



Transit Police

2011 Report to the Community

SAFELY LINKING COMMUNITIES





OUR TRANSIT POLICE COMMITMENT

We commit to maintaining order, promoting safety and reducing crime on the transit system and developing relationships with the transit community. This will be achieved through strong partnerships, engagement of the public, and adopting a highly visible policing approach.

OUR TRANSIT POLICE VALUES

ACCOUNTABILITY – We will communicate with our partners and the community on our goals, achievements and results, and be fiscally responsible.

INTEGRITY – We will steadfastly adhere to a strict ethical code and be open, honest and fair in all interactions.

PROFESSIONALISM – We will pursue the highest professional standards and do our very best to conduct ourselves in the manner expected by our partners and the community we serve.

TEAMWORK – We will be highly motivated and committed to collaboration, shared leadership and trust, and combine our energy and expertise to keep the transit system safe and secure.

RESPECT – We will treat everyone fairly and with compassion, respect and dignity. We will value difference between people and communities.



2011 Report to the Community

SAFELY LINKING COMMUNITIES

Letter from the Police Board Chair and Chief Officer



POLICE BOARD CHAIR
Mark Reder

This Report to the Community highlights the progress and achievements of Transit Police during 2011. Over the past year, we worked hard to provide a safe and secure environment for the general public, transit riders and transit employees. We did this through a highly visible uniformed presence on the transit system, and an emphasis on beat policing. We accomplished our aim by building upon the strong relationships with our jurisdictional police partners and engaging the public in a positive way.

A significant initiative in 2011 was the adoption of the new 2011-2015 Transit Police Strategic Plan. This plan is providing direction to our policing organization as we evolve and strive to deliver high quality policing services in the coming years. Please go to our website (transitpolice.bc.ca) to see the Plan. Ongoing analysis and review of our Transit Police administration and operations are important and assist the Transit Police to provide an effective policing service. In 2011, an external operational review of the Transit Police was completed and the senior leadership team began implementing an organizational risk strategy. The Transit Police achievements

during the past year are attributable to our professional and knowledgeable police officers and civilian staff. This year the Transit Police continued to see a reduction in the rate of admissible complaints under the *Police Act*. Through delivery of mandatory and advanced training to staff in 2011, the Transit Police is better positioned to fulfill both the high standards and expectations of the public and our policing partners.

The Police Board wishes to recognize Superintendent Andy Hobbs/ Vancouver Police Department and interim Deputy Chief Officer Brian MacDonald for their guidance and hard work as interim Chief Officers while the Transit Police Board conducted its search for the new Transit Police Chief Officer. Sincere thanks are extended to the Transit Police staff for their incredible efforts to progress the organization and deliver quality transit policing services while experiencing leadership transitions. We have been building momentum and look forward to 2012.

We hope this Report is enlightening and informative, and serves to demonstrate our steadfast



CHIEF OFFICER
Neil Dubord

commitment to our policing purpose and Transit Police values, accountability and transparency, and the safely linking of transit communities. Special thanks to our many partners for their ongoing support of the Transit Police.

Sincerely,

*Police Board Chair Mark Reder
Chief Officer Neil Dubord*



New Chief Officer on Board



Chief Judge Thomas Crabtree of the British Columbia Provincial Court swore in the Chief Officer on February 1, 2012



Constables Smidt and Paddon, Sergeant Major Klassen, Chief Officer Dubord, and Constables Teixeira and Huber



Mark Reder (Police Board Chair), Chief Officer Dubord and Doug Kelsey (TransLink Chief Operating Officer)

Following an extensive search, the Police Board selected Neil Dubord (a Deputy Chief from Edmonton Police Department) as the new Chief Officer for the Transit Police.

Working with the community and building strong partners and relationships has been a common theme throughout Chief Officer Dubord’s 25 year policing career. He has led initiatives in neighbourhood empowerment, community action teams, multiservice integration and aboriginal awareness. He has distinguished himself in front-line policing, tactical and strategic development and as a leader, with numerous local and national awards and citations. Chief Officer Dubord is recognized nationally as an expert in Critical Incident Command. He is past president of the National Incident Command Working Group Association, teaches at the Canadian Police College and is published nationally on the topic of Incident Command and Tactical Operations. Among many academic achievements, Chief Officer Dubord has a doctorate degree from North Central University, and he graduated from the FBI National Academy and the FBI Law Enforcement Executive Development School.

