



# 2016

## Report to the Community



METRO VANCOUVER  
**TRANSIT**  
POLICE

In many ways, 2016 was a year of transition. I want to thank my colleague Deputy Chief Barry Kross and the rest of the senior management team who worked so hard to ensure that the momentum never faltered as our Police Board diligently carried out its search for a new Chief Officer. The year also saw the publication of our new Strategic Plan, setting out our vision and strategies for 2016 - 2020. This plan incorporates the final phases for implementing our new community-based Service Delivery Model (details of which follow later in this report). It was a year that included collaborative preparation for the closing of the transit fare gates and full implementation of the Compass fare media, and the opening of the Evergreen Extension of the Millennium Line – bringing new partnership opportunities with the Coquitlam RCMP and Port Moody Police Department.

2016 was, of course, a year of personal transition as, after many years working alongside MVTP staff and Board members, I took on the role of Chief Officer. I would like to take this opportunity to express my sincere thanks to the Transit Police Board, the TransLink Executive Team, my jurisdictional police colleagues and particularly, the staff within MVTP for welcoming and providing me the opportunity to lead this unique and vital transit focused regional police service.

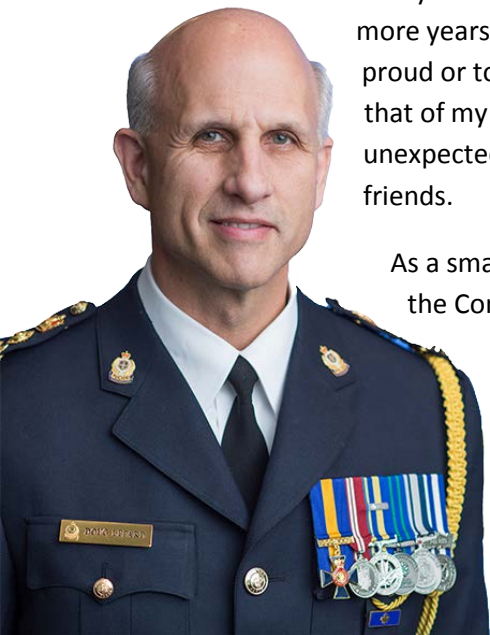
I have spent many years proudly serving the community through policing, but have come to realize that no matter how large or small the organization may be, policing is a family. We celebrate together in our achievements and we grieve and support each other in harder times.

In 2016, Transit Police and the policing community said farewell to Staff Sergeant Mike Duncan. Mike served 29 years with the RCMP before he came to MVTP. He went on to serve with us for 11 more years. He worked tirelessly to keep our community safe. I could not have been more proud or touched by the outpouring of support from the police community in general, and that of my Transit Police colleagues specifically, when we heard of Mike's sudden and unexpected passing. Our thoughts and prayers continue to go out to his family and friends.

As a small token of our appreciation for Mike's service, we dedicate this 2016 Report to the Community to Staff Sergeant Mike Duncan.

Thank you.

Doug LePard, O.O.M., M.A  
Chief Officer



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METRO VANCOUVER

**TRANSIT**  
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## Introduction

Welcome to the Metro Vancouver Transit Police (MVTP) 2016 Report to the Community. It's been a year of change and growth. Below are just a few of the highlights for 2016.

- We welcomed a new Chief Officer, Doug LePard, who brought 35 years of local policing experience with him.
- We published our new strategic plan, "Policing the moving city", based on which we hope to provide service that meets your needs and exceeds your expectations. Since our role in community safety is so unique, one focus of the plan is the way we work together with jurisdictional police to deliver seamless policing across Metro Vancouver's transit system.
- We rolled out our new Service Delivery Model in 2015 and this year saw it develop further. Six of our officers became dedicated Neighbourhood Police Officers covering our six key transit hubs. They have worked hard to understand their hub communities' safety issues and will now work together with the communities to address these issues. We aim to open police offices at as many of these hubs as possible from which the officers will work and meet with the public and partners to address concerns. The first of these offices opened at Waterfront Station in the fall of 2016.
- With the opening of the Evergreen Extension of the Millennium Line came fears that there would be more crime brought to Coquitlam and Port Moody. We were able to tackle those fears thanks to new partnerships with the Coquitlam RCMP and Port Moody Police Department, and new funding from TransLink that provided eight more officers.



- In the face of the growing Fentanyl overdose crisis, our patrol officers and many civilian staff were trained to administer Naloxone intra-nasal spray in overdose situations. The kits our officers carry have been used to save lives.
- Decreasing sexual offences is one of our priorities, so we are proud and grateful to have the support of Battered Women's Support Services and Ending Violence Association of BC in launching a new poster campaign. Together, we must all ensure that nobody travels in fear of being victimized.

