



Strategic Plan 2018 Year-end Update

Public Report – April 23, 2019



METRO VANCOUVER
**TRANSIT
POLICE**



EXECUTIVE SUMMARY

Mandated by the Minister of Public Safety and Solicitor General as a Designated Policing Unit, the Metro Vancouver Transit Police (“Transit Police”) preserves and protects the public peace throughout the transit system. Working with local police services, each Transit Police officer aims to prevent crime and offences against the law, aid in the administration of justice and enforce the laws of British Columbia.

In April 2016, the Transit Police Board adopted a new five-year Strategic Plan (“the Plan”) for the Transit Police and a new Transit Police Commitment: **“Demonstrate excellence in public transit policing.”** The Plan’s theme and strategic goals are:



The Transit Police has now completed its third year of the Plan and this report provides the 2018 year-end update to the Police Board. During 2018, continued progress was made in the advancing of the three goals and 24 strategic actions within. Highlights of achievements follow.



Deliver safe and secure transit system

- Additional focus was placed on the safety of the bus system for bus operators and customers; this included the “Interaction Patrols of Bus Loops /Exchanges” initiative that increased Transit Police uniform presence at designated bus loops/exchanges and the three month “Lower Lonsdale Joint Patrol” project with the North Vancouver RCMP.



- The Transit Police added two police officers to the General Investigative Unit to enable seven days a week operation; the objective is to improve response times and enhance investigative follow up/oversight of serious criminal offences. Further, one additional crime analyst was hired to support proactive policing and intelligence led policing objectives.
- Anti-terror policing is a central element of the Transit Police daily policing practice and a range of obvious and discreet methods continue to be employed by the Transit Police to detect, deny and deter any activity that poses a security risk to



the transit system. Transit Police patrol officer presence was supplemented by the daily deployment of the Transit Police’s explosive scent detection dog teams, including regular security sweeps of transit physical infrastructure. Two new dog teams were added in 2018, bringing the Dog Service Program to six teams. The Transit Police dog teams are



an important resource also made available to Jurisdictional Police (mutual aid commitment) in the event they request assistance with an incident.

- The Transit Police delivered a significant 'live exercise' at Waterfront Station to practice Transit Police emergency readiness and ability to respond to a major critical incident on transit. This exercise was done in collaboration with jurisdictional police partners and other partners on the transit system, involving over 93 people.



- The Transit Police delivered over 73 training sessions to TransLink enterprise staff (e.g., bus operators, station attendants, control room staff and supervisors) on crisis de-escalation, assisting persons in mental health crisis and suicide prevention, responding to suspicious packages, and Transit Police incident response and resources.

Build Confidence in the Use of Transit

- Transit Police officers engaged in over 369 community outreach events to educate transit customers, vulnerable persons (e.g., youth, students, seniors, persons with disabilities, new immigrants), and prospective riders on transit safety features available to them. This included "See Something, Say Something" and how to use the Transit Police texting tool (87-77-77) to discreetly communicate about



incidents where they are a victim or witness. This outreach has assisted Transit Police officers in enhancing their understanding of the safety needs and concerns of customers, which is beneficial to future incident response, planning and services.

- The phase three “Sexual Offending on Transit” awareness campaign was launched (on the transit system) which encouraged both witnesses and victims to report any incidents of assault, harassment, and unwanted touching or gestures. Transit Police takes reports of sexual offending or harassment seriously and investigates these thoroughly. The comprehensive campaign included hundreds of ads on buses, bus shelters and exchanges, SkyTrain, posters and LCD monitor ads at SkyTrain stations, and digital ads on Twitter and Facebook.



Provide regional services that enhance local policing and community safety

- Electronic Vehicle Tracking Technology was added to the Transit Police fleet for situational awareness and safety purposes, including providing timely assistance when unanticipated and emergency situations arise.



- Transit Police continued to support the provincial opioid response strategy and administered Naloxone on 20 occasions in 2018 to resuscitate overdose victims, thereby saving lives as well as contributing to transit system resiliency.

- Mandatory and advanced training was delivered to Transit Police officers to promote investigative excellence and improve service delivery; this included best-practice “Phased Interviewing”, BC’s Fair and Impartial Policing



Training, introduction to the new Cannabis legislation and *Criminal Code* changes, and conducting of impaired driving investigations. In 2018, a number of Transit Police officers received prestigious provincial and national awards for their work.

- The Transit Police continues to strengthen its implementation of the Community Service Delivery Model through the six Neighbourhood Police Officers (“NPOs”), with another NPO temporarily assigned to assist in providing additional resourcing needed to support clients with mental health issues. The NPOs continued to implement action Blueprints for their Hubs and to engage in community outreach and joint initiatives with Jurisdictional Police partners. The NPOs are trained for bike patrol deployment surrounding their hub and engage in joint bike patrol with partners. The ‘coffee /hot chocolate with a cop’ was introduced at the hubs in 2018 to engage transit riders (Jurisdictional Police and TransLink partners also joined in the events). There has been high visibility of patrol officers during designated hub times. This provides reassurance to transit riders as well as enabling proactive enforcement of the *Transit Conduct and Safety Regulation*, and response to calls for service, emerging issues and on-view incidents.
- The Transit Police focused on its recruiting goals and achieved 98% of authorized strength for police officers, and increased gender and cultural diversity within the organization. Over 27% of Transit Police staff speak at least one second language.



REFRESHING THE PLAN

The Senior Management Team will be holding a working session in 2019 Q1 to consider the implementation status of the Strategic Plan and roles of sponsors and strategic action leaders. The outcome of that session will help with further advancing of the plan for the final two years of the five year plan.



GOAL IMPLEMENTATION STATUS

A summary of the cumulative achievements (2016 - 2018) for each of the three Goals and seven Strategic Objectives follows.

