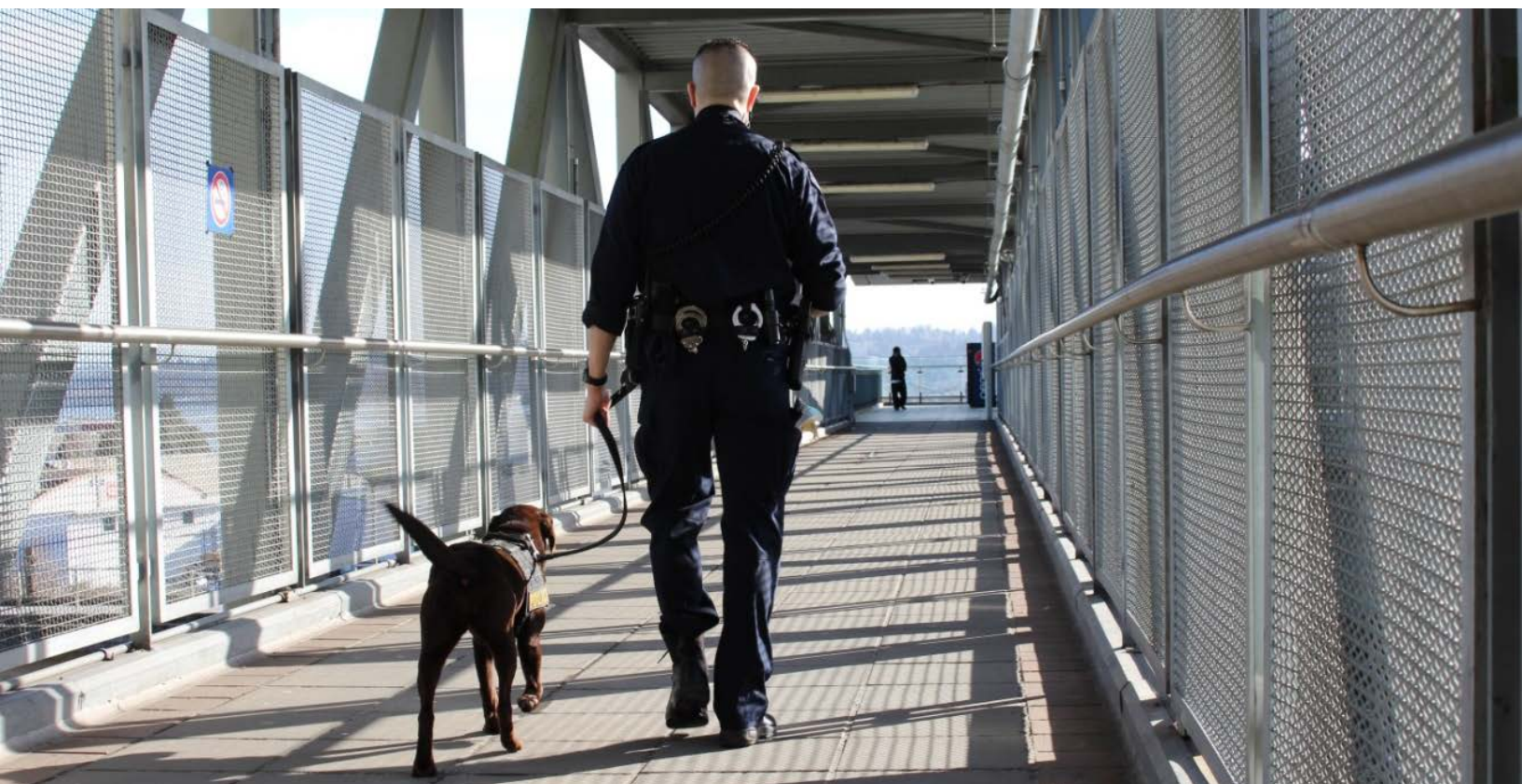
Building System Resiliency

The Metro Vancouver transit system is extensive in both its size and its complexity. Covering some 1800 square kilometers and encompassing light rail, bus, SeaBus and heavy rail commuter trains, Transit Police plays an important role in keeping people and infrastructure safe. The ability to adapt and respond to unexpected events is vital in order to support our community who rely upon the system to go about their everyday lives.