Through the leadership of Chief Officer Dubord, the Transit Police will seize the opportunity to:

- align and expand its work with TransLink to maximize the partnership;
- further strengthen its relationships with jurisdictional police services built on the fundamental policing principles of public safety and community wellness; and
- stand out among other police services as a highly effective and efficient supplementary police service that complements the police service of jurisdiction and enhances our police partners’ capacity to meet the diverse and growing needs of their individual communities.

Planning for the Future

In 2011, the Transit Police launched its 2011-2015 Strategic Plan. The purpose of the Plan is threefold:

- outline a framework for the Transit Police for effective crime and disorder management and, in doing so, provide a safe transit environment;
- support TransLink’s enterprise-wide vision of making our region a better place to live built on transportation excellence; and
- supplement and complement the jurisdictional police services.

The three strategic directions that we have adopted of reducing crime and disorder, protecting TransLink assets and the transit environment, and providing better service to the transit community will provide focus and context in order that we can deliver to our purpose. See the Strategy Map beside for our strategic directions and key goals.



Constable Raj



Reducing Crime and Disorder



Sergeant Seaman conducting fare inspection



Constable Gent enhancing safety with children

The Transit Police service delivery complements the efforts of the jurisdictional police agencies throughout Metro Vancouver. Through close and collaborative work, we reduce crime and disorder on the transit system and in the surrounding communities. There is day-to-day patrol interaction and coordination amongst Transit Police officers and jurisdictional police, planned joint forces operations targeting specific shared problems, sharing of crime analysis, and periodic joint training exercises.

Liquor Interdiction Plan

In preparation for the 2011 annual Celebration of Light fireworks competition in Vancouver (which draws up to as many as 350,000 people each night), Police Chiefs in the Lower Mainland decided to create a multi-agency police plan to interdict liquor on public transit to mitigate the negative affect on public order at the event. While the vast majority of spectators are well behaved, there are a large number of individuals who use this event as an opportunity to illegally consume liquor to the point of intoxication, commit criminal acts and disrupt good public order. The Transit Police developed an extensive Liquor Interdiction Operational Plan on behalf of the partner agencies. The Plan was successful and an excellent example of coordinated policing that can be used for future large scale public events.

Grey Cup Preparation

In preparation for the 2011 Grey Cup and in support of the recommendations made in the Furlong/Keefe report following the 2011 Vancouver riot, the Transit Police worked diligently with jurisdictional police and other agencies on collaborative plans. With a Transit Police officer seconded to Vancouver Integrated Riot Review Team and senior Transit Police leaders working on the related recommendation implementation committees, the Transit Police was able to incorporate their learning into the Grey Cup planning. Through the joint resources and integrated policing approach, the Transit Police contributes towards protecting the public and transit system.

2011 By the Numbers

355 MILLION

Number of Transit Boarded Passengers

68,145

Provincial Violations

17,851

Number of Calls for Service to the Transit Police Communications Center

734

Number of Arrest Warrants Executed

21

Number of municipalities served by the Transit Police

14

Number of languages spoken within Transit Police

0.13

Rate of Police Act admissible complaints per police officer



Transit Police beat policing includes bike patrol deployment

Protecting TransLink’s Assets and Transit Environment

Counterfeit and Stolen Transit Passes

Two high profile investigations demonstrate the Transit Police efforts to reduce crime related to transit assets. In fall 2011, the Transit Police concluded a significant investigation involving counterfeit transit passes. Charges were laid in connection with an eight-month long counterfeit transit pass investigation. The counterfeit two-zone monthly passes (FareCards) were produced abroad and then sold at a slightly reduced price to unsuspecting transit users in Metro Vancouver through advertisements in multiple languages on social networking websites. In total, eight individuals were charged, of which two individuals have already been convicted and four individuals deported. There are court proceedings pending for one individual and there remains charges and outstanding warrants against two of the individuals from abroad. The Transit Police obtained assistance from the Canada Border Services Agency and Citizenship and Immigration Canada with the investigation.

