



**Metro Vancouver Transit Police  
2017 Report to the Community**  
**Policing the Moving City**



METRO VANCOUVER  
**TRANSIT  
POLICE**



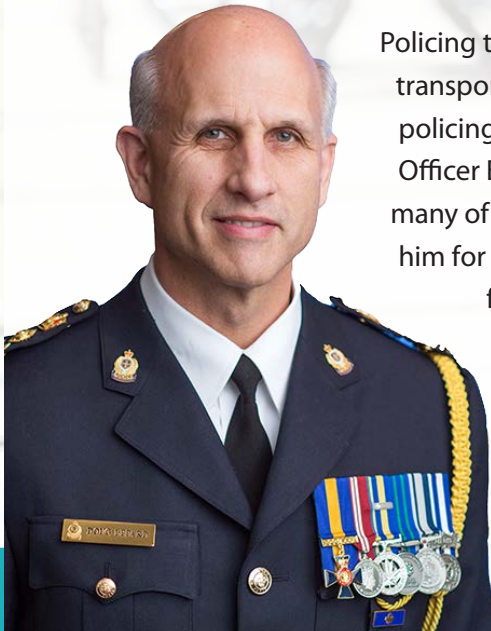
## Policing the Moving City

The Policing the Moving City title of our five-year Strategic Plan was first proposed by Deputy Chief Officer, Ed Eviston, in 2015. It speaks to the unique nature of policing an ever-expanding transit system, one that sees over 1 million boarded passengers per day and sustains the daily activities of both residents and visitors across Metro Vancouver. The transit population is constantly on the move, making the nature of policing that system very dynamic.

An individual in need of assistance, or a suspect at large, will often cross one or more municipal boundaries in a very short duration of time. Our officers are deployed across the system, from the Fraser Valley to Vancouver, and remain in close contact with each other and with jurisdictional police departments in order to effectively respond.

We also work closely with transit police agencies internationally in sharing best practices. Between April 30 and May 2, we were very pleased to welcome police, transit and government representatives from across Canada, the United States and Britain to our Policing Moving Cities Conference. The three-day event provided an opportunity to discuss a range of issues related to safety on public transportation.

In tandem with the coordinated work with our policing partners, we continued to implement our community-focused Service Delivery Model. This was to better respond to large volumes of passengers and provide a visible policing presence at hub stations where bus, SkyTrain, SeaBus and West Coast Express commuters converge. Our Neighbourhood Police Officers and Client Service Sergeants were exceptionally active, attending more than twice as many community events compared to 2016, and distributing transit safety information and literature.



Policing the Moving City recognizes that policing a public transportation system requires a distinct style of community policing. I would like to dedicate this report to Deputy Chief Officer Ed Eviston, who recently retired; he helped create many of our community policing practices and I thank him for helping establish the operational framework we now follow.

Doug LePard O.O.M., M.A.  
Chief Officer,  
Metro Vancouver Transit Police





METRO VANCOUVER  
**TRANSIT  
POLICE**





*Metro Vancouver Transit Police Board: From left to right, front to back - Mark Reder, Patricia Gallivan, Sara Levine, Bill Fordy, Adam Palmer, Bradley Birt, Ali Pejman.*

## Transit Police Board - Message from the Chair

During 2017, the Board of Directors continued to oversee advancement of the Metro Vancouver Transit Police 2016-2020 Strategic Plan, including 23 strategic actions led by the Metro Vancouver Transit Police senior management team. We are confident that transit users in Metro Vancouver benefit from a well-led and highly professional transit policing agency, one that regularly demonstrates that it is a learning organization committed to continuous improvement and implementing best practices to achieve safety and security on the transit system. Further, the organization measures its impact through comprehensive performance metrics, many of which are contained within

this report. As the transit system continues to expand in both infrastructure and in ridership, our Board of Directors is committed to the highest level of governance, transparency and accountability, ensuring that our transit customers feel safe on their journey. I would also like to thank two Board Directors who completed their terms with us in 2017, Bill Fordy and Bradley Birt. Thank you to each of them for their many contributions over the years, which have had a lasting impact on the Metro Vancouver Transit Police.