Strategic Goal 1.0 – Safe and secure transit system

Strategic Objective: 1.1 Reduce crime and disorder

1.1.1 Targeting chronic offenders and high-risk behaviors by Individuals

IMPLEMENTED:

- Elevated level of patrol attention to ensure compliance of target individuals within the Transit Police Offender Management Program (“OMP”); a significant number of these persons fall into the category of social disorder offenders and frequently have both psychological and substance abuse issues [2016 -2018]
- The OMP client base was reviewed by the Intel Officer and a revised OMP rolled out to target the active, persistent clients that pose a risk to the public and transit staff. The mental health clientele group was separated out to enable the Client Services Sergeants to focus on developing beneficial actions/support unique to each client (there is ongoing client management and referral through mental health partnerships with social services and health agencies) [2017]
- The revised OMP was rolled out over 2017-2018, with new offender profiles created and orientation sessions held with patrol officers on responsibilities with the OMP client group, including identifying potential offenders to add to the OMP (the majority of OMP clients have sexual offending offences). Monitoring of OMP clients and compliance with conditions is ongoing [2018]
- Ongoing mental health liaison and training with Coast Mountain Bus Company, BC Rapid Transit Company and other TransLink enterprise staff
- Ongoing training sessions delivered to Transit Police in support of mental health focus for staff and clients, such as: Critical Incident Stress Management - Assisting Individuals in Crisis; Canadian Police Knowledge Network (“CPKN”) - Preventing Suicide; CPKN – BC Crisis Intervention & De-escalation and BC Crisis Intervention & De-escalation Classroom training [2017-2018]
- Reviewed Tactical Management Team (“TMT”) design for purpose of continual improvement on Problem Oriented Policing and management of targeted problematic individuals [2017]; rolled out the new TMT model [2018]
- The Ministry of Public Safety and Solicitor General set a goal for police agencies to have at least 30% of their officers trained in administering a Standardized Field Sobriety Test "SFST" within five years. 35 Members were trained in 2018 – reaching 20% to date (police officers are increasingly being trained in the use of SFSTs in an effort to curb impaired driving as a result of alcohol or drug use, or both); Members are also being required to take two CPKN courses – ‘Introduction to impaired driving and Cannabis legalization’ and ‘Basic Impaired Driving Detection Techniques’ [2018]



- Joint project with Transit Security (Coast Mountain Bus Company) for dedicated bus exchange patrol and enforcement [2018]



1.1.2 Enhance specialist capacity, intelligence sharing and partnerships to improve prevention and response to specific crime types, disorder and hotspots

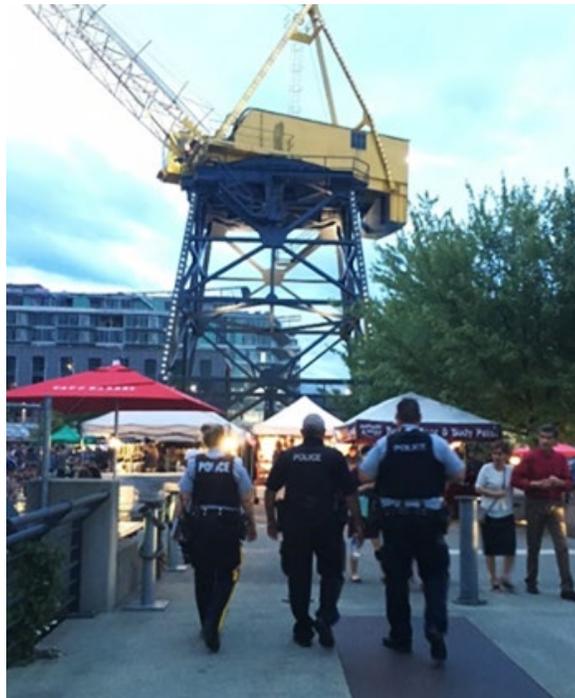
IMPLEMENTED:

- Neighbourhood Police Officers (“NPOs”) established liaison with Jurisdictional Police Community Policing Officers and centres [2016 - ongoing]
- For purpose of intelligence sharing and capacity purposes, there were externally funded secondments of Transit Police officers to the following integrated units in 2018:
 - Integrated Impaired Driving Unit
 - RCMP “E” Division Integrated National Security Enforcement Team
 - RCMP “E” Division – Specialized Investigations and Operational Techniques/Undercover Operations Unit
 - Combined Forces Special Enforcement Unit in British Columbia
 - Integrated Municipal Provincial Auto Crime Team
 - Integrated Road Safety Unit
 - Real Time Intelligence Centre
 - Police Academy
 - Joint Transit Police-Surrey RCMP patrol team for Surrey Central (assignment)
- Ongoing submission of key Transit Police files to the Real Time Information Centre (“RTIC”); shared within the region and regular circulation internally of the RTIC broadcasts to operations supervisors /managers; in 2017, the Transit Police initiated



a regional sex offence bulletin via RTIC and is a major contributor; ongoing liaison [2018]

- The Transit Police Weekly Wanted Bulletin is circulated to all Transit Police officers and to Jurisdictional Police partners, thereby helping in arrests of wanted suspects [2016-2018]
- Continued professional development with JIBC/Human Source Management Training [2016 – 2018]
- Human Source legal training also delivered (internally) to handlers, supervisors and certain regular Members [2018]
- Renewed the Memorandum of Understanding with Surrey Crime Prevention Society for the Transit Watch Program [2017-2018]
- Elevation of Counter Terrorism Information Officer (“CTIO”) functionality advanced, with additional officers trained to provide squad/unit coverage) and conducting of shift briefings [2017-2018]
- Training and mentoring to selected officers in conducting of undercover operations/online investigations and associated legal requirements [2017-2018]
- Allocation of five officers to the Integrated Lower Mainland Police Tactical Troop (call-out positions only) [2016-2018]
- Additional Crime Analyst hired [2018]
- Joint Lower Lonsdale Patrol Project between Transit Police and North Vancouver RCMP [2018]
- Strengthening partnership with IRAYL regarding at-risk youth and IRAYL distributing of transit safety brochure to clients [2018]





1.1.3 Promoting investigative excellence generally, and sex offence investigations particularly

IMPLEMENTED:

- Launched pilot and conducted preliminary evaluation of “SceneDoc”, software that helps Transit Police officers gather evidence digitally and allows Supervisors to monitor investigations in real-time from a secure location [2016]; pilot extended until mid-2019 and use of the tool within the Transit Police has increased to 22 officers [2018]



- Implemented and evaluated impact of using “Move It” software to allow Transit Police to acquire CCTV video directly from TransLink companies to achieve efficiencies [2016]

- Review of Reports to Crown Counsel (“RTCCs”) and analysis spreadsheet created [2016-2017]

- Transit Police legal counsel has issued 26 law letters on various topics such as: policing authority, investigation, interviewing, prisoner release and evidence, right to counsel, *Good Samaritan Drug Overdose Act*, new offence for misuse of fare gates, issuing of 24Hr driving prohibitions, and cannabis legalization and police enforcement [2016-2018]

- Ten Transit Police officers completed the JIBC/Investigative Interviewing course [2016]

- The Training Unit embarked on a large training initiative for interviewing in partnership with the JIBC Police Academy. Utilizing cycle training days and new hire training, the Transit Police now has 117 officers trained in the best-practice ‘Phased Interview Model’ developed by the RCMP and implemented nationally [2017-2018]



- Implemented guide for Watch Commanders to assist them in reviewing RTCCs, particularly those involving sex offences [2016]
- Material from Sexual Offence Investigation Guide incorporated into training reference material; this is having a positive impact on investigations and charge approval [2017-2018]
- Issued new policies on: (a) sexual offence investigations and checklist for level one offence investigations, (b) suspect interviewing – patrol based investigations, and



