



Transit Police

2012 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 (IPART)

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.

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

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

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.

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Letter from the Police Board Chair and Chief Officer



POLICE BOARD CHAIR
Mark Reder

The mandate of the Transit Police, delivered through the philosophy of community policing, is commonly referred to as the 3-P's:

- The Protection of People
- The Protection of Property and
- The Protection of Revenue

The community police model employed by the Transit Police embraces an approach where emphasis is given to achieving more than just crime control. Non-traditional policing issues such as fear of crime, quality of life, disorder and improved customer service are an important part of the service delivery. Lack of order, if left unchecked, can result in patron discomfort and as a stimulus for more serious crime that fuels the negative perception of safety. The Transit Police are an effective and flexible police service dedicated to enhancing the perception of safety, reducing crime and disorder and ensuring high levels of police presence on a transportation network that dissects 22 different jurisdictions.

This Report to the Community highlights the progress and achievements of Transit Police during 2012. With the assistance of the

Operational Review, the Provincial Audit and the Commissioner's Review, the Transit Police have identified and implemented efficiency strategies to provide a safe environment for transit employees, transit riders and the general public.

In 2012 we started our work in developing an approach to protect those who may be vulnerable on our system, such as youth, seniors, women and persons with disability. We made an organizational commitment to reduce workplace violence, including bus operator assaults. Monthly Command Accountability Reviews and weekly Tactical Management Team meetings increased the accountability of our officers, ensuring we were identifying and resolving problems before they became trends. In presenting this annual report to you, we wish to commend all the members of the Transit Police who have worked diligently to advance change within the organization. It is the intention of every change to try and find a better way to deliver on Transit Police's first obligation, that being improved public safety. 2012 was a year of transition and in 2013 this work will continue as we set our sights on new ways to



CHIEF OFFICER
Neil Dubord

do business and build partnerships with the community, jurisdictional police departments and other areas of the TransLink enterprise.

Sincerely,

*Police Board Chair Mark Reder
Chief Officer Neil Dubord*



The Transit Police



Constables Goodmurphy and Doyon

We police in a rapidly changing environment that requires enormous flexibility and innovative leadership, from all levels of our organization. We anticipate and expect change in what we do and how we do it. Our commitment to continuous improvement will be evident as we set the conditions for the “new normal” within the Transit Police.

Our Role

As provincially appointed police officers, with all of the associated powers and responsibilities, we are measured in where and how we use our powers. Our role is crucial to the safety of the transit system, the staff who work on it and the public who use it. We are supplemental, not subordinate, to our jurisdictional policing partners and will take action when asked to respond to a call, witness an offence or see someone in need of assistance. Transit Police offer a unique understanding and expertise that adds value to our partners. These relationships are essential to the situational awareness that will allow us to react and deploy to local and regional events.

Our Community

Our transit community is comprised of a broad stakeholder group - it includes the travelling customers and the employees of TransLink and its Operating Companies and agents. Within these groups are other communities of interest and we are always mindful of the need to treat all of our community fairly and appropriately as we carry out our duty.

Our Focus

We will protect the transit community by protecting people, property and revenue.

- **Protecting people**
We hold ourselves responsible and are accountable to the transit community. We strategize on how to protect those who may be vulnerable on our system such as youth, seniors and persons with disability, in an effort to reduce victimization and increase the feeling of safety for all of our customers
- **Protecting property**
TransLink is a resource and infrastructure reliant enterprise. Transit Police do our part to ensure these resources receive the appropriate police protection and measure our success by tracking the reduction of property related crime and the completion of disaster and business continuity planning.
- **Protecting revenue**
Revenue protection goes beyond fare evasion. Although fare enforcement is the most publicly seen activity and is important in the efficient operation of our system, protecting revenue also includes the reduction of fraud and theft. Our efforts in addressing fare evasion have also proved to reduce crime and disorder on the system. Reducing crime and disorder enhances the feeling of safety and supports increased ridership and customer satisfaction.

Strategic Efficiencies

2012 was another year of major accomplishments/goals established for and reached by the Transit Police.