In 2011, the Transit Police also concluded another investigation related to transit fare media. Theft and fraud charges were laid in connection with an investigation into stolen transit tickets. The TransLink FareSaver tickets, which are sold in packs of 10, were stolen from a Metro Vancouver shredding company where they had been scheduled to be destroyed in June 2010. Two individuals were each charged and convicted of one count of Theft over \$5,000 & Fraud over \$5,000.



Safety information provided to passengers



Constables Chapman and Biagioni patrolling the West Coast Express



Constable Biring assisting a passenger



Emergency/Event Map Viewer (E2MV)

Emergency Planning and Situational Awareness

Situational Awareness - As a cross regional Police Service, it is imperative that the Transit Police maintain situational awareness of emergent matters to ensure that it can meet its responsibilities to the jurisdictional police and the transit system. An initiative launched in 2011 was the **Emergency/Event Map Viewer (E2MV)** that allows the visualization of Transit Police and jurisdictional police incidents and dispatched resources on a web-based map viewer, providing operators and decision makers with near real-time geographic situational awareness across the Transit Police operating area. Further, by equipping Transit Police vehicles with GPS, it allows the Transit Police to monitor and review police vehicle activity for critical strategic, operational, tactical and officer safety purposes. Through E2MV the Transit Police has access to

current 911 calls (including all information relating to these calls), geo-referenced for police and ambulance in Lower Mainland BC. In the future, we hope to partner with Fire services.

Joint Exercises - The Transit Police participated in a number of multi-agency training exercises done in collaboration with the RCMP, Vancouver International Airport operations, TransLink rail operating companies, emergency service providers and other law enforcement agencies. These exercises benefit the Transit Police with testing of protocols, equipment, systems and staff readiness for a variety of serious incidents and emergencies.



Constable Alleman with "Bailey" (explosive detection police dog)



Joint emergency exercise



Crime Analyst

Providing Better Service to the Transit Community

Operational Review Implementation

In February 2011, Acting Chief Officer Andy Hobbs retained an external audit team to carry out a broad operational review of the Transit Police. Such a review was timely as six years had passed since the Transit Police rolled out as a Designated Policing Unit in British Columbia. The report described Transit Police as ‘thriving’ and having made several significant organizational changes. The report recognized that within a rapidly evolving organizational environment, the Transit Police has been able to achieve positive results. The report made a number of recommendations, which were subsequently prioritized for implementation. A Transit Police Recommendation Implementation Committee was established to consider the report recommendations.

Reducing Risk

The Transit Police follows a risk mitigation strategy and has established a risk matrix to address the identified risks, as prioritized. The 2011 achievements towards risk reduction include:

- Police Board approval of 10 new policies and amending of 11 policies - this included revising the use of force and firearms policies;
- completion of a physical asset inventory;
- launching of the new administrative records management system;

- completion of the annual police exhibit audit; and
- positive results from the external audit conducted on Transit Police records/files related to the Canadian Police Information Center (CPIC).

Police Headquarters Building under Construction

The new joint Transit Police and TransLink headquarters building will be located in the Sapperton neighbourhood of New Westminster, adjacent to the Sapperton SkyTrain Station. The purpose-built premises consolidate into one new integrated building both operational and executive facilities. The move in will take place spring 2013.

The Transit Police project group continues to focus upon ensuring that the facility provides the best possible functionality with priority given to operations and supporting those who provide front line services to the public. The Transit Police staff will occupy various levels of the eight storey building. TransLink will occupy much of the rest of the building as they move from their current offices in Burnaby. With closer proximity to TransLink, a stronger working partnership is envisioned, enabling us to better meet the expectations of transit riders and the general public.



Constables Glover and Shokker



Artist Rendering – Sapperton at Dusk
New Transit Police Headquarters above commercial space



International Association of Law Enforcement Planners Conference (IALEP)

The 2011 IALEP annual conference and training symposium took place in Vancouver from September 11th to 16th. The theme was Going For Gold: Excellence in Law Enforcement Planning. The conference was co-hosted by the Vancouver Police and the Transit Police and nearly 100 police planners attended the conference. The conference included a Transit Police field visit where delegates learned about the Transit Police mandate, experiences working within a cross-jurisdictional environment and integrated policing for major events. Feedback from delegates was excellent and the organizing team has received many congratulatory messages for a well planned and executed conference.