(c) violence in relationships – vulnerable persons [2017]

- Delivered Police Supervisor Development training [2017-2018]
- Implemented the revised organizational chart for the Operations Division. This included the restructuring of the General Investigative Unit (formerly the Crime Reduction Unit) to expand to seven days from four days per week, with an increase to two teams, each with four constables and one Sergeant. The GIU is now aligned with the patrol shifting pattern and its mandate is revised to better support patrol officers and to provide/mentor investigative excellence. The model enables rapid follow-up and “front-end loading” to serious crime investigations [2017]
- A police officer guide “Achieving Excellence: Writing Reports to Crown Counsel” drafted (and adopted by a provincial working group of the BC Association of Chiefs of Police) and issued to all Transit Police Officers [2018]
- A resource repository on investigative excellence reference material set up in Cufflink [2018]
- Implemented new Acting Sergeant Training and Promotional Program to enhance supervisory skills and abilities, and readiness for promotional opportunities [2018]
- Updated the Promotions Policy Chapter with the revised eligibility requirements for Acting Sergeant and Staff Sergeant pools [2018]
- 2018 Cycle IV training included sex offence investigation guidelines and sexual offenders of concern to Transit Police
- Amended policy and account approval process/forms for investigative and non-investigative use of social media [2018]



1.1.4 Continue operational planning for policing of large public events impacting the transit system in coordination with partners

IMPLEMENTED:

- Worked closely with Port Moody Police and Coquitlam RCMP in relation to movement of people along the new Evergreen Extension to major events in Vancouver, and implementing of upstream interdiction strategies; for safety and security objectives, Transit Police officers were also deployed to the West Coast Express and Transit Police Explosive Scent Detection Dog Teams conducted security sweeps [2017]



- Ongoing coordination with TransLink enterprise partners and external partners on respective responsibilities for major event preparation adjacent to transit system



Hubs (e.g., Boxing day, New Year's Eve Celebration of Lights) [2016-2018]

- New scheduling software tool for operations rolled out for increased accountability and efficiency [2017]
- Revised operations organization chart issued in 2017 and changes were completed on assignment of operational planning duties between East and West operations administrative support Sergeants and Staff Sergeants; a new Inspector

position was created for stakeholder relations and community policing and now implemented [2018]

- Acquired equipment for the new Transit Police emergency operations command room (also multi-purpose room use) and initiated process to secure funding for the required facility renovation [2017]
- Transit Police officers provided with respirators for use in emergencies and large public events, and biennial fit-testing included in the TSERT process [2016-2017]; new administration process established to ensure maintenance/placement of equipment and fit-testing records [2018]
- A number of Direction Public Address Systems ("DPAS") purchased for use at special events and critical incidents; Standard Operating Procedures established and training of selected DPAS operators commenced [2018]

1.1.5 Advance violence prevention strategy to reduce violence against transit staff

IMPLEMENTED:

- Delivered crisis de-escalation training sessions to transit supervisors from Coast Mountain Bus Company ("CMBC"), front-line SeaBus staff and transit security squads [2017]; ongoing training on topic at CMBC safety toolbox sessions [2018]
- Ongoing review of CMBC tracking matrix concerning interactions with vulnerable sector clients, and work on collaborative support/resolution strategies [2017-2018]
- Continued participation in the joint violence in the workplace committee and the operational safety committee meetings with CMBC [2017-2018]
- Ongoing Transit Police tracking and investigation of reported operator assault incidents and provision of victim support [2017-2018]





Strategic Objective: 1.2 Improve Capacity to protect the transit system infrastructure

1.2.1 Improve anti-terrorism infrastructure protection

IMPLEMENTED:

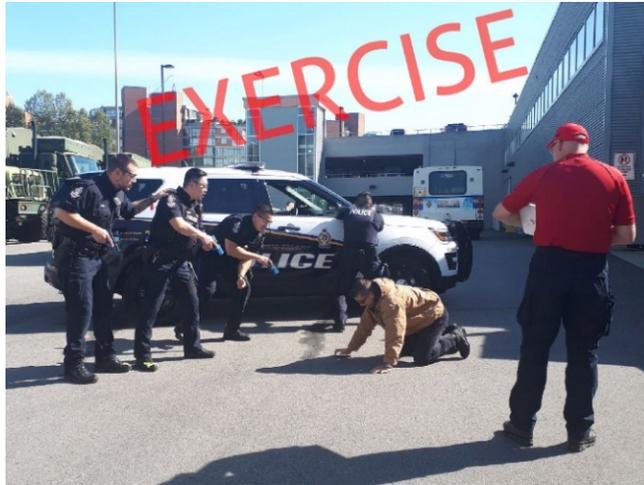
- For intelligence sharing and capacity building purposes, the Transit Police has secondments to RCMP “E” Division – Integrated National Security Enforcement Team (“INSET”), Combined Forces Special Enforcement Unit-BC, RCMP Special Operations Intelligence Unit (ended in 2018) and Real Time Intelligence Centre (“RTIC”)
- Numerous Transit Police officers trained in Counter Terrorism Information Officer function (“CTIO”) [2016-2018]; INSET provided refresher courses for CTIO officers [2017]
- Some Transit Security members (“TSEC”) from Coast Mountain Bus Company joined Transit Police officers in taking the CTIO course, thus supporting a more collaborative approach by Transit Police and TSEC in anti-terrorism and transit security strategies [2017]
- HOT (Hidden, Obvious, Typical) presentations delivered to TransLink operating companies (station attendants, security officers, supervisors, managers, control centres), reaching hundreds of transit staff [over 50 sessions – 2017; 14 sessions – 2018]
- Transit Police produced a HOT Training PowerPoint/Video that is available to as ongoing training tool [2017]
- Ongoing participation in Operation Rail Safe and conducting of ‘high vis’ surges in times of heightened security alert for transit systems [2017-2018]
- Transit Police conducted CPTED (Crime Prevention Through Environmental Design) analysis for certain transit infrastructure; two more Transit Police Neighbourhood Police Officers were trained in CPTED to increase internal capacity [2017]; Ongoing CPTED services provided [2018]
- Transit Police conducted significant table top exercise with the involvement of representatives of the BC Rapid Transit Company and Coast Mountain Bus Company, and consultation with the Vancouver Police, RCMP, CN Police and Amtrak Police. The exercise used the US Security Administration’s “EXIS” (Exercise Information Tool)





which was made possible because of the Transit Police's strong relationship with US counterparts and Transport Canada [2017]