Unexpected system disruptions for operational reasons, large scale public events, international or national incidents requiring heightened security vigilance all demand the utmost flexibility for our service.

Often the most effective ways to meet the demands of the unexpected is to prepare ahead of time. In this way when they do happen, plans are in place and an effective response is available immediately. The Transit Police works closely with operating companies, jurisdictional police and other first responders to ensure that when the time comes, responses are coordinated and effective.

Of course, prevention is always better than cure and to that end Transit Police proactively target areas of risk.





The most recent recruit to our Dog Unit is called Kona. Like all of the dogs patrolling the transit system, Kona is used to being the centre of attention.

Kona became a TV star recently however when Transit Police and Global News teamed up to run a competition to choose her name. The lucky winner was Grade 7 student Kiana Onyango who attends Aberdeen Elementary School in Kamloops.

Our explosive scent detection dogs are patrolling the system daily with their handlers. We encourage reporting of suspicious activity with our See Something, Hear Something, Say Something campaign.

Kiana Onyango with Police Dog Kona and Cst. Aaron Chan

Transit Police also have staff trained in designing out potential opportunities for crime (poor lighting, blind spots and places that might promote loitering). They often provide input and assist transit system planners and architects to make sure opportunities to enhance public safety are designed into new infrastructure and refurbishments.

Transit Police officers and staff take part in joint exercises that simulate natural disasters or hazardous events to ensure that we are practiced should such an incident occur.

Our growing region continues to rely upon an effective and safe transit system and Transit Police recognizes its role in delivering that.

SEE SOMETHING.
 𐰇𐰪𐰸𐰸𐰺 𐰇𐰪𐰸𐰸𐰺



HEAR SOMETHING.
 𐰇𐰪𐰸𐰸𐰺 𐰇𐰪𐰸𐰸𐰺



SAY SOMETHING!
 𐰇𐰪𐰸𐰸𐰺 𐰇𐰪𐰸𐰸𐰺





Text 87.77.77* or in an emergency call 911. transitpolice.ca *Standard rates may apply for texting.



Financial Summary

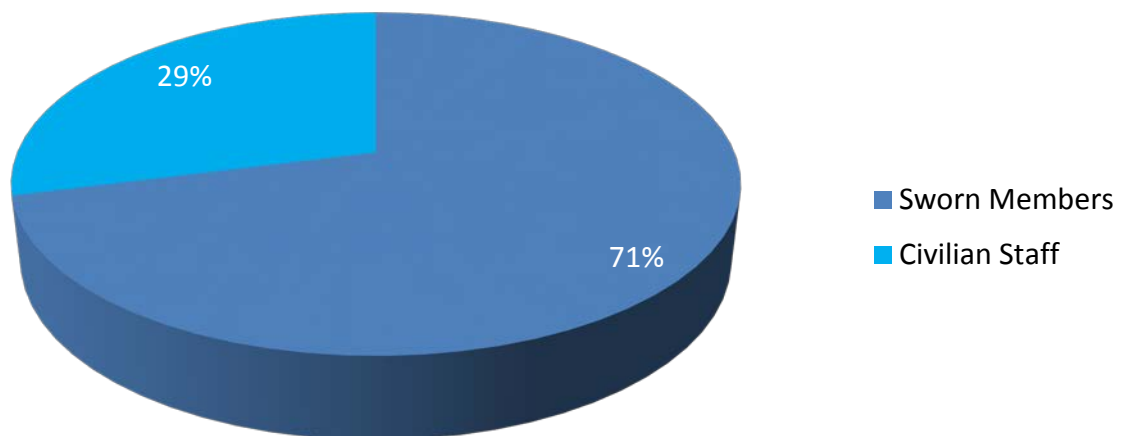
Our 2015 results were as follows:

Financial Summary	2014 (1000)	2015 (1000)	% Change
Budget	\$32,035	\$33,128	+3.4
Cost	\$34,189*	\$32,944	-3.6
Variance	+\$2,154	-\$184	

*Budget variance due to retroactive wage settlement

Authorized Strength	2014	2015	% Change
Sworn Members	167	167	0
Civilian Staff	67	68	+1.5
Total Positions	234	235	

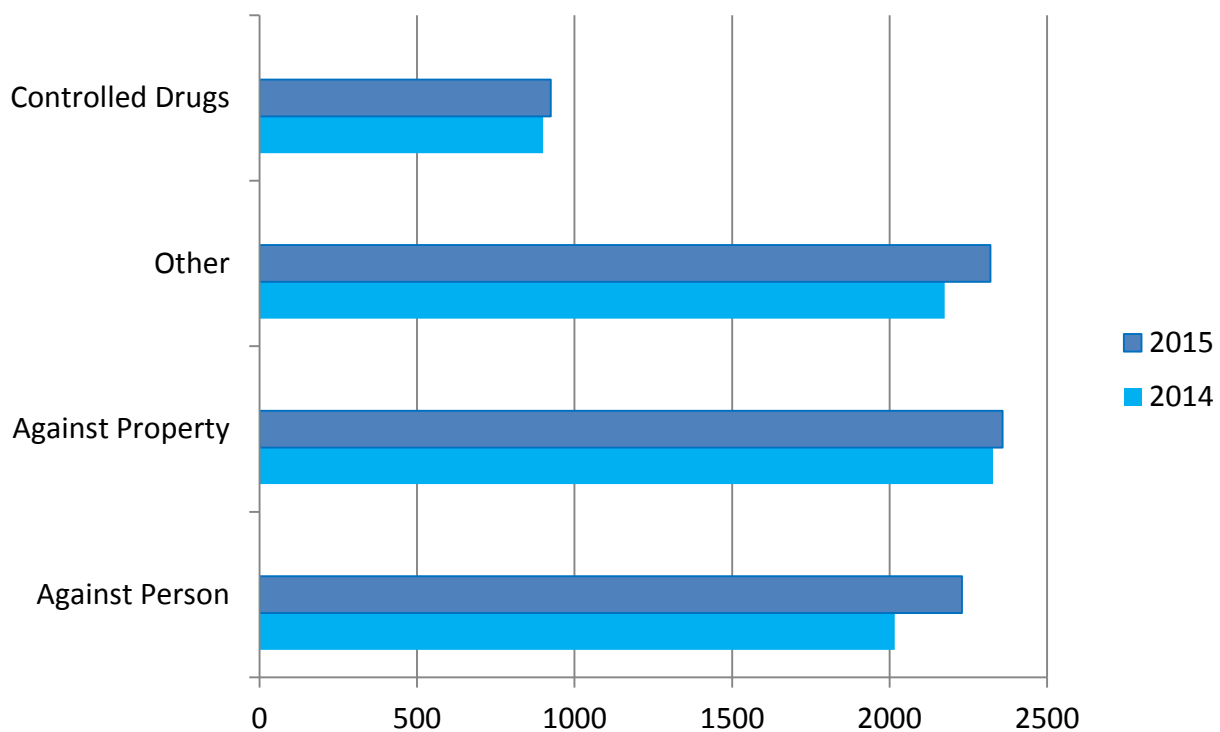
Percentage Authorized Strength 2015



Crime Reports

TYPE	2014	2015	% CHANGE
Against the Person	2016	2229	+1
Against Property	2328	2358	+2
Other Criminal Code	2175	2320	+6
Controlled Drugs	900	924	+3

Transit Police Criminal Reports 2014/2015



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