In 2017, we hope to be able to take on an even bigger leadership role to ensure safe and secure transit, building new partnerships, and putting new ideas into practice to keep our moving city safe.

## Community Teams – Neighbourhood Police Officers

To be efficient and responsive, MVTP deploys its officers from two Patrol Division offices. Our East Division (Headquarters) office is near Sapperton SkyTrain Station. Our West Division office is situated adjacent to Bridgeport Station on the Canada Line.

Surveys we carried out as part of the research into our Service Delivery Model indicated that transit users wanted Transit Police to be more highly visible on the system. In response to identified concerns, we devised a ‘hub and spoke’ model. We have six hubs and during busy times of the day, we ensure some of our officers make dedicated patrols in and around those hubs. These patrols augment the routine presence of our Neighbourhood Police Officers (NPOs).

Each hub has a dedicated NPO. Their role is to identify and address community safety issues within their hub. NPOs identify these issues using data, research and other information provided by our crime analysts, as well as through the building of relationships with transit staff and riders, businesses and other community members in and around the hubs. Our NPOs develop plans to address these issues in partnership with local stakeholders, including jurisdictional police.



From left to right, Constable Kirk Rattray (East Vancouver/ North Shore), Constable Bruce Shipley (South Vancouver/ Richmond), Constable Julien Ponsioen (Downtown), Constable Jenny Chung (Northeast), Constable Mike Woolley, (Surrey/ Langley), Constable Justin Biggs, (South Burnaby/ New Westminister)

## Neighbourhood Police Officer Achievements

Our NPOs have only been in their assignments a few months but are already receiving very positive feedback from their communities.

Constable Jenny Chung, the NPO for Community Service Area 4 – Northeast has used her additional language skills in Korean to engage with citizens and break down barriers by offering safety travel tips.

Constable Mike Woolley has successfully worked with Surrey RCMP to locate many missing persons while on the transit system.

Constable Julien Ponsioen has built a great relationship with the Vancouver Neighbourhood Police Teams and local Business Improvement Association; this has improved the reporting of crime in the area and helps create a safer environment.


Constable Justin Biggs prioritized youth intervention in his hub and hosted a youth focused meeting with jurisdictional partners. With the assistance of Burnaby RCMP, a successful joint operational project resulted in a decrease in robberies amongst the youth.

Constable Kirk Rattray has created a valuable on-going working relationship with Vancouver Police Aboriginal Liaison Officer Cst. Rick Lavallee through a joint initiative with the Vancouver Aboriginal Community Policing Centre.


Constable Bruce Shipley has been training local partner organizations in skills to assist members of the public exhibiting suicidal behaviour. Such work supports Transit Police's priority to enhance Transit Police crisis intervention capabilities and operational response to vulnerable persons.

Get to know a little more about your NPO and if you have any questions or comments please feel free to contact them, visit <https://transitpolice.ca/advice-info/community-teams/>






Call 604.515.8300



Text 87.77.77



Download the free Mobile App

In an emergency,  
always call  
911

## Explosive Scent Detection Dog Program

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MVTP has four Explosive Scent Detection Dogs. These are the only type of police dog that we currently deploy. Our police handlers and their dogs undergo a great deal of initial training and then have to pass a 'validation' test on an annual basis to maintain their operational status.

Our dogs are trained to detect numerous types of explosives and because the types of material used in improvised explosive devices changes over time, our dogs undergo training 'updates'. This ensures they can provide the best protection for our transit system and riders.

Initial training for the dog and the handler takes place over a period of six to eight weeks in and around transit locations. Approximately 240-320 hours of training occur before they take the explosive validation test. When the Dog Teams are qualified, they are then scheduled alongside other Transit Police officers on regular patrols, while also being available to respond to a call for service for their specialized role. When the Dog Team can eliminate the threat of an unknown item or suspicious situation, it helps keep our transit system moving.

### Dog Team Training

On the first day of training, the dog is introduced to the scent of multiple explosive substances in a contained environment. The dog is repeatedly exposed to the odours to help them remember each individual smell. This is known as 'imprinting'.

The next step is to teach the dog how to let their police handler know when they have discovered the smell of an explosive substance. The handler knows where the scent should be found. When the dog finds it they are given a reward. This process is repeated and the dog learns that letting its handler know it has found the scent (by sitting, barking, pointing their nose) will result in their favourite toy. The reward has to be very special; Police Service Dog Kona only gets to play with her favorite ball when she has indicated to Constable Aaron Chan where she has found the odour.

