



TRANSIT POLICE

2013 Report to the Community

Safely Linking Communities





Who we are

Crossing 22 municipal boundaries and one First Nation territory, Transit Police is a multi-jurisdictional policing agency dedicated to the provision of policing to the transit system in Metro Vancouver.

The 167 sworn officers form one of the largest beat patrol teams in British Columbia. Transit Police work in close partnership with all of the region's jurisdictional policing partners. Our police officers have the same authority as other police officers in British Columbia including the enforcement of the laws relating to criminal code offences, Provincial acts and apprehension of individuals wanted on outstanding warrants.

What we do

The primary role of Transit Police is to preserve the peace and serve the safety and security needs of transit passengers, transit employees and the general public. We strive to protect those who may be vulnerable on the system such as youth, seniors, women and persons with physical or mental disability, in an effort to reduce victimization and make all transit customers feel safe.

Transit Police deliver services to four modes of transportation including:

- Bus – with more than 200 routes and 1,400 buses at peak times
- SkyTrain and Canada Line
- SeaBus
- West Coast Express

TRANSIT POLICE IS COMMITTED TO VIGOROUSLY AND EFFECTIVELY INVESTIGATING CRIME AND DISORDER AND PROVIDING A POLICE SERVICE THAT IS RELIABLE, PROFESSIONAL AND CONTRIBUTES TO THE WELL-BEING OF THE TRANSIT COMMUNITY.

Letter from Chief Officer and Police Board Chair

The Metro Vancouver transit community consists of a diverse population of more than one million people on the move each day. The safety, security and comfort of the transit community, and the protection of the system that they rely on, is the responsibility of Transit Police working in collaboration with our TransLink Enterprise partners and jurisdictional police who are committed to public safety.

During 2013, we analyzed our business to clearly understand the needs of the public and the resources necessary to maintain a high standard of safety, security and customer service. Meeting the expectations of the transit community, the TransLink Enterprise and our many partners in a regional transportation system that encompasses 1,800 square kilometers is an enormous task. With a focus on strategy and good management, and by developing trusting relationships, Transit Police delivered customer service through improved engagement, accessibility and accountability. Transit Police is committed to vigorously and effectively investigating crime and disorder and providing a police service that is reliable, professional and contributes to the well-being of the transit community. Independent surveys have shown that transit users' perceptions of safety are at an all time high. Concerns about crime and disorder persist nonetheless, which means there is more work to be done.

In support of our goals in 2013, Transit Police has developed an intelligence-led deployment process that helps to predict the most likely locations and times of criminal or disorderly behaviour. Using this information we are able to optimize officer deployment. Additionally, we worked closely with stakeholders to implement the *See Something, Say Something* campaign, with the initial focus on the incidence of unreported sexual offending on the transit system. This initiative received broad support and increased community confidence in riding transit.

The move to our new headquarters at Sapperton in New Westminster was successfully completed. Our thanks to all staff that planned diligently to ensure that police service delivery in 2013 was not impacted throughout the process. We continue to realize efficiencies by having many key functions of the TransLink Enterprise in one place.

We have listened to the transit community and used their input in the formulation of our 2014 priorities. These priorities reflect key issues tied to the safety, security and comfort of the public on the transit system. Transit Police is proud to have increased accessibility to our service by inviting customers and transit employees to directly text us at 87-77-77. Our new OnDuty Mobile App will also enhance accountability and engagement. Please visit our transitpolice.ca to download it.

We are proud of our accomplishments in 2013 and look forward to 2014 and reporting back next year on how we worked with all stakeholders to promote safety, crime prevention and public confidence in our regional transportation system.

Sincerely,



Neil Dubord
CHIEF OFFICER



Mark Reder
POLICE BOARD CHAIR



OUR FOCUS

Transit Police is committed to promoting safety and reducing crime on transit by protecting people, property and revenue.

Protecting People

Transit Police strategize on how to protect those who may be vulnerable on the system in an effort to reduce victimization and increase safety for customers and staff.