Minister of Justice and Attorney General Shirley Bond addressed IALEP delegates at the Opening Ceremonies



Valuing and Developing Our People

People Count

2011
AUTHORIZED STRENGTH:

234

167 Police Officers
67 Civilians

2011
ACTUAL STRENGTH:

224

164 Police Officers
60 Civilians

Note: Casuals not included in count



Constable Lohvinovska

Six new recruits and three experienced police officers were hired to become Transit Police officers in 2011. The new recruits commenced their training at the Justice Institute of BC Police Academy while the experienced police officers immediately joined patrol squads. These new members bring the kind of rich experience that exemplifies the pursuit of excellence and strong character.

The new hires fill vacancies within our authorized strength. With fiscal constraint remaining a priority, our total authorized strength (sworn and civilian) was only increased by one civilian position in 2011 compared to 2010.

Training

As the strength of a police organization is so dependent on its human resources, ongoing personnel development and training is vital. Training is important to keeping our police officers and civilian staff technically and operationally current. Completion of mandatory training, such as requalification in firearms and use of force, ensures compliance with Provincial policing standards and helps Transit Police officers

maintain the skills necessary to perform the technical aspects of their jobs. Advanced training is provided to Transit Police officers and key 2011 training initiatives include:

- professional standards and case law updates;
- crowd control training;
- surveillance training courses;
- anti-terrorism training;
- domestic violence training; and
- customer service delivery training.

The Transit Police maintains a robust mandatory and advanced training program which contributes to police officer safety, operational readiness, mitigating of organizational and police officer risk, and delivery of professional policing services.

Mentorship

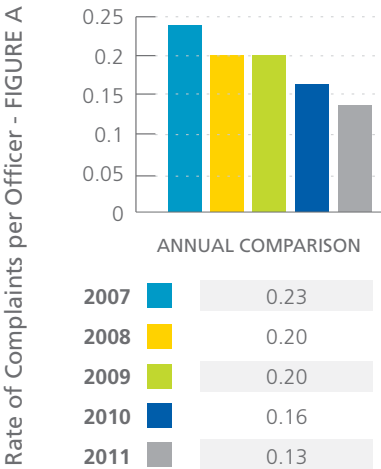
The Transit Police launched short-term mentorship assignments with specialized policing units (such as the Vancouver Police Sex Crimes Unit) for selected Transit Police officers. As primarily responders to sex crimes on the transit system, Transit Police officers will benefit from enhanced training and working within a Sex Crimes Unit. Upon completion of the mentorship, the officers

then provide in-house training to other Transit Police officers. Other mentorship assignments are being pursued for 2012.

The Transit Police continues to have longer-term secondment of some police officers to certain integrated policing units (e.g., Integrated Gang Task Force) where there is a value to the crime and disorder management strategy of the Transit Police.

Professionalism

In 2011, the trend continued with a decrease in the complaint rate per Transit Police officer. This decline is attributed to a number of factors: continued development of the Professional Standards Unit and its educational work with the officers; and orientation with recruits and new lateral hires on the nature of the complaint process and *Police Act* and conduct expectations.



Transit Police Constable Nakashima and Surrey RCMP Constable Forseth on patrol at Surrey Centre

Recognition for Our Work

The most rewarding validation for the everyday work our Transit Police officers do is the public's confidence — demonstrated by the level of ridership on the transit system that is safe and orderly. It is also encouraging to be formally recognized for our achievements and contributions.

Surrey Board of Trade Award

Transit Police Constable Trevor Nakashima and his partner Surrey RCMP Constable Thor Forseth were honoured at the Surrey Board of Trade 15th Annual Police Officer of the Year Awards. The Constables won the Arnold Silzer Community Policing Initiative Award for their roles in the Surrey City Centre Crime Reduction Project.