- In April 2018, the Transit Police conducted live exercise "Vigilant" to increase the knowledge and confidence of Transit Police Sergeants and Acting Sergeants to implement police tactical principles during a simulated high risk incident. The scenario for this joint exercise (developed in coordination with British Columbia Rapid Transit Company/West Coast Express) was a terrorist incident involving armed suspects on the morning West Coast Express Commuter Train at Waterfront Station/Vancouver (including simulated injuries and deaths, and taking of hostages)
- Training was provided to Transit Police officers that focused on tactical operations in which the principles of "CLEaR" and "STEP" were applied. There was first a table top exercise (involving a man with a gun on board a bus) to introduce the tools prior to the tactical exercise. STEP is applied in setting containment in transit environments (Stations, Train, Evacuate, Platform) and CLEaR is applying of response strategies (Containment/Eyes, Long guns and less lethal options, Evacuation and Reaction Plans); A live exercise followed [2018]



1.2.2 Develop and exercise Transit Police business continuity and emergency plans and processes

IMPLEMENTED:

- Established close working relationship with the new TransLink Director of Emergency Management [2016-2018]
- Established a TransLink – Transit Police working group to explore development of an "active assailant" response guideline for the TransLink enterprise [2016 - ongoing]
- Continue to leverage contacts and intelligence sharing from the "Policing Moving Cities" conference [2017-2018]
- New MotoBridge (interoperability radio system) installed at Transit Police HQ to enable TransLink enterprise communications interoperability between parties in emergencies (Transit Police houses/manages the system paid for by TransLink; this tool was tested/used during the 2010 Olympics by Transit Police and TransLink) [2016]
- Participation in TransLink Business Continuity Workgroup [2016-2018]



- Numerous Transit Police staff were trained as ‘scribes’ for operational support to critical incident command [2017-2018]
- New Operations Communications Center temporary location set up in the event of HQ evacuation (Standard Operation Procedures in place) [2016]
- Transit Police is an active partner with the Provincial Emergency Planning Program (“PTEP”)[2017-2018]; Participated in PTEP threat assessment in September 2018
- Back-up IT system in place and out-of-region Disaster Recovery infrastructure is being advanced [2018]

Strategic Goal 2.0 – Confidence in the use of public transit

Strategic Objective: 2.1 Improve feelings of safety for customers and staff

2.1.1 Advance full implementation of the community-based Service Delivery Model

IMPLEMENTED:

- Neighbourhood Police Officers (“NPOs”) engaged in their Hubs and they have developed local partnerships with businesses, community police offices/police teams and local agencies/groups [2016-2018]
- Environmental scans were completed for each of the six Community Service Areas (“CSAs”) [2016]; focus groups were held to help inform the development of the CSA Blueprints (business plan) for action; consultant professor at Simon Fraser University consolidated the focus group input and provided guidance/input to the NPOs which enabled NPOs’ completion of their CSA Blueprints [2017]
- Implementation of CSA Blueprints ongoing [2018]
- Agreement achieved on measurement parameters for baseline analytics for each CSA and completed baseline data collection for ongoing CSA crime analysis and performance assessment [2017]; performance measure mapping technique introduced and ongoing detailed data analysis provided to each CSA [2018]
- In March 2017, the amended *Greater Vancouver Transit Conduct and Safety Regulation* came into effect regarding the misuse of fare gates on the TransLink system; these new provincial offences were created as the result of lengthy advocacy by the Transit Police, in partnership with TransLink, based on input from Transit Police officers; officers can





now issue a provincial violation ticket to a person committing infractions, which has the additional benefit of identifying persons that are wanted for breaches of court imposed conditions and arrest warrants

- New sub-office at Waterfront Station operational in 2017 and it is available for use by Jurisdictional Police and TransLink enterprise for event or emergency touchdown / command base; monthly public education sessions being held at the office by NPO [2018]



- Granville Community Police Office and volunteers were temporarily relocated to the Transit Police Waterfront Office; thereby also increasing collaboration with the Transit Police NPO and awareness of Transit Police service delivery; it enabled the Waterfront Office to be open to the public six days a week [2018]
- Transit Police providing information about access to shelters/resources during inclement weather [2018]

2.1.2 Deliver Bias Free Policing

IMPLEMENTED:

- The Ministry of Public Safety and Solicitor General – Police Services Division is advancing a new strategy on bias free policing which includes common standards for police; two Transit Police officers completed the related “Train-the-Trainers” program to deliver training to all Transit Police in 2018 [2017]
- Bias Free Policing Training rolled out to Transit Police officers [2018]

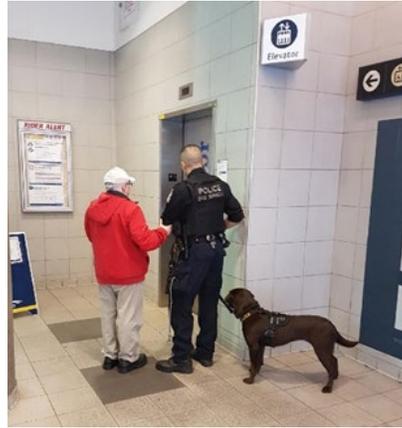


Strategic Objective: 2.2 Improve Understanding of needs of transit customers and staff in order to care for and keep them safe

2.2.1 Expand outreach and safety education to customers and community partners

IMPLEMENTED:

- Increased profile of the Transit Police by Chief Officer through over 25 external presentations/interviews (e.g., universities, conferences) [2016-2017]
- NPOs, Dog Team officers and assigned patrol officers have engaged in extensive community outreach to inform transit riders and the public of transit safety features, “See Something, Say Something” reporting, and role of the Transit Police [409 events – 2017; 369 events – 2018]; this includes delivering safety presentations at post-secondary institutions on sexual offending awareness and transit safety, and an initiative to reach out to the Muslim community in coordination with the RCMP “E” Division Crime Prevention and Hate Crime Teams (in 2018 , over 7700 people in the Muslim community reached by the Transit Police Liaison Officer)
- Six NPOs active with Twitter accounts and four on Instagram accounts; eight additional officers are authorized social media account users, including the Chief Officer and Media Relations Officer [2018]
- The Transit Police developed a sexual offence awareness information PowerPoint for use by School Liaison Officers and schools – including promotion of Transit Police text number and “See Say” campaign [2017]





- Launched updated sexual offending awareness campaign in summer 2018, with advertising support from TransLink and Crime Stoppers, and with collaboration from Battered Women’s Support Services, BC Women’s Hospital and Ending Violence BC
- The Transit Police launched a Bike Program and six NPOs were trained as of 2018. This program is another opportunity to provide high police visibility in the Community Service Areas (“CSAs”), create dialogue, and enhance community partnerships. NPOs do joint patrols in the CSA with their Jurisdictional Police partners (when such



operations having a nexus to transit related issues); and address identified transit related issues with transit operators and the Transit Security Bike Patrol on Granville Mall and at Surrey Central [2017-2018]