Key Initiatives, Accomplishments and Events of the Year

- **Bill 51 (fare collection bylaw change) and the changes associated with it**
This new legislation had a significant impact on how we carry out our work.
- **Explosive device on SkyTrain tracks**
- **Leading edge policing**
Tactical Management Team meetings
Monthly Command Accountability Reports
- **International Association of Law Enforcement Planners**
Planner of the Year Awards
- **Continuous participation and support of the Odd Squad**
It is their vision to design programs that honour and motivate youth, encourage them to set positive goals, lay their own path and stay on track by keeping drug-free for a long and healthy life. They educate the public about the devastating effects that high-risk behaviour has on members of the community.
- **Riot review/liquor interdiction**
Our role in liquor interdiction has become the bedrock of all Metro Vancouver special event plans.



Radio room staff



Constables providing assistance to a customer at Scott Road SkyTrain Station.



Protection of People...

Of the 3-P's, Protection of people – our customers and staff, is our main priority. There are many stories that could be shared, so we've chosen to highlight a few that not only protected people, but went to the extreme and even saved their lives:

Life-saving Work

Cst Steve Newton was working the Canada Line one afternoon when a young man on board the train collapsed. Cst Newton, recognizing the customer was in cardiac arrest, began Cardio-Pulmonary Resuscitation (CPR). Newton continued the life-saving CPR for eight minutes, until the Richmond Fire and Rescue Service arrived. Eventually the man regained a pulse, was transported to hospital and is alive and well.

Because of his quick assessment and quick response, Cst Newton is the recipient of the Deputy Chief Officer's Commendation and the St. Johns Ambulance Life-saving Award.

Suicide Intervention

- **While travelling over the Pattullo Bridge one evening**, Sgt Young observed a woman hanging onto one of the bridge light standards – on the wrong side of the pedestrian railing. Young recognized the window of opportunity, and when she didn't notice him, he was able to approach and pull her back over the railing, apprehending her under the Mental Health Act, for her safety.

Several weeks later, Young, travelling over the same bridge noticed the same woman at the same pole. This time, partly due to their previously established relationship, Sgt Young was able to talk to the woman, have her climb back onto the bridge deck and accompany him to the hospital.

- **Switching from fare checking to life-saving** was instant for two officers, conducting a routine fare check, when they were told by a customer that she didn't need a ticket because she was going to jump into the tracks and kill herself.

The officers took her to the hospital for psychiatric evaluation and on the way learned that she had recently lost her job and was in the process of losing her home.

Charging Sexual Offenders

A young man, who touched another bus passenger inappropriately and then disappeared in a crowd of people at a bus loop, was arrested when the victim observed him on another bus. The victim called Transit Police who launched an investigation which lead to the charge of Sexual Assault for a 17 year-old man.

Arresting Offenders in Possession of Drugs, Guns and Ammunition

Two men were taken into custody following a traffic incident. Drugs, cash, cell phones and a handgun, with ammunition, were seized from an uninsured vehicle. The men were also in possession of keys to a second car, parked close by, which contained a replica gun.

Crime Reduction Unit

The Crime Reduction Unit arrested the two men responsible for the robbery of a woman as she entered the elevator at Metrotown Station. Because the victim uses a wheelchair, the robbery received a lot of media attention, which resulted in the purchase of a new iPad for her, by a Good Samaritan.



Chief Dubord at Scott Road SkyTrain Station Park and Ride



Example of SkyTrain seat slashed by cleaner

Protection of Property...

Parking Lot Awareness & Responsibility Campaign

After multiple tire slashings, ICBC, Impark, Crime Stoppers, City of Surrey Crime Prevention Society, Transit Security and TravelSmart joined us for a "Parking Lot Awareness & Responsibility Campaign" at Scott Road SkyTrain Station Park and Ride.

Chief Dubord and Mayor Watts spoke at the event. Surrey Crime Prevention demonstrated to customers and media, how to make a vehicle less attractive to thieves. Community volunteers placed audit notes on cars, advising the owners how to be less of a target.

Home Depot, Tim Horton's, Impark and TransLink supplied prizes for people who visited the City of Surrey website and completed a short survey about parking lot awareness.