Taking the Lead on Serious Crime

In March 2013, Transit Police arrested two teenage girls after they went on a stabbing-spree along the SkyTrain line. Reports first came in after the girls, who were previously known to police, stabbed a woman at Gateway Station in Surrey. The pair then rode the train to Columbia Station in New Westminister where they assaulted another woman multiple times. They continued through the city of Burnaby to Joyce-Collingwood Station in Vancouver where they followed a man and later attempted to stab him. Transit Police officers were able to track the girls and intercept them at Joyce-Collingwood Station in Vancouver, where they were taken into custody.

Kidnapped Infant Reunited with Mother

In July 2013, Transit Police received reports of a woman who was alleged to have kidnapped an infant from an address close to the King George Station in Surrey. When Transit Police officers arrived, they located and arrested a woman after she was found hiding with a four-month old baby that belonged to another woman. The unharmed baby was re-united with his mother. The woman was charged with Forcible Confinement and Abduction.

Weapons Trafficking at SkyTrain Station Thwarted

In July 2013, after an anonymous tip, an investigation was launched into the sale of brass knuckles on Craigslist.com. The person reporting the crime, claimed that someone was trying to sell the brass knuckles on SkyTrain. Plain clothes officers set up a meeting at King George Station in Surrey and conducted a purchase of two brass knuckles. Brass knuckles are a prohibited weapon in Canada and it is a criminal code offence to be in possession of them. A man was arrested for Possession for the Purpose of Weapons Trafficking and Possession of a Weapon for a Dangerous Purpose.

Sexual Exploitation Uncovered

In September 2013, Transit Police attended a routine call of a disturbance at New Westminister Station. While speaking to the group involved, the officers discovered that one of the men had been sexually exploiting a 15 year-old girl. After months of intense investigation, which involved the Transit Police Crime Reduction Unit working in partnership with the New Westminister Police Department, the man was charged with multiple sex-related offences.



Staff Sergeant Awarded with Chief Officer's Award of Valour

In September 2013, while on the way home from work, Staff Sergeant Kyle noticed a man at Braid Station in New Westminster in a crouched position on the platform. Concluding that he was planning to jump in front of the approaching train, the officer and another passenger pulled the man to safety. These actions were even more impressive considering the officer's arm was in a sling because of a broken shoulder.

Suicide Intervention

In October 2013, while driving on the Stanley Park causeway in Vancouver, a Transit Police officer noticed a man who appeared to be unsteady on his feet. The officer stopped to speak with him and quickly determined that the man was emotionally distressed and potentially suicidal. When the officer attempted to detain the man, he ran towards the bridge but was apprehended and taken to the hospital to get help. Investigation revealed that the man was reported as missing and was listed as "a high risk for suicide."

WE ACTIVELY WORK TO REDUCE CRIME AND DISORDER BY IDENTIFYING HOT SPOT LOCATIONS. TRANSIT POLICE IS PROUD TO WORK IN PARTNERSHIP WITH JURISDICTIONAL POLICE, TRANSLINK AND OTHER TRANSIT COMMUNITY PARTNERS.

Protecting Property

Transit Police work to ensure that both the property of those using the system and TransLink resources receive appropriate police protection. We actively work to reduce crime and disorder by identifying hot spot locations. We are proud to work in partnership with jurisdictional police, TransLink and other transit community partners.

Repeat Graffiti Tagger Caught and Charged

In January 2013, an investigation was launched after multiple graffiti tags, bearing the same name, were located across the transit system. A tip from a SkyTrain employee helped investigators to identify a young girl as a suspect. Following a thorough investigation, the girl was charged with 14 counts of Mischief in relation to 14 separate incidents involving defacing of SkyTrain property.

ATM Tampering Suspect Arrested

In January 2013, Transit Police received reports that someone was tampering with an ATM at New Westminster Station. On numerous occasions, SkyTrain Attendants had been approached by passengers claiming that the ATM was not dispensing cash. Upon investigation, it was discovered that someone was tampering with the cash dispenser. After an extensive investigation and review of video footage, the suspect was identified. Surveillance was set up at the station and ultimately, the suspect was arrested and charged with two counts of Mischief.