- NPO collaborated with Burnaby RCMP Youth Section on an outreach project to youth around transit [2018]
- Working with IRAYL to strengthen the partnership and outreach to at-risk youth around the transit system [2018]

2.2.2 Strengthen Transit Police external communications, adopting innovation and appropriate technologies

IMPLEMENTED:

- Communications Unit capacity enhanced and ongoing release of public reports, such as the annual Report to the Community released (in 2016, there was a newsletter article regarding the work of Transit Police provided for Disabilities Alliance BC publication) [2016-2018]
- Revised communications analytics developed and presented monthly to the Command Accountability Review [2016-2018]
- Media interviews of Chief Officer to promote benefit and value of Transit Police [2016 - 2018]
- Launched sexual offending awareness campaign within the transit system and online [2016-2018]
- Created a section on the Transit Police website for “sexual offence prevention tips on transit” [2017]
- Raised Canadian and international profile through creation of 2017 international conference on “policing moving cities”– multiple media platforms used [2017]
- Updated the 87.77.77 / See Something, Say Something posters and cards; distributed through the NPOs in Hubs [2017-2018]
- Produced internal video messaging from the Chief on such topics as Strategic Plan, priorities/annual achievements, and Hub time [2017]



- Completed replacement for the Transit Police SMS Text software platform and transitioned to new software in the Operations Communication Centre [2017]
- Designed and installed new 'branding' building wrap for Commercial /Broadway office, HQ entrance [2017] and Surrey Central Office and Waterfront Station [2018]
- Sergeant appointed as new Media Relations Officer [2017] and training completed [2018]
- New marketing materials designed for recruiting purposes [2018]
- Updated Strategic Communications Plan [2018]
- Application of revised Metro Vancouver Transit Police logos and branding [2018]



Strategic Objective: 2.3 Protect and assist vulnerable persons

2.3.1 Work with partners to enhance Transit Police crisis intervention capabilities and operational response to safety concerns of vulnerable persons

IMPLEMENTED:

- A targeted number of Transit Police officers completed intensive negotiator training [2016-2018]
- Delivered transgender awareness training to Transit Police officers, including protocol for confirming identification, search/detention and referencing in police records and reports [2016]



- Presentations provided to the Chief's Community Council members, many of whom represent vulnerable transit user groups [2016-2018]

- Participant in the provincial police initiative to respond to opioid overdose crisis; Transit Police policy was approved in February 2017 and 179 sworn and civilian staff have been

trained as of year-end 2018; in Q2 2017, provincially funded Naloxone Kits were made available as personal issue to Transit Police officers; Naloxone has been



administered by Transit Police officers on 41 occasions [2016-2018] to resuscitate overdose victims, thereby saving lives as well as contributing to transit system resiliency

- Partnered with Provincial Government on overdose prevention campaign with placement of posters on the Transit system [2018]
- Transit Police continues to deliver mental health awareness/crisis de-escalation/suspicious package training sessions to transit frontline staff, control centre staff, security, supervisors/managers [2016-2018]
- Transit Police Neighbourhood Police Officers and a Client Services Sergeant worked with CMBC on a coordinated response to customer complaints involving disturbed or mentally ill persons on the bus system; this included Transit Police developing a support program for the vulnerable clients on transit (also supporting #2.3.2) [2017-2018]
- Thousands of new Transit Police Safety Tips Brochures were distributed at community events and presentations, and the Coffee with a Cop events at transit stations [2018]
- NPOs developing connections with persons with special circumstances that impact the hub environment and working on mitigation plans [2018]
- Alzheimers Society of BC provided training to patrol officers on understanding /interacting with persons with Alzheimers [2018]
- Ongoing implementation of Hub Blueprints – many which have focus on social issues such as at-risk youth, mental health, panhandling and homelessness [2018]





2.3.2 Enhance collaboration with partners to improve support to victims and witnesses of crime related to transit

IMPLEMENTED:

- NPOs and Police Dog Teams have been presenting to vulnerable community groups [2016-2018]
- NPOs connected with their Jurisdictional Police - Victim Services Section for their CSA [2017]
- Lead NPO appointed to Victim Services issues [2016]
- Appointed NPO liaison with Vancouver Police Aboriginal Police Unit and local aboriginal focused educational institutions [2016]
- Coordinated Regional Youth Intelligence meetings (presenting on SMS Texting initiative, sexual offending awareness program, and youth safety) and participated in BC Police Victim Services conference [2017]
- Engaged organizations who work with vulnerable persons within the NPO business planning process [2017]





Strategic Goal 3.0 – Regional Services that enhance local policing and community safety

Strategic Objective: 3.1 Engage in innovative and efficient methods to anticipate growth, social change and regional community safety issues

3.1.1 Develop and implement a collaborative policing model for Evergreen Extension with jurisdictional police partners **[v Strategic Action Implemented –December 2017; Ongoing]**

IMPLEMENTED:

- Comprehensive implementation plan with Jurisdictional Police commanders related to safety, security and policing on Evergreen Extension [2016]
- “Just in time” training delivered at operational level to Transit Police and jurisdictional police officers in Q4 2016, including transit safety protocol and Transit Police role/operational coordination with local police [2016]
- Liaison on incident containment training, included involvement of partners [2016]
- Policy review/sharing with Port Moody Police in preparation for their new policing environment [2016]
- Approval and funding received to add eight constables to address increased workload resulting from the Evergreen Extension [2017]
- Analysis conducted on crime and operational deployment to the Evergreen Extension and business case developed to support the Transit Police request for additional officers; six constables approved for 2018 [2017]
- Ongoing communication and coordination with Jurisdictional Police on common policing issues, joint initiatives, special event policing, community outreach [2017 -2018]



3.1.2 Enhance use of the Transit Police explosive scent detection dog program

IMPLEMENTED:

- Agreement with Victoria Police Canine Unit to provide annual explosives validation to Transit Police dogs [2017-2018]
- Four Handlers attended the International Association of Bomb Technicians (IABT) Investigators training in Ontario [2017]
- Increased regular security sweeps by the Dog Teams of stations and transit property to promote safety and a level of confidence in using the transit system; there also were special security sweeps performed prior to major events [2017-2018]



- Rolled out two additional new explosive scent dog teams [2018]
- Enhanced profile of the Dog Teams with the Jurisdictional Police and responded to increased requests for mutual aid assistance from Jurisdictional Police [2017-2018]
- In 2018, Dog Teams attended to 33 calls for service concerning possible explosives (34 in 2017), and there were 63 dog team presentations/demonstrations to the community and transit enterprise staff (77 – 2017)
- Ongoing education to transit employees on capabilities of police dogs and requesting of teams [2017-2018]
- Two Transit Police Explosive Scent Detection Dog Teams were award recipients (including top two explosive scent detection teams in Canada) [2018]