Mark Reder, Chair - Police Board of Directors



## Table of Contents

Highlights from the Year . . . . .	6
Neighbourhood Police Team . . . . .	8
See Something, Say Something . . . . .	10
Policing Moving Cities Conference . . . . .	12
Our Four Operational Priorities . . . . .	14
Performance Driven Culture . . . . .	16
Statistical Information (Crimes). . . . .	17
Statistical Information (Other) . . . . .	18
Finances . . . . .	20
Chief's Community Council . . . . .	21

The Metro Vancouver 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 Metro Vancouver Transit Police
- Establishing goals and priorities
- Establishing the rules respecting: standards, guidelines and policies for the administration of the Metro Vancouver Transit Police; the prevention of neglect and abuse by Metro Vancouver Transit Police officers; the efficient discharge of duties and functions by the police service and its officers
- Ensuring that the Metro Vancouver 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.

# Highlights from the Year

2017 was the second year of implementing our 2016-2020 Strategic Plan, and saw many of our stated objectives see significant progress as key initiatives gained momentum.

**Below are just a few highlights from the year:**

- 1. We continued to work with a consultant professor from Simon Fraser University on implementing our Service Delivery Model and developing hub Blueprint Plans.** Those plans focus a variety of safety and security initiatives, and community outreach, around six hub SkyTrain stations and associated bus loops, with a dedicated Neighbourhood Police Officer assigned to each hub. Hub-focused initiatives in 2017 included focus groups held with community stakeholders, engagement in community outreach events (a significant increase in events attended over 2016), high visibility deployments during rush hour, bike patrols and joint initiatives with jurisdictional police partners.
- 2. The Policing Moving Cities Conference was hosted by the Metro Vancouver Transit Police in partnership with the Canadian Association of Chiefs of Police.** There were attendees from the United States, United Kingdom and Canada representing transit operators (including all TransLink operating companies), government, transit policing, transit security, public safety organizations, as well as jurisdictional police departments from across Metro Vancouver. The conference covered a wide range of issues and resulted in increased intelligence sharing, collaboration and partnerships between transit authorities, policing organizations and other public transit stakeholders.
- 3. As a result of the advocacy efforts made by the Metro Vancouver Transit Police and TransLink, new provincial offences came into effect regarding the misuse of fare gates.** The amended regulations have provided our officers with an important tool in identifying suspects and those with criminal intent attempting to unlawfully enter or exit SkyTrain stations.
- 4. Based on an analysis conducted of operational requirements and associated staffing needs, the Metro Vancouver Transit Police received budget approval for eight additional sworn members and one additional civilian position to be added in 2018.** Six of the additional police officers are being directed towards patrols of the Millennium Line Evergreen extension, while the remaining two policing positions were added to our General Investigations Unit (GIU). The expansion in GIU allowed for a re-organization from one eight-officer team working four days per week, to having two five-officer teams covering seven days a week. The new civilian Crime Analyst position will address increased analytical needs, in particular with implementing our hub blueprint plans.

One indicator of the combined effect of these initiatives is that transit customers continued to tell us that they feel increasingly safe on the system, a sentiment that is demonstrated in the customer satisfaction surveys conducted quarterly by TransLink.





Metro Vancouver Transit Police officers spend a lot of time on their feet, interacting with the public. An average daily shift - about 24,000 steps.



METRO VANCOUVER  
**TRANSIT  
POLICE**





The purpose of the bike patrol program is to provide high visibility patrols around the hubs and generate dialogue with individuals and groups in the surrounding community.



# Neighbourhood Police Officer (NPO) Activities

Throughout 2017, our six Neighbourhood Police Officers continued to engage the local communities around their respective hub stations, both in-person and with the assistance of social media.

## Increased Attendance at Community Outreach Events

There was a significant increase in Metro Vancouver Transit Police participation at community outreach events, from 145 events in 2016 to 409 events in 2017. Community events provide the opportunity to educate members of the public on the many safety features available to them when using public transit. Attendance is often done in partnership with TransLink operating companies as well as community groups, local government representatives and jurisdictional police partners.