Once the dog can recognise explosive scent, they are trained to properly "pattern" a bus, SkyTrain station or building. This means showing the dog every section of a vehicle or building that must be checked for odours. The dog follows the handler's direction, as they learn that the quicker they find an explosive odour the sooner they receive their reward.

Both dog and handler have to learn how to work together as a team. They continue training for the working life of the partnership and the more time the Dog Team works together, the more skillful they become at locating explosives.





Partners since  
April 2016

Kona is a 2-year-old  
chocolate Labrador  
Retriever

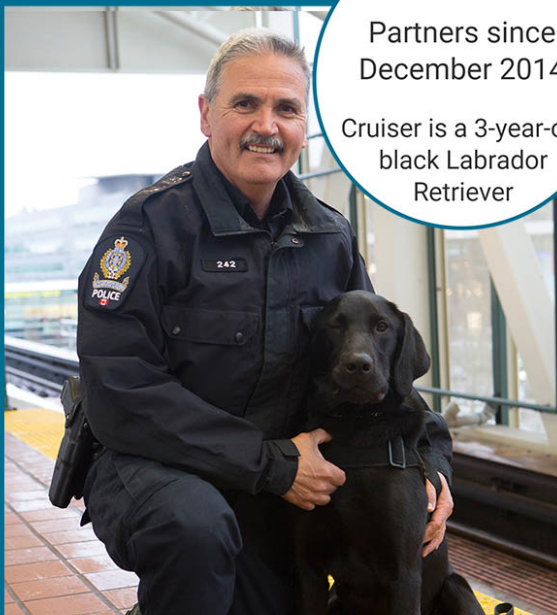
**Cst. Chan & Kona**



Partners since  
May 2016

Diesel is a 2-year-old  
black Labrador  
Retriever

**Cst. Smith & Diesel**



Partners since  
December 2014

Cruiser is a 3-year-old  
black Labrador  
Retriever

**Cst. Hogg & Cruiser**



Partners since  
October 2013

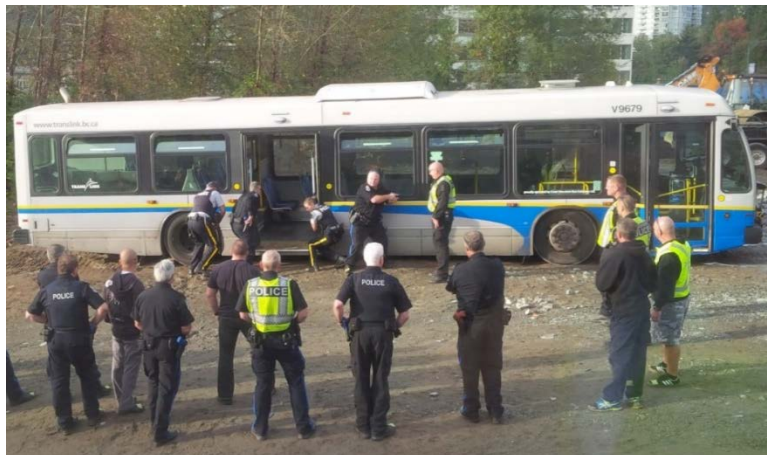
Lucie is a 5-year-old  
chocolate Labrador  
Retriever

**Cst. Hyde & Lucie**

## Police Officer Training

### New Transit Police Officers

Transit Police recruited 24 police officers in 2016. Seven of these officers had previous policing experience and were able to commence police duties immediately. The other 17 individuals were new recruits. The new recruits undergo exactly the same training as our municipal policing colleagues at the Justice Institute of British Columbia – Police Academy. This training consists of three blocks of training over 34 weeks, where recruits from all contributing police agencies are trained together.



### Keeping Current

Transit Police officers continue to receive professional development training throughout the course of their careers. It is important to maintain policing certifications and mandatory training standards in the province and, just like any profession, to keep current on new ways to deal with situations. Having the most up-to-date training or regular practice of dealing with infrequent real life scenarios could greatly assist in life changing situations.

### High Risk – Low Frequency Events

The vulnerability to terrorism and other violent acts in transit systems has become all too apparent in recent years. Thankfully these incidents are rare. During 2016, in partnership with our Vancouver Police Department colleagues, we developed specialist training that was designed to provide skills to make sure Transit Police officers are able to safely, quickly and effectively respond to emerging and potentially volatile situations on busy transit platforms and vehicles. This included participating in a two-day intensive training exercise using a yet to be opened station on the Evergreen Extension. Our police partners in Port Moody and Coquitlam joined in the training, which enhances a coordinated response in the event of a serious incident occurring.