Launched in 2010 as a pilot project, the now permanent joint initiative involves Transit Police and Surrey RCMP and targets crime and disorder in the Surrey City Centre area. This close collaboration has meant the quick identification of chronic offenders, charges against those offenders and many “no-go” orders issued to prohibit known criminals from frequenting the areas around Surrey SkyTrain stations and bus loops.



Constable Chapman assisting a customer at a Ticket Vending Machine

Commitment for Life Award: What's Your Plan?

For a second year, the Transit Police and the British Columbia Rapid Transit Corporation won second in the category of Transportation of People at the North American Occupational Health & Safety (NAOSH) Week Awards. The Commitment for Life Award recognized the Transit Police for the Ride and Learn about Safety Program delivered May 2-8, 2011. The program encouraged passengers to make safety part of their daily commute. Transit Police officers were on hand at stations, provided information and answered questions on how to be safe on rapid transit and emergency prepared.



Transit Police officers and British Columbia Rapid Transit Company staff provide safety and emergency information during North American Occupational Safety and Health week



Transit Police Recruit Class 134 – Constables Broomfield, Smith, Hampton and Sutton



Statistical Information

Transit Police opened 84,509 files in 2011, a 73 per cent increase from 2010 (48,742). This number includes both Transit Police specific files and assist* files. The number of assist files to jurisdictional police and other partners is indicative of the “seamless policing” model and strong partnership between the Transit Police and jurisdictional police throughout the Lower Mainland.

The significant increase in the total files is largely due to the Transit Police focus on high visibility and beat policing initiatives and emphasis on fare compliance. There were 68,145 Provincial Statute files in 2011 (see Fig. 1) compared to 32,053 in 2010, a 113 per cent increase. This includes 67,632 tickets issued for violations under the *Transit Conduct and Safety Regulation*, *Liquor Control and Licensing Act* and *Safe Streets Act*.

Crime Against Persons

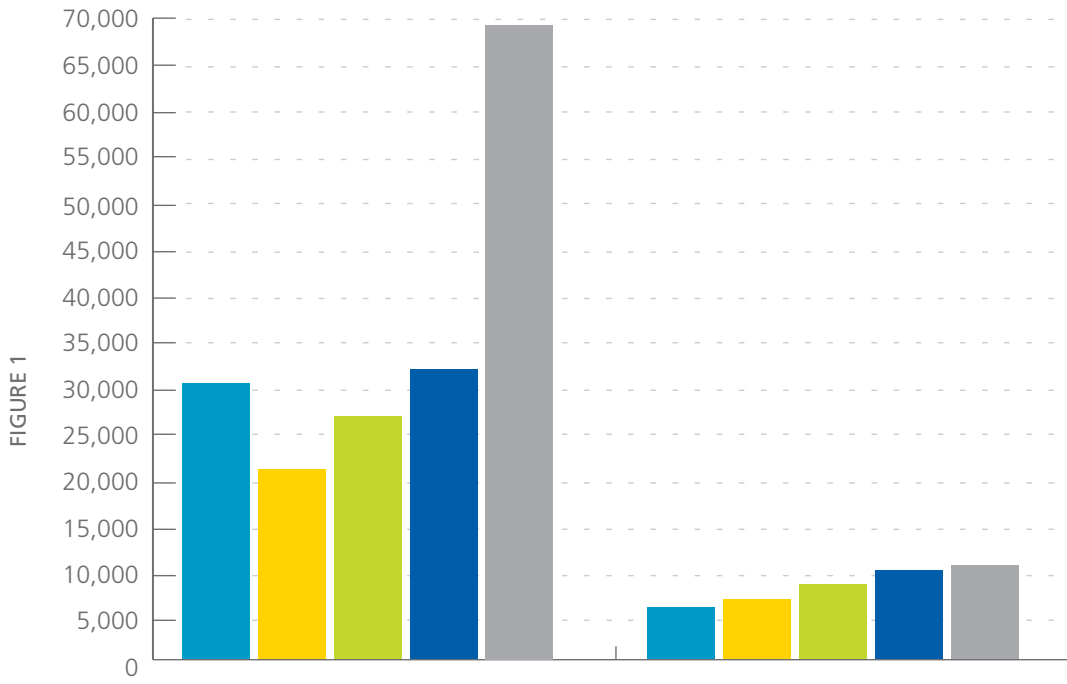
The total number of 2011 Transit Police files concerning Crime Against Persons is the same as 2010. This category includes assaults of various levels, criminal harassment, robbery, sexual assaults, uttering threat and voyeurism. However, when comparing the 2011 rate of incidents that occurred on transit property per 100,000 transit boarded passengers (excludes Transit Police assist files to jurisdictional police) to last year, there has been a 14 per cent decrease.