Key messages communicated by the NPO team include the Metro Vancouver Transit Police *See Something, Say Something* campaign and our text reporting service, which can be used to discreetly communicate incident details when transit passengers experience or witness something that makes them feel unsafe (text 87-77-77). Partly as a result of these continued efforts, the number of text reports provided to the Metro Vancouver Transit Police grew by over 5% in 2017 compared to 2016.

## Engagement on Social Media

In addition to attending community events in person, each of the Neighbourhood Police Officers is also active in engaging the traveling public and stakeholders within their Community Service Area (CSA) using social



*The NPO team communicated key messages including the Metro Vancouver Transit Police See Something, Say Something campaign and our text reporting service, which can be used to discreetly communicate - text 87-77-77.*

media. All six NPOs are now on Twitter and three are on Instagram. With hub-specific blueprint plans developed in every CSA, each NPO works closely with their local stakeholder groups to elevate Transit Police safety messaging online.

## Launch of Bike Patrol Program

In 2017, the Metro Vancouver Transit Police launched a bike patrol program as a pilot project for its NPOs. The purpose of the bike patrol program is to provide high visibility patrols around the hubs and generate dialogue with individuals and groups in the surrounding community. Conducting bike patrols, often in partnership with our jurisdictional police partners, will help the NPOs strengthen key relationships in their respective areas, particularly during the busy summer events season.



IN AN EMERGENCY CALL

# See Something? Say Something.



A backpack has been  
left under the seat

Girl on my  
train being  
harassed

Just witnessed a  
bus driver spat at



METRO VANCOUVER  
**TRANSIT**  
POLICE

SMS

**87-77-77**



**SeeSay App**



**604-515-8300**

FOR NON  
EMERGENCIES

**Policing the moving city.**



911

## See Something, Say Something

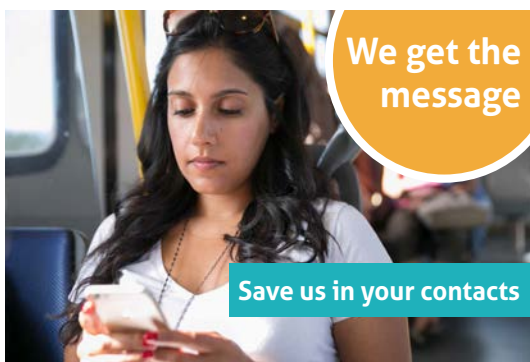
To better promote our 87-77-77 text reporting service to transit passengers, new See Something, Say Something posters were printed and the design of our contact cards was refreshed for 2017.

The posters and cards encourage passengers to save our contact number into their phone, to facilitate immediate communication with our 24/7 Operations Communication Centre should they witness any incidents of

concern on the system. Our Neighbourhood Police Officers, Client Service Sergeants and Dog Teams have been busy distributing thousands of cards and posters at community events throughout 2017.

To complement this campaign, a former shop at the Broadway-Commercial SkyTrain Station was converted into a Metro Vancouver Transit Police sub-office for officers working in the hub. The kiosk will be periodically opened for pop-up events and to distribute information to passengers. The See Something, Say Something messaging on the building wrap encourages the public to report disorder, suspicious circumstances and possible crimes. A secondary wrap has been planned for our Surrey Central Station sub-office, for installation in 2018.

We continue to promote the See Something, Say Something campaign on social media via Facebook, Twitter, Instagram and Reddit. Additional messaging is scheduled during high passenger traffic periods (examples: Canada Day, Celebration of Lights, and New Year's Eve).



**We get the message**




**Save us in your contacts**


**See something? Say something.**  
Report non-emergency police matters on transit.

**Text 87-77-77**  
**Call 604-515-8300**

To find out more about transit safety, visit  
**transitpolice.ca**

Policing the Moving City

 **METRO VANCOUVER  
TRANSIT  
POLICE**



**We get the message**

**See something? Say something.**  
You can report non-emergency police matters by texting us at

**87-77-77**

Call us at 604 515 8300 or in an emergency call 911  
[www.transitpolice.ca](http://www.transitpolice.ca)

 **METRO VANCOUVER  
TRANSIT  
POLICE** Policing the moving city



# Policing Moving Cities Conference

From April 30 to May 2, 2017, the “Policing Moving Cities” conference was hosted by the Metro Vancouver Transit Police in partnership with the Canadian Association of Chiefs of Police.