*“This is the third SkyTrain city I have worked in within the Lower Mainland and in each one I have seen firsthand how the men and women of the Transit Police work and integrate seamlessly with local police to ensure a coordinated approach to public safety...”*  
Superintendent Sean Maloney, Coquitlam RCMP.

*Transit Police started collaborating with Port Moody Police Department ... With this, a great working relationship began and from the first day of the SkyTrain opening, both departments partnered in order to focus on safeguarding the public in and around our two train stations...”*  
Chief Constable Christopher Rattenbury, Port Moody Police Department.



## Improving our Communication Skills

### Mental Illness

Our officers regularly deal with situations involving disturbed or mentally ill people on the transit system. These vulnerable people are sometimes a danger to themselves as well as others, and effectively addressing the potential safety risks was an operational priority for the Transit Police in 2016. Our officers are mostly beat police officers and are recruited for and further develop very effective communication skills. Building upon those skills, all our officers receive training in crisis intervention and de-escalation. In 2016, a number of our officers were provided additional training in SafeTALK suicide prevention alertness and negotiator training. The purpose of the negotiator training is to have Transit Police officers available around the clock who can quickly respond to and most effectively de-escalate situations that have the potential to involve injury or worse.

### Better Understanding

Effectively serving diverse communities begins with understanding and respecting the sensitivities of individuals. Police officers need to be mindful that persons may identify, or present themselves, as a gender that is different to their perceived appearance or what is stated on their official identification. As a proactive initiative in 2016, Transit Police officers received transgender awareness training. Further, a number of officers completed a “Customer Service in a Police Environment” course, which is one tool to help promote stronger relationships with transit passengers and maintain public confidence in our service delivery.

### The Opioid Crisis

In the course of duties as first responders, there are instances where our officers are first on scene or may be the only first responder available to an event of opioid overdose (such as Fentanyl) on or around the transit system. Opioid overdoses from prescription and illicit drugs is a tremendous health issue in British Columbia. In 2016, we trained over 134 officers in administering Naloxone (commonly known as Narcan) intra-nasal spray to quickly reverse such an overdose. Our patrol teams carry Naloxone kits while on duty and it is also available in our police facilities in the event of an accidental opioid exposure by police staff. As a result of this training, lives are being saved.



From left to right: Deputy Chief Ed Eviston, Constable Sean Lightburn, Constable Julien Ponsioen, Constable Zabrina Braithwaite-Kelso, Constable Mike Woolley, Constable Jenna Smith and Chief Doug LePard.