3.1.3 Update the operational protocol with JPD and seek additional joint initiatives to optimize police response and effectiveness [V Strategic Action Implemented –December 2018; Ongoing]

IMPLEMENTED:

- Distributed presentation for awareness of Transit Police and Jurisdictional Police (“JPD”) members on the Transit Police/JPD operational Memorandum of Understanding [2016]; biennial review of MOU took place and amended MOU was agreed to by the parties [2018]
- Held semi-annual Transit Police/JPD protocol committee meetings and communicated new policy requiring that all training exercises on the transit system and use of TransLink enterprise assets be coordinated through the Transit Police [2017-2018]
- Coordinated Regional Youth Intelligence Meetings (RYIM) [2016-2017]
- Hosted April 30 to May 2, 2017, the “Policing Moving Cities” conference in partnership with the Canadian Association of Chiefs of Police; there were 140 attendees and presenters from the United States, United Kingdom and Canada representing transit operators and all levels of transit policing/security/public safety organizations, as well as jurisdictional police departments from across Metro Vancouver (covered such issues as: terrorism, counter-terrorism and transit systems; vulnerable populations, including those with mental illness; sexual offending on transit; collaboration and partnerships; and value proposition of transit policing models)



- Ongoing collaboration on mutual interest policing initiatives (NPO collaboration with community police offices/officers; Transit Police/Surrey RCMP joint beat team; Evergreen joint policing partnership practice; special events planning; inclusion of safety and security partners to supplement policing effectiveness, such as TransLink Security, IRAYL, RYIM and Surrey Transit Watch) [2017-2018]
- Ongoing operational information sharing with Jurisdictional Police, providing them with valuable intelligence on suspects in their region and demonstrating the value of the Transit Police – JPD partnership model [2017]
- New Inspector for Stakeholder Relations position for operational and relationship building in place [2018]



3.1.4 Work closely with the TransLink family to enhance risk management, situational awareness, and safety planning and processes

IMPLEMENTED:

- Successful roll-out of Next Generation Radio Program (“NGRP”) in coordination with ECOMM – this is a common radio platform for police, fire and ambulance partners [2017]



two as presenters) [2017]

- Active on TransLink emergency planning, business continuity and risk management committees [2016-2018]; developed working relationship with new TransLink Director of Emergency Planning; Transit Police moving to become the TransLink enterprise Intelligence Centre [2017]
- Transit Police staff tool online “Information Security Awareness” training to enhance security of electronic information [2017-2018]
- All TransLink operating companies (and TransLink HQ staff) represented at the Transit Police – Policing Moving Cities Conference (with



3.1.5 Explore legislative and other opportunities to enhance delivery of the Transit Police purpose

IMPLEMENTED:

- The *Greater Vancouver Transit Conduct and Safety Regulation* was amended in March 2017, introducing new provincial offences regarding the misuse of fare gates on the TransLink system; these new offences were created as the result of advocacy by the Transit Police, in partnership with TransLink, based on input from operational Transit Police officers; Transit Police officers can now issue a provincial violation ticket to a person committing infractions, which has the additional benefit of identifying persons that are wanted for breaches of court imposed conditions and arrest warrants (also supports 2.1.1) [2017]
- The Provincial Government approved a regulation to amend regulations related to all three Designated Policing Units in BC, which includes the Transit Police; this resulted in amendments to the *South Coast British Columbia Transportation Authority Police Service Complaints and Operations Regulation*; addresses issues related to application of Part 11 (Complaints) of the *Police Act* and mirrors more closely the provisions that apply for municipal police boards [2016]

3.1.6 Work with TransLink and jurisdictional police partners to optimize planning and preparations for policing an expanding transit system

Note: Transit Police Executive added this new strategic action to commence in 2018 as a result of significant research and planning that commenced in 2017 relative to police service delivery to future transit expansions (Millennium/Broadway Extension and Surrey light rail project)

IMPLEMENTED:

- Presented future staffing model to the Police Board and TSML Directors; TransLink VP for Human Resources considering how to build in the model within the 10 year HR plan [2018]
- To address policing needs in relation to ongoing transit system increases in ridership, obtained approval for six additional officers in 2019 budget proposal; those funds to be allocated to the Community Safety Officer concept [2018]





Strategic Objective: 3.2 Demonstrate professionalism and strong organizational performance

3.2.1 Use data and research to provide evidence base to inform Transit Police work and report performance outcomes

IMPLEMENTED:

- Gathered statistical data for the CSA business planning process; ongoing quarterly analysis to occur in conjunction with the NPOs [2017]
- Several performance accountability tools have been reviewed, validated and updated (e.g., Command Accountability Review and Members Activity Review) [2017]
- Participated in TransLink's new performance dashboard (public) with the provision of monthly 'crimes against persons' and "crimes against property" data [2017-2018]
- Analysis conducted in relation to Evergreen Extension and operations service delivery, and staffing business cases endorsed by Police Board in the 2018 budget; [2017]
- Third Crime Analyst hired to address increased analytical needs [2018]
- Received authorization to access non-identifying Compass data for planning and analysis purposes [2018]

3.2.2 Optimize the use of technology to increase operational efficiencies and promote continuous improvement

IMPLEMENTED:

- Maintained the internal Continuous Improvement Team [2016-2018]
- Review conducted of information section and report provided to improve performance [2016]
- Filled all three new Executive Assistant positions and one vacant Confidential Assistant position [2017]
- Completed review of future staffing needs (sworn and civilian) to address growth in the transit system and for operational effectiveness/efficiencies; reports with recommendations endorsed by the Police Board for the budget submission to TransLink [2017-2018]
- TransLink Internal Audit completed the requested high level assessment of the 15 financial processes managed by Transit Police Finance for sufficiency of controls and risk mitigation; two recommendations were received and addressed [2017]
- Internal 'online' communications request tool launched to enable workload management with the communications team [2017]
- Launched reconfiguration of Cufflink - staff intranet [2017]
- Due to the increased use of opioids and safety risk to police staff in the event of accidental exposure, the Transit Police acquired an ION scanner (funded by the province); similar to scanners located in an airport, a swab is taken and the ION



scanner is almost instantly able to analyze for traces of narcotics (e.g., fentanyl and other opioid type drugs) or explosives [2017]