There was a wide spectrum of presenters and attendees from the United States, United Kingdom and Canada, including:

- Police management teams responsible for policing bus and rail transit systems
- Transit system representatives from both bus and rail organizations
- Government officials responsible for decision making that impacts mass transit systems
- Board Directors who oversee police and transit organizations
- Jurisdictional police departments.

The conference provided the opportunity for delegates to discuss unique issues faced when policing transit communities and some of the innovative ways that these issues are being addressed.



*From left: Chief Joseph Fox (New York Police Department Transit Bureau), Chief Paul Crowther (British Transport Police), Chief James Spiller (Dallas Area Rapid Transit Police), Superintendent John Baranyi (Royal Canadian Mounted Police)*

The three-day event covered such issues as:

- Terrorism, counter-terrorism and transit systems
- Vulnerable populations, including those with mental illness
- Sexual offending on transit
- Collaboration and partnerships for transit authorities, policing and others; and
- The value proposition of transit policing models.

The conference reinforced the importance of intelligence sharing amongst law enforcement and transit agencies, strong prevention strategies and conducting regular exercises for major incident response. Policing Moving Cities was a milestone event for the Metro Vancouver Transit Police that was well attended and received very positive feedback from attendees. Building on the success of this event, the Metro Vancouver Transit Police remain in close contact with our international partners in sharing best practices.



*John Furlong shared his unique perspective on the critical role of transit policing and security to the success of the 2010 Winter Games.*



From left to right: Deputy Chief Officer Barry Kross, President of the CACP Mario Harel, Chief Officer Doug LePard, Deputy Chief Officer Ed Eviston.



The conference was applauded by attendees, with many congratulatory messages received from delegates.



# Our Four Operational Priorities

Key 2017 initiatives implemented in support of our four operational priorities:

## 1 Reducing Sexual Offences

In January 2017, our Unwanted Touching is a Crime campaign continued on the SkyTrain system, with 80 posters prominently displayed on SkyTrain cars. This campaign was developed in concert with TransLink Marketing, Battered Women Support Services and the Ending Violence Association of B.C. and began in November of 2016. Since then, the campaign has continued to be promoted on the Metro Vancouver Transit Police social media feeds, to inform transit passengers of the various ways to contact us if they experience or witness harassment, unwanted touching or crimes of a sexual nature. An updated ad campaign is being planned for the summer of 2018, in both print and digital media formats.

## 2 Reducing Frontline Employee Assaults

Metro Vancouver Transit Police takes all assaults against transit staff very seriously. In order to provide frontline employees with additional tools to reduce potential assault situations, our Client Services Sergeants and Neighbourhood Police Officers (NPOs) delivered over 70 crisis de-escalation and mental health awareness training sessions to staff, supervisors and managers. Specialized training was provided to Coast Mountain Bus Company (CMBC) supervisors, Transit Security and SeaBus employees. Metro Vancouver Transit Police also worked with CMBC on a coordinated response to customer reports involving disturbed or mentally ill persons on the bus system, including the development of a support program for vulnerable persons on transit.

## 3 Assisting Vulnerable People in Crisis

The Metro Vancouver Transit Police has a dedicated Client Services Sergeant who oversees our efforts to support those in crisis or those who suffer from mental health issues. In 2017, we continued to identify and provide mental health awareness training sessions to our officers, with over 20 different classes incorporated into our training programs. Another key priority for the Metro Vancouver Transit Police is responding to the opioid crisis, which continues to affect communities across British Columbia. As of December 31, 2017, 154 Metro Vancouver Transit Police staff were trained to administer Naloxone intranasal spray if an opioid overdose is suspected, and Metro Vancouver Transit Police officers now carry Naloxone kits. In 2017, there were 20 such events in which officers successfully resuscitated transit passengers or members of the public by using Naloxone, with incidents taking place on SkyTrain platforms, around stations and on buses.