Australian Tourist Charged and Deported

In July 2013, Transit Police officers were patrolling the SkyTrain Maintenance Yard in Burnaby following recent break-ins involving graffiti tagging of trains. Shortly after midnight, officers saw two men near the perimeter fence. As they approached, the two men fled on foot in different directions, leaving behind various tools, clothing, and spray paint cans.

Later, Transit Police officers, checking a nearby SkyTrain station, had suspicions when noting a man quickly entering a taxi. The taxi was stopped by the officers and one of the suspects was located and arrested. The man, a tourist from Australia, was charged and convicted with Possession of Break and Enter tools, and deported. The second man was not located.

Graffiti is a worldwide subculture that spans continents and brings graffiti taggers together for one common cause, to leave their mark. Graffiti tourists travel the world tagging transit systems and other public places, then posting photos of their damage on the internet.

Protecting Revenue

Revenue protection goes well beyond fare evasion. Although fare enforcement is the most publicly seen activity and is important in the efficient operation of the transit system, protecting revenue also includes the reduction of fraud and theft. Our efforts in addressing fare evasion have also resulted in the reduction of crime and disorder on the system. Reducing crime and disorder enhances the feeling of safety and has the potential to contribute to increased ridership on transit.

Facebook Fraudster Charged

In March 2013, Transit Police received reports about a man advertising on Facebook claiming that he could make a fraudulent transit pass with a “buyer’s” name on it for \$100. As part of the investigation, plain clothes officers purchased a fraudulent pass from the man who was interviewed by investigators and admitted to manufacturing numerous fraudulent transit passes. He was arrested and charged with Fraud.

Thief and Transit Fare Fraudster Arrested

In November 2013, Transit Police launched an investigation into the theft of over \$19,000 worth of transit fares, phone cards, lotto tickets, tobacco and cash. The investigation revealed that a man had entered a mall in downtown Vancouver after taking the SkyTrain to Burrard Station. He then walked into a store and walked out with a box full of items, including \$10,000 worth of TransLink fares. The subsequent investigation included the forensic review of video footage and led to the suspect’s identification and arrest. The man was later charged with Theft.



**WITH A FOCUS ON STRATEGY AND GOOD MANAGEMENT,
AND BY DEVELOPING TRUSTING RELATIONSHIPS, TRANSIT
POLICE DELIVERED CUSTOMER SERVICE THROUGH IMPROVED
ENGAGEMENT, ACCESSIBILITY AND ACCOUNTABILITY.**

A black and white photograph of a police officer from behind, wearing a uniform with 'POLICE' on the back, standing in front of a metal gate. The officer is wearing a dark cap and a dark jacket with 'POLICE' written in large, white, bold letters on the back. The gate is made of vertical metal bars and has some mechanical components. The background is slightly blurred, showing more of the gate structure.

POLICE

PROACTIVE CAMPAIGNS

See Something, Say Something

In December 2013, Transit Police launched the *See Something, Say Something* campaign. While intending to reach out to a number of vulnerable groups, it initially focused its messaging on foreign students to raise awareness about sexual offending on transit. The goals of the campaign were to increase reporting of sexual offences as well as to provide safety tips and useful information for transit users. After the launch of the campaign, Transit Police was successful in increasing the awareness surrounding sexual offences on transit and received an increase in reports from people whose first language is not English.

Japanese Exchange Student Reports Sexual Assault

A young Japanese student attempted to purchase a ticket at Gateway Station in Surrey, when she was approached by an older man who offered his assistance. Once the ticket was purchased, the man sexually assaulted her. The girl fled to the train platform and the man left the station. She later reported the incident to Transit Police who shared the video footage from the station with the media. As a result, investigators received numerous tips from the public and were able to identify and charge the suspect.

Text Reporting

In December 2013, the new 87-77-77 text* line was launched which enables customers to text non-emergency safety issues on transit, directly to Transit Police Dispatch. This text number was chosen because it represents the abbreviation of the See Something, Say Something campaign and relates to the numbers on the standard key pad: 8=Transit, 7=Police, 7=See, 7=Something, 7=Say, 7=Something.