- Electronic Vehicle Tracking Technology was added to the Transit Police fleet for situational awareness and safety purposes (Standard Operating Procedures in place) [2018]
 - Completed civilian exempt compensation review [2018]
 - Launched pilot to write off select file types in CAD so that no record management system file needs to be created, thereby reducing work load for officers (tracking mechanism put in place for statistical and evaluative purposes) [2018]
 - Position profiles are kept current, with compensation reviews completed in preparation for potential vacancies and postings [2016-2018]
 - Piloted new overtime strategy to decrease costs while maintaining service delivery (to offset increasing OT due to vacancies) [2018]
- 
- For purposes of prisoner processing, officer efficiencies and police agency effectiveness, Transit Police tested a new jail detention model to reduce the number of JPD jails used to three; operated pilot with New Westminster Police Department (“NWPD”) in Q3/Q4 2018 – all prisoners arrested east of Boundary and north of the Fraser River taken to the NWPD jail [2018]
 - Wise Track – QR coding applied to police equipment to improve tracking of shared equipment
 - Wise Track – QR coding applied to 2018 police files
 - Participant in the Provincial Digital Evidence Management Working Group [2018]
 - Rolled out Compass Wrist Bands to interested officers [2018]

3.2.3 Recruiting a diverse workforce and enable that workforce to develop and contribute to their fullest potential (e.g., quality training, performance review, recognition, inclusivity and engagement)

IMPLEMENTED:

- Employee morale survey had over 70% staff participation and results provided electronically to all staff [2016]; detailed survey response plan developed and action leaders assigned [2016-2018]
- 100% of exempt staff had annual performance reviews completed (same rate as 2016 and 2017); a new performance check-in process was launched for union staff and their check-in set for 2019 Q2 (high completion continues to occur for union staff) [2018]



- 50 Transit Police officers currently trained and outfitted for carrying of Conducted Energy Weapons (CEWs), a drop from 61 in 2017; currently below the target of 50% of front-line officers [2018]
- Ten Transit Police officers completed JIBC Investigative Interviewing Course [2016]
- Over 117 Transit Police officers were trained on the new “Phased Interviewing Model” [2017-2018]
- Negotiator training completed by selected Transit Police officers [2016-2018]
- Two-day containment training/exercise delivered to over 131 Transit Police officers (with additional nine jurisdictional police participants) [2016]
- Legal update training session was delivered to Transit Police officers [2017]
- 25 officers hired and at 98% of authorized strength at year-end [2018]; compared to 22 officers hired and at 99% of authorized strength at 2017 year-end
- An 3% increase in female Transit Police officers/actual strength [18.4% - 2018, 17.8% - 2017, 14.7% - 2016]
- 23% of Transit Police officers represent racial diversity, an increase from 19% in 2016 and 2017 [2018]
- 30 different second languages spoken (includes both sworn and civilians) compared to 23 in 2017 [2018]
- Launched targeted digital social media recruiting campaigns to increase recruit applications [2018]
- Implemented new Collective Agreement [2018]
- Transit Police awards ceremony was held in 2018 Q2 for sworn officers, civilian staff, and members of the public.



- Other external awards were received, such as: Canadian Urban Transportation Association (“CUTA”) Award/Sgt. Hawthorne, Order of Merit of Police Forces and 2018 Special Olympics Canada Rob Plunkett Law Enforcement Torch Run Award/Deputy Chief Kross, BC Police - Award of Valour/Constable Morrison, BC Police - Award of Meritorious Service/Constables Hamilton and Prodanovic; Canadian Police Canine Association - K9 Detection Awards/Constables Smith and Chan; Alexis Team Award/Constable Savoy; and Governor General Award/Constable Spencer [2018]



3.2.4 Deliver robust occupational health and safety plan, including creating a workplace cognizant to mental health issues

IMPLEMENTED:

- Analyzed organizational needs and requirements to maintain a healthy workplace, including assessing existing resources available and identifying gaps [2017]
- Sworn and civilian staff trained on opioid overdose and administering naloxone in event of accidental opioid exposure by staff; set up static locations for naloxone kits [2017]; 179 trained as of 2018
- Conducted a 'healthy workplace' survey and follow-up actions were identified and implementation commenced [2017]
- 'Healthy workplace' section on Cufflink (staff website) revamped and information regularly posted [2017-2018]
- Established a new Healthy Workplace Committee [2017] and ongoing [2018]
- Issued new workout protocol to staff and in-house fitness testing offered [2017]
- R2MR (Road to Mental Readiness) training provided to all new Transit Police officer hires (bringing the total trained to 122 officers) and there was continued promotion of positive mental health for first responders and Transit Police civilian staff, such as: availability of the Transit Police Critical Incident Stress Management ("CISM") Team and external psychologists; staff participation in the public "Bell Let's Talk Day"; and promotion of provincial mental health resources available to BC first responders [2017-2018]
- Two Transit Police officers trained in Edmonton's Workplace Reintegration Model to support officers experiencing critical incidents [2018]
- Additional CISM members trained [2018]
- A NPO completed the "master training" level for R2MR; this enables the Master Trainer to train additional instructors at the Transit Police as well as other instructors in the region (thereby supporting partners) [2018]





- Launched the WorkSafeBC First Responders – ‘Share It. Don’t Wear It’ campaign to Transit Police staff [2018]
- Educational sessions and electronic communications delivered to Transit Police officers on nutrition and physical health training [2018]
- Filled new internal position for Human Resources Advisor - Benefits and Ability Management [2018]
- New Fitness for Duty policy issued [2018]
- New Standard Operating Procedure established around response to bed bugs and other insect incidents [2018]

3.2.5 Ensure strong supervision, leadership and succession planning

IMPLEMENTATION:

- Leadership training (ongoing); for example Executive Mentoring – Leadership Development, ‘How to become a better manager of people’, IACP/Leadership in Policing Organizations, JIBC/Police Leadership and Development, Canadian Police Leadership Conference, and Women in Policing Conference
- Analysis of key positions completed and process of succession planning either completed or underway [2017]
- Two Transit Police officers promoted to Inspector, including the first female Inspector for the Transit Police [2016]
- Secondment of Vancouver Police Inspector to advance agenda of improving operational/investigative standards [2016]; hire of same Inspector to operations division [2017] and promotion to Deputy Chief [2018]
- Professional development/succession planning through secondment of 12 officers to nine different regional integrated teams or specialized positions [2018]; 10 officers in 2017
- Amended compensation scheme for Inspector rank [2016] and Deputy Chief rank [2017] to be consistent with comparator police agencies, to enhance succession planning
- All Exempt job position profiles reviewed and assessed [2018]
- Delivery of Supervisor Leadership Development Program [19 – 2017; 17 – 2018]; 23 supervisors trained in Responsible Officer Response (“ROR”) role of supervisors – relates to articulation and oversight of use of force [2018]
- R2MR training for supervisors was delivered as part of the new Supervisor Training and Promotion Program [2018]
- Updated performance log process for union members and performance evaluation process for exempt staff [2018]



KEY PERFORMANCE INDICATORS (KPIs)

The Police Board adopted 14 KPIs for the Strategic Plan and the 2018 year-end results are shown on the following chart.