## 4 Building System Resiliency

Metro Vancouver Transit Police officers train for a variety of emergent situations. These range from unexpected service disruptions that require resources deployed for crowd control purposes, to anti-terrorism policing practices that are meant to detect, deny and deter activities that pose a security risk to the transit system. Transit Police staff work closely with TransLink Enterprise partners on common training standards, such as how to respond to unattended and suspicious packages. Over the course of 2017, over 50 such training sessions were delivered by the Metro Vancouver Transit Police to station attendants, transit supervisors, enterprise managers and bus operators using the best practice "HOT" (Hidden, Obvious and Typical) approach.



*Metro Vancouver Transit Police maintain a highly visible presence and are trained to de-escalate a variety of emergency and security risk situations.*

Transit Police patrol officers are supplemented by explosive detection dog teams, which patrol the system, conduct security sweeps, and respond to any reports of suspicious objects. The dog teams have been proactive in attending community events throughout Metro Vancouver, providing a high visibility presence and informing transit users of the Transit Police **See Something, Say Something** campaign.

In November 2017, the Metro Vancouver Transit Police conducted a significant tabletop exercise with the

involvement of representatives from B.C. Rapid Transit Company and Coast Mountain Bus Company, and in consultation with the Vancouver Police Department, RCMP, CN Police and Amtrak Police. This tabletop exercise will be followed by multiple live training exercises that simulate critical incidents, scheduled to take place in 2018. Both tabletop and live exercises provide Transit Police staff with important training in partnership with key stakeholders, ensuring that regardless of the situation at hand, our officers are able to quickly and efficiently respond.



**METRO VANCOUVER  
TRANSIT  
POLICE**





## A Performance Driven Culture

The Metro Vancouver Transit Police is an intelligence-led and data-driven police agency.

Our team gathers comprehensive statistics in relation to crime, both on and proximate to the transit system, as well as our own performance.

An important metric between 2015 and 2017 has been the significant three-year increase in the number of criminal warrant arrests made by Metro Vancouver Transit Police officers, partly due to a new Transit Conduct and Safety Regulation, detailed below.

### **Misuse of Fare Gates and Transit Conduct and Safety Regulation**

The amended Transit Conduct and Safety Regulation came into effect in March 2017. Examples of offences that fall under this regulation includes forcing a fare gate open or closed and going over or under a fare gate. This new

regulation has provided an important tool for the Metro Vancouver Transit Police to identify and arrest offenders on the system.

An individual who commits one of these acts has committed an offence and the officer has lawful authority to briefly detain them. It is through this process that a Metro Vancouver Transit Police officer can confirm an offender's identity and learn whether that individual has a criminal record, conditions of release they may be in breach of, or if there are any outstanding warrants to be executed.

Individuals in breach of their conditions or with outstanding warrants can be arrested, removed from the system and jailed to await a court appearance. This process contributes positively to TransLink's efforts to strengthen feelings of safety and security amongst passengers, the work of Jurisdictional Police partners across Metro Vancouver, and our own community safety efforts, and the positive impact on crime reduction has been recognized in academic research.

# Statistical Information (Crimes)

## Criminal Warrant Arrests Increase by 19%

In 2017, Metro Vancouver Transit Police officers made 837 criminal warrant arrests, up from 704 arrests in 2016 and 591 arrests in 2015.

Many of these warrant arrests arise from the proactive work of Metro Vancouver Transit Police officers in their hubs and from prompt attention to calls for service. Officers also familiarize themselves with offenders and criminals of concern through law enforcement intelligence sharing, regional 'Be on the Look Out For' notices, and the Transit Police Offender Management Program.