Property Crime

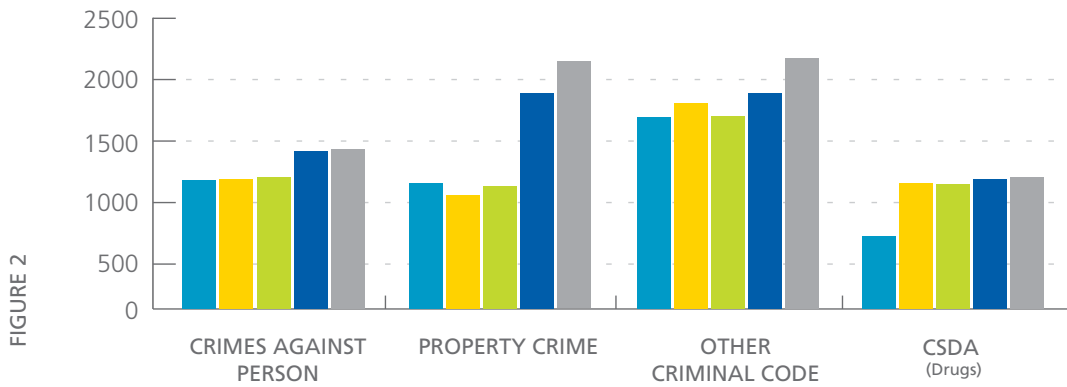
At first glance, it appears that there was a 21 per cent increase in 2011 property crime compared to 2010. However, this increase is largely a result of a records adjustment in categorizing Identity Fraud (assist files) which commenced mid-2010. When excluding assist files, the Transit Police property crime files actually decreased by 19 per cent in 2011 compared to 2010.

Other Criminal Code

The Other Criminal Code category of crimes (see Fig. 2) increased by 24 per cent in comparison to last year. Some of this increase can be attributed to the large number of Violation Tickets issued by the Transit Police in 2011. As a result, Breach of Bail violations increased by 36 per cent (216 in 2011 compared to 159 in 2010) and Obstruction Police Officer charges increased by 78 per cent (528 in 2011 compared to 296 in 2010). These crime categories are positively correlated with the numbers of Violation Tickets issued.



2007	31,614	7,301
2008	23,150	7,544
2009	27,179	9,423
2010	32,053	10,293
2011	68,145	10,617



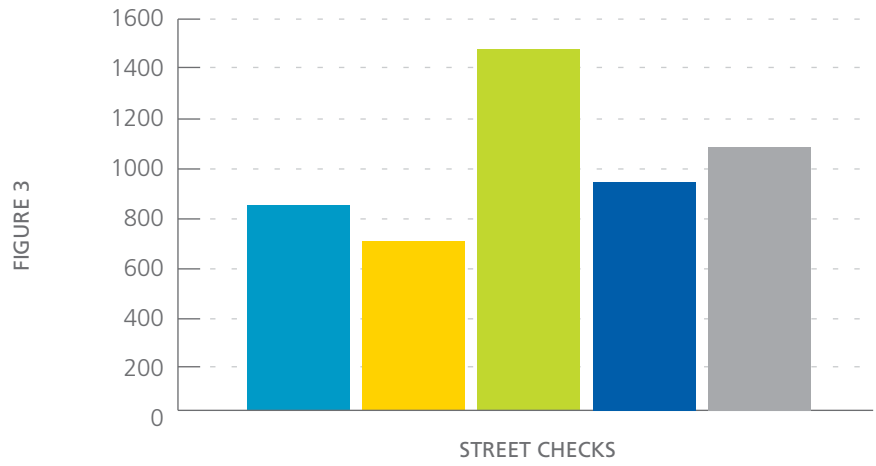
2007	1102	1072	1636	619
2008	1105	973	1756	1072
2009	1128	1051	1643	1064
2010	1405	1840	1840	1110
2011	1409	2250	2293	1177

*An “assist” occurs when the Transit Police provide some form of assistance to another police agency with a crime or incident investigation related to the transit system or an emergency situation. This may include assisting jurisdictional police by facilitating access to transit operating companies’ video recordings for police investigative purposes.