Arresting SkyTrain Seat Slasher

Following reports from SkyTrain and subsequent investigation, a cleaner who did tens of thousands of dollars worth of damage, by slashing approximately 500 SkyTrain seats, was arrested and charged.

Stolen Bag Returned

Transit Police were able to return a stolen bag and arrest a suspect for theft after he contacted the property owner.

A customer travelling with two bags left one on the platform of a SkyTrain station. When he returned to the platform, after retrieving the second one, the first bag was gone. A short time later he was called and asked for a reward for the return of his bag.

Working with the Transit Police, the suspect was tracked to a prearranged location and arrested.

'Device Advice' Campaign

With an increased number of new electronic devices anticipated on the transit system, after the Christmas holidays, Transit Police launched a 'Device Advice' campaign in mid-December. Targeting customers using phones and tablets, the messaging was simple and delivered on pocket-sized cards and via Twitter:

- be aware of persons around you
- keep your bags/backpacks, etc. fastened and devices out of sight
- do not lend your phone or device to strangers

Rioter Arrest

In May, a fare check at Stadium-Chinatown Station resulted in the arrest of a suspect in the Stanley Cup Riot investigation. The man was arrested for being in a "no go" area which was a condition imposed upon his release on a Mischief charge for allegedly breaking or damaging signs during the riot.



Arthur J. Barnett Planner of the Year Award

The Arthur J. Barnett Planner of the Year Award is a highly regarded achievement within the planning aspect of the law enforcement profession. The International Association of Law Enforcement Planners (IALEP) awards committee presented Transit Police's Beth Nielsen, Senior Policy and Planning Advisor, and Lance Talbott, Manager Strategic Services, with the Arthur J. Barnett Planner of the Year Award in recognition of their strong qualifications as they related to the Transit Police Strategic Plan. Transit Police received the IALEP Project of the Year Award for the quality and comprehensiveness of our Strategic Plan. Ms. Nielsen and Mr. Talbott accepted the award on our behalf. The award recognizes IALEP members and/or agencies for projects of significance to the law enforcement planning community.



Beth Nielsen and Lance Talbott accepting the Arthur J. Barnett Planner of the Year Award

Protection of Revenue

Counterfeit Transit Passes

An intensive and protracted investigation into the production and trafficking of counterfeit transit passes led to the arrest of two men.

After Transit Police and Coast Mountain Bus Company’s Transit Security Team noticed counterfeit Ministry of Social Services and Housing passes on the transit system, the Crime Reduction Unit launched a coordinated investigation.

Suspects were identified in both the production and selling of counterfeit passes. Predominantly sold in the downtown eastside of Vancouver, their values were estimated to be in excess of \$200,000.

Computers, laminators, printers and several dozen counterfeit Ministry passes, ready for sale, were also seized.

Park and Ride Thief

It’s not always about our revenue, but the property and revenue of our customers and business associates.

In September, plainclothes Transit Police officers arrested a man, with a knife, after watching him remove money from Park and Ride parking meters. The man had been arrested two months before, for the same offence and was released on conditions including not to be found in parking lots.

As well as defrauding our customers using Park and Ride, the companies who run the lots incur costs when equipment is damaged.

U-Pass Fraud

A woman was charged with two counts of Fraud following an investigation by the Crime Reduction Unit.

The former UBC student purchased U-Passes from four post secondary schools and resold them, for a substantial profit, on Craigslist.

Statistical Information

People Crime

The total number of 2012 Transit Police files concerning people (Crime Against Persons) was 1,659. When comparing the 2012 rate of incidents that occurred on transit property per 100,000 transit passengers (excluding Transit Police assist files to jurisdictional police) to 2011, there has been a marginal decrease. Crime Against Persons includes assaults of various levels, criminal harassment, robbery, sexual assaults, uttering threat and voyeurism.

Property Crime

Excluding files where we assisted jurisdictional police, the Transit Police property crime files decreased marginally when compared to 2011. Property Crimes include damage, mischief, break and enter and other damage.