Statistical Snapshot	2017	2016	% Change	2017 Clearance Rate	2016 Clearance Rate
<b>Total Reported Files*</b>	36,285	26,856	↑ 31%		
• <i>Transit Police Files</i>	26,885	19,360	↑ 39%	80%	77%
• <i>Assist Files</i>	8,400	7,499			
<b>Crimes Against Persons/100,000 Boarded Passengers</b>	0.472	0.536	↓ 12%		
• <i>Crimes Against Persons</i>	1920	2056		26%	28%
<b>Crimes Against Property/100,000 Boarded Passengers</b>	0.606	0.5777	↑ 5%		
• <i>Crimes Against Property</i>	2464	2223		15%	19%
<b>Sexual Offences (includes assistance to JPDs)</b>	264	282	↓ 6%	64%	73%
<b>Sexual Offence Charge Approval Rate</b>	77%	61%	↑ 26%		
<b>Workplace Violence Against Bus Operators (Assaults)</b>	105	102	↑ 3%		
<b>Transit Conduct and Safety Regulation Files (excludes 24hr refusals)</b>	9,633	2,995	↑ 222%		
• <i>24 Hour Refusals</i>	616	449			
<b>Other Criminal Code Violations/100,000 Boarded Passengers</b>	0.603	0.574	↑ 5%		
<b>Controlled Drugs and Substances Act Files</b>	655	766	↓ 14.5%	43%	65%
<b>Provincial Statute Violations/100,000 Boarded Passengers</b>	3.00	1.68	↑ 79%	95%	98%
<b>Provincial Violation Tickets</b>	13,990	6,635	↑ 111%	96%	97%
<b>Arrests - Warrants Executed (All)</b>	837	704	↑ 19%		
<b>Breaches</b>	461	381	↑ 21%		

\*Total Reported Files does not include Fare Infraction Notices



See  
Something,  
Say Something  
Text  
87-77-77

Texts  
increase  
in 2017  
UP 5%



## Statistical Information (Other Performance Indicators)

Some notable performance indicators that fall outside of crime statistics include:

- Feelings of safety and security on transit increased, with public perceptions of safety on both bus and rail continuing to rise.
- Led by our Service Delivery Model, the Metro Vancouver Transit Police actively communicated our transit safety messaging at more than twice as many community events compared to 2016.
- Fare bylaw infractions decreased by 19% suggesting that the fare gates are successfully reducing simple fare evasion; however, this reduction was more than offset by an increase in violation tickets issued, related to the updated Transit Conduct and Safety Regulation (see previous page). These are most commonly associated with misuse of fare gates, often by those responsible for crime and disorder on the transit system and in the region generally.
- There was a 5% increase in reporting to Transit Police using the **87-77-77** texting service.

Statistical Snapshot	2017	2016	% Change
Perception of Safety/Security – Rail (combined average) <sup>1</sup>	78%	76%	↑ 3%
Perception of Safety/Security – Buses (combined average) <sup>2</sup>	83%	82%	↑ 1%
Community/Partners Outreach Events	409	145	↑ 182%
Joint Initiatives/Operational Plans with jurisdictional police	67	52	↑ 29%
Total s.28 Mental Health Act Apprehension Files	176	223	↓ 21%
SCBCTA Fare Bylaw Infractions	19,060	23,443	↓ 19%
SMS Text (87 77 77) Conversations	3,181	3,019	↑ 5%
Number of Substantiated “Public Trust” Police Act Complaints	0	0	0%

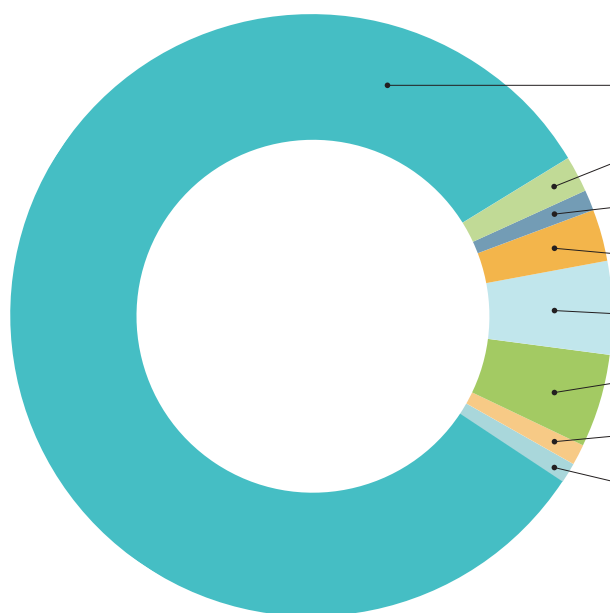
<sup>1</sup> Includes annual percentages averaged together for onboard and at stations for SkyTrain (includes Canada Line).