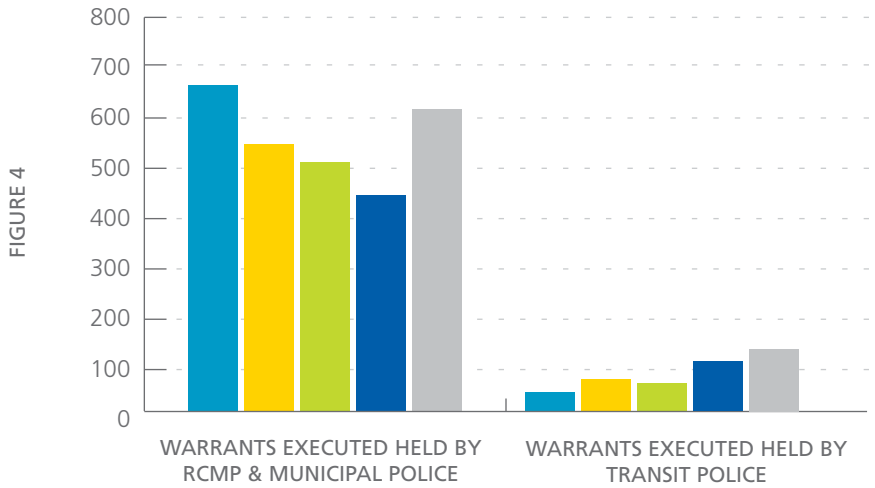
Warrants and Street Checks

In addition to the execution of 121 Transit Police issued warrants in 2011, the Transit Police also executed 613 municipal police or RCMP issued warrants (35 per cent increase). There was a 21 per cent increase in street checks conducted by the Transit Police when comparing 2011 to 2010. Conducting of street checks is important to the tracking of prolific offenders on and around

the transit system, both as it relates to violent crime and property crime. Such checks can also provide valuable intelligence to assist with an investigation or future joint operation. (Fig. 3 & 4)



2007	824
2008	748
2009	1482
2010	959
2011	1160

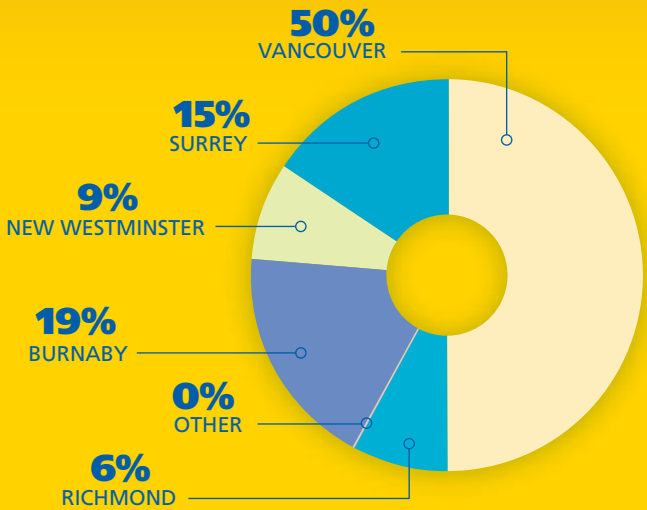


2007	669	43
2008	557	80
2009	509	72
2010	454	114
2011	613	121

Other Indicators

MUNICIPALITY	TOTAL INCIDENTS	SKYTRAIN & CANADA LINE STATIONS	RATIO
Burnaby	15,646	11	22% of stations / 19% of incidents
New Westminster	8,028	5	10% of stations / 9% on incidents
Richmond	5,252	7	15% of stations / 6% of incidents
Surrey	12,659	4	8% of stations / 15% of incidents
Vancouver	42,589	22	45% of stations / 50% of incidents
Other	335	0	0% of stations / 0% of incidents
TOTAL	84,509	49	100%

Note: Files generated with the location of Transit Police Headquarters (307 Columbia Street, New Westminster) are NOT included in the New Westminster incident statistics.