Revenue Crime

The protection of revenue includes both internal and external investigations, operations and projects into fraud and illegal sales of transit fare media. This work is in addition to fare inspection and fare compliance initiatives.

| CRIME CATEGORY | Offences* |
|--|-----------|
| Crimes Against the Person | 1659 |
| Crime Against Property | 2251 |
| Other Criminal Code Violations | 2012 |
| Controlled Drugs & Substances Act | 1057 |
| Other Federal Statute Violations | 86 |
| Provincial Statute Violations | 2309 |
| Traffic Violations | 38 |
| Street Checks | 1892 |
| Tickets (Prov. Violation & By Law Infractions) | 51180 |
| Warrants+ | 620 |
| Breach | 883 |

*Each number represents a crime/violation/activity, however, one event may account for multiple crimes/ violations/activities. Transit Police created 18,255 General Occurrence files in 2012.
#Street Checks are important to tracking prolific offenders on and around the transit system, both as it relates to violent crime and property crime.
+All warrants executed by Transit Police regardless of originating Law Enforcement Agency.
More statistical information is available in the Transit Police Five-Year Trend Report, available at translink.ca.

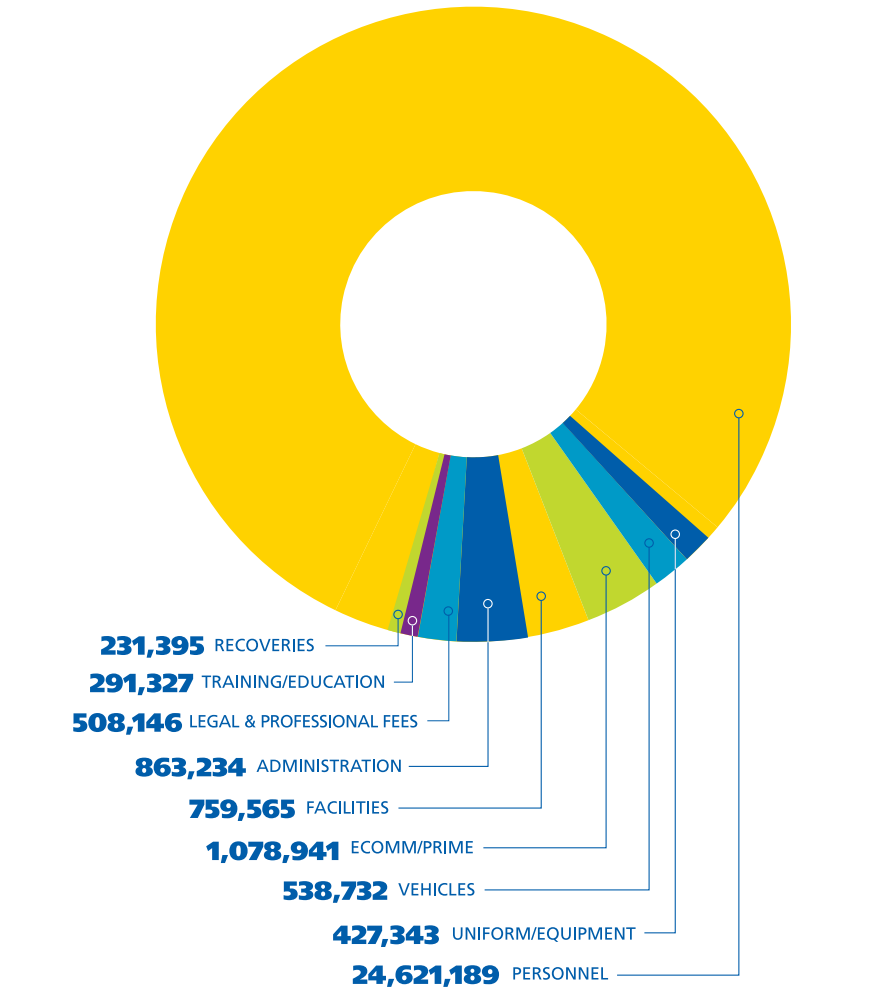
Finance

| AUTHORIZED HEADCOUNT | 2012 | 2011 | %Change |
|----------------------|------|------|---------|
| Sworn Members | 167 | 167 | 0.0% |
| Civilian Staff | 66 | 67 | -1.5% |
| Total | 233 | 234 | -0.4% |