## Statistical Information

### Your Safety on Transit



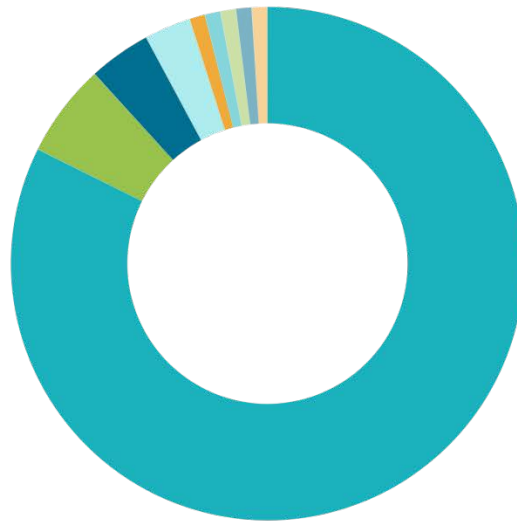
| Statistical Snapshot                                                        | 2016  | 2015  | % Change | 2016 Clearance Rate | 2015 Clearance Rate |
|-----------------------------------------------------------------------------|-------|-------|----------|---------------------|---------------------|
| <b>Total Reported Files<sup>1</sup></b>                                     | 26859 | 29533 | -9%      |                     |                     |
| Transit Police Files                                                        | 19360 | 21978 | -12%     | 77%                 | 74%                 |
| Assist Files                                                                | 7499  | 7555  | -1%      |                     |                     |
| <b>Crimes Against Persons/100,000 Boarded Passengers</b>                    | 0.53  | 0.61  | -13%     | 28%                 | 27%                 |
| <b>Crimes Against Property/100,000 Boarded Passengers</b>                   | 0.58  | 0.65  | -11%     | 19%                 | 18%                 |
| Crimes Against Persons                                                      | 2056  | 2229  | -7.8%    |                     |                     |
| Crimes Against Property                                                     | 2223  | 2358  | -5.7%    |                     |                     |
| <b>Other Criminal Code Violations/100,000 Boarded Passengers</b>            | 0.58  | 0.64  | -9%      | 65%                 | 60%                 |
| <b>Controlled Drugs and Substances Act Files/100,000 Boarded Passengers</b> | 0.2   | 0.25  | -20%     | 98%                 | 93%                 |
| <b>Provincial Statute Violation/100,000 Boarded Passengers</b>              | 1.6   | 1.7   | -6%      | 97%                 | 96%                 |
| <b>Sexual Offences (incl. assist to JPDs)<sup>2</sup></b>                   | 271   | 310   | -13%     | 75%                 | 67%                 |
| <b>Warrants Executed</b>                                                    | 706   | 591   | 19%      |                     |                     |
| <b>Breaches</b>                                                             | 381   | 382   | -0.3%    |                     |                     |
| <b>Total S. 28 Mental Health Act Apprehension Files</b>                     | 223   | 264   | -16%     |                     |                     |
| <b>Workplace Violence Against Bus Operators (Assaults)</b>                  | 102   | 101   | 1%       |                     |                     |
| <b>SCBCTA Fare Bylaw Infractions</b>                                        | 23443 | 28267 | -17%     |                     |                     |
| <b>SMS Text (87 77 77) Conversations</b>                                    | 3022  | 3300  | -8%      |                     |                     |
| <b>Number of Substantiated Police Act Public Complaints</b>                 | 0     | 0     | 0%       |                     |                     |

<sup>1</sup>Captures primary offence only for file. The crime related statistics are for all reported Transit Police police files – not limited to ‘on transit property’ files. This is to reflect that the Transit Police mandate is broader than on the transit system and our police officers investigate transit related crimes off property and respond to incidents that occur within communities around transit. Our new Service Delivery Model and hub approach incorporates perspective of safe journeys to and from transit. As one of the Transit Police Service’s functions is to assist Jurisdictional Police (JPDs) concerning emergencies and crime on and off transit, we have included in the statistics the breakdown between Transit Police primary offence file and our assist files to the JPDs.

<sup>2</sup>Police can clear an incident by charge or means other than laying a charge (e.g., an accused was identified and there was sufficient evidence to lay a charge in connection with the incident, but the accused is processed by other means for one of many reasons).

## Financial Summary

The Transit Police budget for 2016 was \$33,837,019. Total actual expenditures were \$33,706,681. The expenditures include TransLink allocated costs of \$3,538,594 for centralized services (premises rent and information technology services).

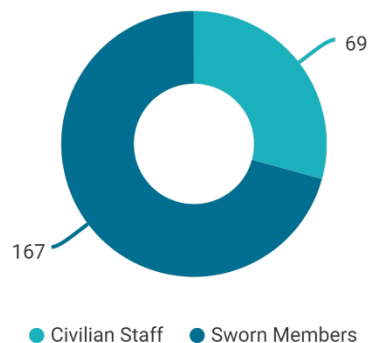


Salaries (84%)\*   Facilities (6%)   Admin/IT (4%)   Ecomm/PRIME (3%)   Uniforms/Equipment (3%)  
Vehicles (1%)   Training/Education (1%)   Legal/Professional Fees (1%)   Depreciation/Interest (1%)

Total Transit Police budget for 2016 = \$33,837,019  
Total Transit Police expenditures for 2016 = \$33,706,681

\*Transit Police Salaries are consistent with those of independent municipal police services in Metro Vancouver.

### Total Authorized Strength



|                | 2015 | 2016 | % Change |
|----------------|------|------|----------|
| Sworn Members  | 167  | 167  | 0%       |
| Civilian Staff | 68   | 69   | 1.5%     |
| Total          | 235  | 236  | 0.4%     |



## 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. The Board's responsibilities include:

- appointing of designated constables to the Transit Police
- establishing goals and priorities
- establishing the rules respecting: standards, guidelines and policies for the administration of the 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
- 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

For more information on the Police Board, please visit [www.transitpolice.ca](http://www.transitpolice.ca)



From left to right, front to back - Mark Reder, Patricia Gallivan, Sara Levine, Bill Fordy, Adam Palmer, Bradley Birt, Ali Pejman.

### In memory of Staff Sergeant Mike Duncan

1956 – 2016