Note: These statistics do not reflect an accurate measure of activity for a given jurisdiction. These are Transit Police statistics only and they do not include statistics for the activities of jurisdictional police agencies. These statistics should not be solely relied upon when attempting to accurately portray crime rates.



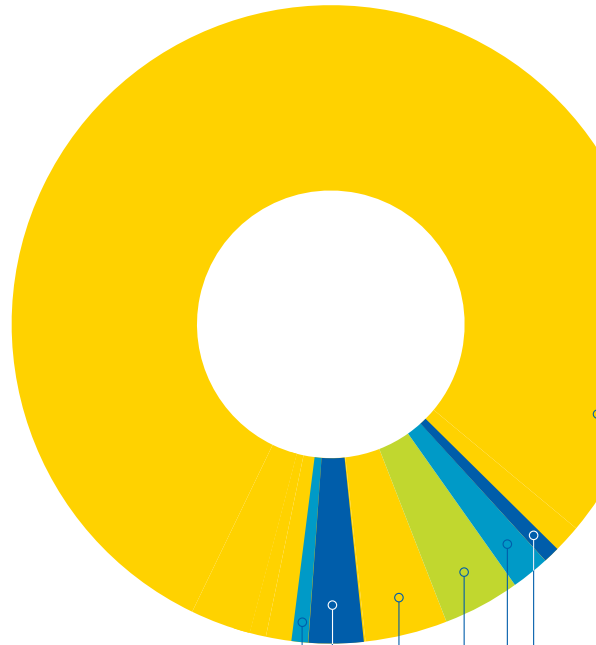
Finances

The Transit Police had an approved 2011 base budget of \$28.68 Million. Actual operating expenses for 2011 totaled \$27.11 Million. The \$1.57 Million in savings is due to vacancies as well as savings in training, materials and administration. See the following chart for the financial expenditures by category.

In 2011, a number of actions were taken to further enhance Transit Police stewardship of public funds and support the Frontline First approach. Some examples are:

- new fuel vendors for the fleet to lower the operating cost;
- renegotiated cell phone contract to reduce the monthly cost;
- revised Business Case form and expenditure approval process to enhance financial decision making and financial controls; and
- overtime restrictions implemented to reduce salary cost.

Continued implementation of the Strategic Plan in 2012 will support full staffing in 2012 while ensuring efficient and effective use of funds.



- 1% TRAINING/EDUCATION
- 3% ADMINISTRATION
- 5% FACILITIES
- 4% ECOMM/PRIME
- 2% VEHICLES
- 1% UNIFORM/EQUIPMENT
- 84% PERSONNEL

Our Police Board

The Transit Police is governed by a provincially appointed Police Board. The Police Board’s mandate and authority is set out by legislation and its responsibilities include:

- appointing of designated constables to the Transit Police;
- establishing goals and priorities;
- establishing rules respecting: the standards, guidelines and policies for the administration of the Transit Police; the prevention of neglect and abuse by Transit Police officers; and the efficient discharge of duties and functions by the police service and its officers;
- ensuring that the Transit Police is carrying out its responsibilities in accordance with the *Police Act*, regulations and Minister’s orders; and
- acting as the Discipline Authority for complaints concerning the Chief Officer and the Deputy Chief Officers.

The 2011-2012 Police Board is composed of eight members. The Transit Police extend their sincere thanks to Peter W. Webster (former Chair), Peter German/RCMP and Bill Brown, who completed their Police Board terms in June 2011. Their tremendous support and guidance to the Transit Police is appreciated.

For more information on the Police Board, please visit www.transitpolice.bc.ca



2011-2012 Transit Police Board
Front Row: Dale Parker, Mark Reder (Chair), Virginia Hasselfield;
Back Row: Patricia Gallevan, Norm Lipinski/RCMP, Baj Puri, Doug LePard/VPD and Sarah Levine





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