Using the 87-77-77 text is a discreet and efficient way to contact Transit Police regarding issues on the transit system. Since the introduction of this text line, Transit Police has seen a significant monthly increase in text reporting. In December alone, 567 reports were received. The trend in 2014 has shown continued growth in reporting issues (Jan.-647, Feb.-1,159 and Mar.-2,246).

**Texting this number is free, although standard carrier rates may apply. Check with your provider.*



AFTER THE LAUNCH OF THE CAMPAIGN, TRANSIT POLICE WAS SUCCESSFUL IN INCREASING THE AWARENESS SURROUNDING SEXUAL OFFENCES ON TRANSIT AND RECEIVED A SIGNIFICANT INCREASE IN REPORTS FROM PEOPLE WHOSE FIRST LANGUAGE IS NOT ENGLISH.

Dogs with Jobs

Transit Police Dog Service is comprised of two dogs: Bailey, a five year-old black Labrador and Lucie, a three year-old chocolate Labrador. Bailey came to Transit Police in 2010 and Lucie joined the organization in late 2013.

Both dogs are trained in the detection of a variety of explosives. When explosives are detected, the dog will alert the handler, and the item is dealt with accordingly. These dogs are highly energetic and thrive in their working role.

Quite often, unattended packages are left in and around transit hubs and SkyTrain stations. Early elimination of suspicious packages attributes to increased service and better system resiliency. These dogs are able to be quickly deployed to determine the absence or presence of explosives. Both Bailey and Lucie take their jobs very seriously, and when the search command is given, they are very focused on the task at hand.

When Bailey and Lucie are not working they are constantly trained to keep their skills sharp. They work closely with their individual handler and go home with them during off hours. These dogs are well treated and have an above average life expectancy because their role is not as physically demanding as other working dogs in policing, such as those used for criminal apprehension.

Transit Police Dog Service is also called upon to assist other policing organizations because of their specialization in detecting explosives.





Crime Reduction Unit

Transit Police have a specialized investigative team called the Crime Reduction Unit (CRU), responsible for handling complex investigations. This unit utilizes various investigative techniques conducted in both uniform and plain clothes, and includes officers who are specially trained in tactical surveillance, offender management and forensic interviewing. Arrests are often the result of days, weeks or months of investigation.

Professional Standards Unit

Not only does the Professional Standards Unit respond to complaints, they proactively identify emerging trends relating to professionalism of police officers. Transit Police officers are provided with training and support to reduce the likelihood of behaviours that may give rise to complaints from the public.

Transit customers have thousands of daily interactions with Transit Police. In 2013, Transit Police had a total of 16 admissible complaint files under the Police Act. This is the lowest number of complaints since 2007.

Transit Police take every complaint seriously and are focused on enhancing relationships with the transit community. The Professional Standards Unit is committed to a transparent response to any complaint from the public about our officer's conduct.

Community Partnerships

Transit Police and IRAYL Collaborate to Help At-Risk Youth

Transit Police work in close partnership with the Inter-Regional At-Risk Youth Link (IRAYL). IRAYL is a unique partnership/youth outreach program providing much needed support and resources to marginalized youth who gather on and around transit in Metro Vancouver. Outreach workers identify and connect with youth to provide support and build relationships. IRAYL is a team of experienced youth workers who work on the SkyTrain to provide access to critical services such as mental health, addictions counselling, and other resources as part of a regional crime reduction initiative.

Community Partnerships in Assisting those with Mental Illnesses

Pathways Clubhouse in Richmond offers hope, encouragement and opportunities to its members who have mental illness through the provision of numerous programs.

Transit Police is proud to partner with Pathways in an ongoing relationship promoting education and awareness as it relates to the needs of those suffering with mental illness.

Many of the clients using Pathways are transit users too. In conversation with Executive Director – Dave MacDonald, it was felt that as a potentially vulnerable group it would be important to share important safety information about the transit system.