| STAFFING COSTS | 2012 | 2011 | %Change |
|----------------------------------|------------|------------|---------|
| Salaries & Benefits ¹ | 23,902,519 | 23,327,529 | 2.5% |
| Uniform/Equipment ² | 427,343 | 367,397 | 16.3% |
| Training/Education | 291,327 | 211,305 | 37.9% |
| Total Staffing | 24,621,189 | 23,906,231 | 3.0% |

| OPERATING COSTS | 2012 | 2011 | %Change |
|--|------------|------------|---------|
| Vehicles | 538,732 | 513,983 | 4.8% |
| ECOMM/PRIME | 1,078,941 | 1,088,530 | -0.9% |
| Facilities | 759,565 | 906,566 | -16.2% |
| Administration ³ | 863,234 | 513,569 | 68.1% |
| Legal & Professional Fees ⁴ | 508,146 | 422,530 | 20.3% |
| Total Operating | 3,748,618 | 3,445,127 | 8.8% |
| Recoveries | (231,395) | (239,769) | -3.5% |
| Net Expenditures | 28,138,412 | 27,111,589 | 3.8% |

1. Includes secondment costs of the 2 DCO's (\$296,250 in 2012 and \$370,548 in 2011)
2. Variance due to purchase of respirators
3. Variance due to IT and general office expenditures; costs for Mobile Data Terminals
4. Variance due to media consultant and costs for TSML and Bill 51



Constables Goodmurphy and Doyon



Planning for the Future

The community police model deployed by the Transit Police embraces a comprehensive perspective where emphasis is given to achieving more than just crime control. Non-traditional policing issues such as fear of crime, quality of life, disorder and improved customer service are an important part of the service delivery model. The Transit Police community police service delivery model includes aspects of conventional law enforcement, as well as prevention, problem-solving, engagement and partnerships with the community and local police. Transit Police broaden the nature and number of police functions compared to traditional policing.

The community police model used by the Transit Police shifts the focus from traditional policing by placing equal emphasis on crime control, order maintenance and service. The test of efficiency and effectiveness of the Transit Police community model is the absence of crime and disorder, and not the visible evidence of police action in dealing with them.

The Transit 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 2012-2013 Police Board is composed of eight members. The Transit Police extend their sincere thanks to Baj Puri, who completed his term in 2012.

For more information on the Police Board, please visit translink.ca.



Front Row: Dale Parker, Mark Reder (Chair), Virginia Hasselfield;
Back Row: Patricia Gullivan, Norm Lipinski/RCMP, Baj Puri, Doug LaPard/VPD and Sarah Levine



This report is available at translink.ca

Kudos through Social Media and Emails received



Random Tweets:

- I have been asked 3 times for proof of fare in the past 24hrs! Validates my \$200/month pass! Woohoo! WAY2GO @transitpolice :) nice 2 c u!
- Daughter and I are out of towners bought day passes (under \$20) Rode your lines met many officers. Nice/ polite Thks.
- Excellent work on the Tweet-along last night. Great to see the police on social media.



Email, calls and comments:

- I am writing in regards to (Chief) Neil Dubord, an officer who was on duty after the fireworks on August 1st. As I was getting on the train, a couple of *very* drunk men decided to do the same. Neil Dubord jumped on after them and kept the drunk guys from causing a scene by chatting with them and keeping them from hurting themselves (mostly by helping them not fall over, which didn’t seem to be an easy task). During the whole trip, Dubord kept a professional, calm, polite and pleasant demeanor and it clearly defused the entire situation - especially when he helped those guys keep track of their stop.
- Transit Police received a thank you call from a customer. She was very appreciate of Csts Hurst and Hervias because on Aug. 23 it was her intention to commit suicide at King George Station. Hurst and Hervias were very compassionate and took the time to talk to her and eventually ended up taking her to hospital. She is very appreciative and is doing well.
- In speaking to my driver Tim, who was more than impressed that (Chief) Neil Dubord has taken the time to ride the bus and meet the staff.



Transit Police

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