<sup>2</sup> Includes annual percentages averaged together for onboard buses, at bus stops/exchanges, and SeaBus.



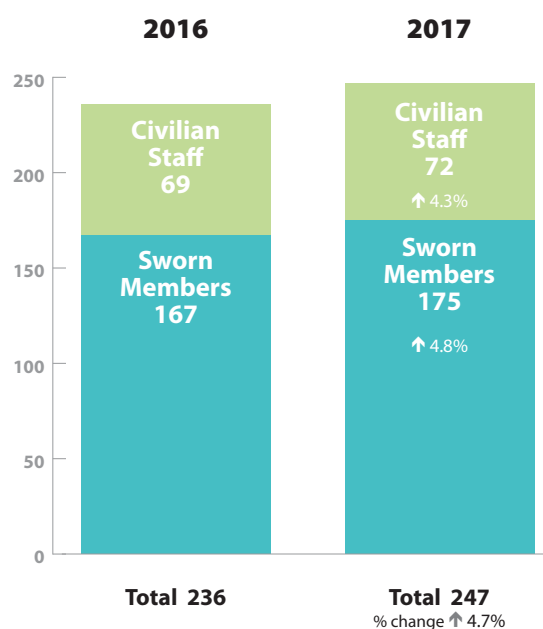
# Financial Summary

## 2017 Transit Police Budget



	%	2017 Actual	2017 Budget
Salaries	82	\$29,659,715	\$30,416,712
Uniform/Equipment	2	570,635	472,429
Vehicles	1	417,600	407,402
E Comm/PRIME	3	1,004,623	1,023,776
Facilities	5	1,930,760	2,062,848
Administration/IT	5	1,692,026	1,598,809
Training/Education	1	412,853	443,013
Legal & Professional Fees	1	472,643	496,258
Recoveries*		948,735	448,001
<b>Net Expenditures</b>	<b>100%</b>	<b>\$36,160,855</b>	<b>\$36,473,246</b>

The Transit Police budget for 2017 was \$36,473,246. Total actual expenditures were \$36,160,855. The expenditures include TransLink allocated costs of \$3,661,657 for centralized services (premises rent and information technology services).



## 2016-2017 Staffing Comparison

In 2016, Metro Vancouver Transit Police received 2017 budget approval for the addition of eight new police officers, to help police the Evergreen Extension, and three new civilian positions.

\*Salaries represent the net costs to Metro Vancouver Transit Police after recoveries (i.e. those officers seconded and paid for by other joint agencies).

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



## Chief's Community Council

The Chief's Community Council meets 4-6 times a year and acts in an advisory capacity to the Transit Police Chief and Executive, promoting dialogue and collaboration. It consists of representatives from a broad cross section of the transit community. 2017 members included representatives from:

- Alzheimer Society of B.C.
- B.C. Women's Hospital, Sexual Assault Service
- BCIT Student Association
- Disability Alliance B.C.
- Greater Vancouver Association of the Deaf
- Pacific Community Resources Society
- Kingsway Imperial Neighbourhood Association
- MOSAIC
- Pathways Clubhouse
- Surrey Board of Trade
- Surrey Crime Prevention Society
- Simon Fraser University School of Criminology
- University of B.C. student representative



METRO VANCOUVER  
**TRANSIT  
POLICE**





METRO VANCOUVER  
**TRANSIT  
POLICE**

[www.transitpolice.ca](http://www.transitpolice.ca)



TransitPoliceBC



@TransitPoliceBC



transitpolicebc