In October 2013, Transit Police attended the Pathways Clubhouse with our Canada Line/ ProTrans BC colleagues and delivered a transit system safety lecture. This lecture was positively received by the clients and staff, as many were unaware of the safety features on the system.

In a reciprocal agreement and as a result of the positive and trusting relationship that we have with Pathways, we were able to have clients and staff present about mental health issues to our police officers. This presentation helps to enhance the service we offer to this vulnerable group as we carry out our daily policing duties.

We are honoured to have Executive Director Dave MacDonald as part of Transit Police Chief's Community Council.



TRANSIT POLICE IS PROUD TO PARTNER WITH PATHWAYS IN AN ONGOING RELATIONSHIP PROMOTING EDUCATION AND AWARENESS AS IT RELATES TO THE NEEDS OF THOSE SUFFERING WITH MENTAL ILLNESS.



Community Relations Officers

Many Transit Police officers have specialized skills that enable them to take on additional duties beyond the regular day-to-day work of a patrol officer. One such specialized portfolio is that of a Community Relations Officer (CRO). CROs foster relationships with transit customers and volunteer with schools and community groups to deliver and provide guidance and education on personal safety and crime prevention. CROs are often the face of Transit Police at community events.

“...FOSTER RELATIONSHIPS WITH TRANSIT CUSTOMERS AND VOLUNTEER WITH SCHOOLS AND COMMUNITY GROUPS TO DELIVER AND PROVIDE GUIDANCE AND EDUCATION ON PERSONAL SAFETY AND CRIME PREVENTION.”



2014
A LOOK FORWARD

New Ways to Deliver Policing Services

As the transit system evolves and new infrastructure is introduced, more demand is placed on Transit Police services. New and more efficient ways to deliver policing services using existing resources are being explored to better meet the needs of transit customers and staff.

Transit Police is reviewing the way that policing services are delivered to ensure that we carefully align resources with a proactive policing model that targets hot spots, chronic offenders and, as a result, suppresses crime.



Chief's Community Council

In early 2014, Transit Police established the Chief's Community Council to improve transit users' experience. The Council meets four times a year to provide a forum for dialogue and collaboration to identify, discuss and address common issues and trends which impact public safety and enhance how Transit Police service is delivered. The Chief's Community Council is comprised of 20 people, representing different geographic areas, vulnerable groups and points of view.

...SERVICES ARE DELIVERED WITH THE GOAL OF ENSURING THAT WE CAREFULLY ALIGN RESOURCES WITH A PROACTIVE POLICING MODEL THAT TARGETS HOT SPOTS, CHRONIC OFFENDERS AND SUPPRESSES CRIME.

Stay Connected with All Things Transit Police

Transit Police OnDuty Mobile Phone App for iPhone and Android

Transit Police has released the new OnDuty App for iPhone and Android. Use this app to:

- discreetly report non-emergency issues using the text number 87-77-77* directly to Transit Police Dispatch
- stay connected with Transit Police news releases and social media feeds
- receive Transit Police alerts for issues like missing persons or major transit service disruptions
- obtain information about crime hot spots on the transit system
- find out when your next bus will arrive
- plan your trip, and
- view the latest Most-Wanted Crime Stoppers suspects

Download the free OnDuty app from the Apple iTunes Store or Google Play.

** Texting this number is free, although standard carrier rates may apply. Check with your provider.*





TRANSIT POLICE BOARD

From left to right: Patricia Gullivan, Dale Parker, Mark Reder (Chair), Virginia Hasselfield, Doug LePard/VPD, Mary Hemmingsen, Norm Lipinski/RCMP, Sarah Levine

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

- appointing designated constables to Transit Police
- establishing goals and priorities
- establishing the rules respecting: standards, guidelines and policies for the administration of Transit Police; the prevention of neglect and abuse by Transit Police officers; the efficient discharge of duties and functions by the police service and its officers; and
- ensuring that Transit Police carries out its responsibilities in accordance with the Police Act, regulations and Minister's orders

The 2013-2014 Police Board is composed of eight members. For more information on the Police Board, please visit translink.ca.



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.