	KPIs	2018	2017	% Change	2018 Clearance Rate ¹	2017 Clearance Rate
1	Total Reported Files² <i>(primary offence only – all offences)</i>	38,977	36,380	7%		
	<i>Transit Police Files</i>	31,913	28,533	12%	85%	85%
	<i>Assist Files</i>	7064	7,847	-10%		
2	Crimes Against Persons/100,000 Boarded Passengers³	0.465	0.469	-1%		
3	Crimes Against Property/100,000 Boarded Passengers⁴	0.564	0.600	-6%		
	<i>Crimes Against Persons (incl. assists)</i>	2035	1913	6%	32%	34%
	<i>Crimes Against Property (incl. assists)</i>	2468	2449	1%	17%	17%
4	Workplace Violence Against Bus Operators (Assaults)⁵	85	103	-18%		
5	Transit Conduct and Safety Regulation Files⁶ <i>(excludes 24hr refusals)</i>	12,777	9,622	33%		
	<i>24 Hour Refusals</i>	631	616	2%		
6	Community/Partners Outreach Events	369	409	-10%		

¹ Clearance rate is based on all reports to Transit Police and the number that are cleared by 'charge' or 'other'; this clearance rate differs from the provincial method used for CCJS reportable files (smaller number of files). It includes VTs but excludes Assist files and Municipal Bylaw Infractions.

² Total Reported Files includes Criminal Code offences, Municipal Bylaw Infractions, and Violation Tickets. It does not include Fare Infraction Notices.

³ Crimes Against Persons: 2018 – 2035 files/437,375,700 boarded passengers. (Note: 2017 rate restated due to revised ridership number of 408,237,429 Million.)

⁴ Crimes Against Property: 2018 – 2468/ 437,375,700 boarded passengers. (Note: 2017 rate restated due to revised ridership number of 408,237,429 Million.)

⁵ Includes bus operator assaults only; does not include unfounded/unsubstantiated/threats.

⁶ Combined files from UCR 7250 (incl. new UCR 7250-14 for misuse of fare gates), and UCR 8120-27 re rules.



7	Joint Initiatives/Operational Plans with Law Enforcement Partners	103	67	54%		
8A	Percentage of Actual Strength to Authorized Strength (Civilian)	(64/73) 88%	(65/72) 90%	-3%		
8B	Percentage of Actual Strength to Authorized Strength (Sworn)	(179/183) 98%	(174/175) 99%	-2%		
9	Percentage of Female Police Officers to Actual Strength (Sworn)	(33/179) 18.4%	(31/174) 17.8%	3%		
10	Number of Substantiated Admissible Public Trust - Police Act Complaints ⁷	4	1	300%		
11	Number of Different Languages Spoken ⁸	30	23	30%		
12	Perception of Safety/Security – Rail (combined average) ⁹	80%	78%	3%		
13	Perception of Safety/Security – Buses (combined average) ¹⁰	83%	83%	0%		

When comparing 2018 to 2017, Crimes Against Persons per 100,000 Boarded Passengers remained level while Crimes Against Property per 100,000 Boarded Passengers decreased by 6%. (While the actual number of events increased for both types of crimes, when taking into account the 7.1% ridership increase, the actual rate per 100,000 Boarded Passengers decreased.) The top crimes against person being addressed by the Transit Police were common assault, assault with weapons, sexual assault, indecent acts/exposing and robbery. For crimes against property, it was mischief-graffiti, mischief-ATMs, mischief – Ticket Vending Machines, Theft – Bicycles and Theft Under.

The chart that follows shows the 10 year trending for both of these measures.

⁷ Number of substantiated Public Trust Complaints for 2017 and 2018 are current as of April 2019; these numbers may change upon future file conclusion by the Office of the Police Complaint Commissioner.

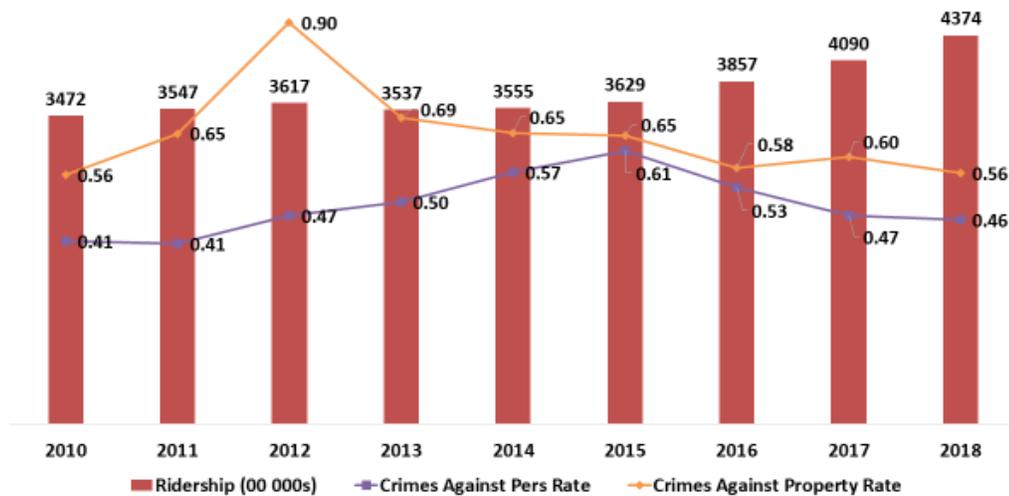
⁸ In 2018, 66 of 243 actual strength have at least one second language (27%).

⁹ Includes annual percentages averaged together for onboard and at stations for SkyTrain (includes Canada Line).

¹⁰ Includes annual percentages averaged together for onboard buses and at bus stops/exchanges, and SeaBus.



Rates per 100K Boarded Passenger (2010-2018)



OTHER STATISTICAL INFORMATION

The following statistics are provided for awareness of the Police Board.

KPIs	2018	2017	% Change	2018 ¹¹ Clearance Rate	2017 Clearance Rate
Other Criminal Code Violations/ 100,000 Boarded Passengers¹² <i>(incl. assists)</i>	0.465	0.585	-20%	67%	54%
Controlled Drugs and Substances Act Files/100,000 Boarded Passengers¹³ <i>(incl. assists)</i>	0.114	0.160	-29%	98%	99%
Provincial Statute Violations/ 100,000 Boarded Passengers¹⁴ <i>(incl. assists)</i>	3.33	2.99	11%	94%	97%

¹¹ Clearance rates for Other Criminal Code Violations and CDSA do not include assist files.

¹² Other Criminal Code Violations: 2018 – 2,035 files/437,375,700 boarded passengers. (Note: 2017 rate restated due to revised ridership number of 408,237,429 Million.)

¹³ CDSA: 2018 – 500 files/437,375,700 boarded passengers. (Note: 2017 rate restated due to revised ridership number of 408,237,429 Million.)

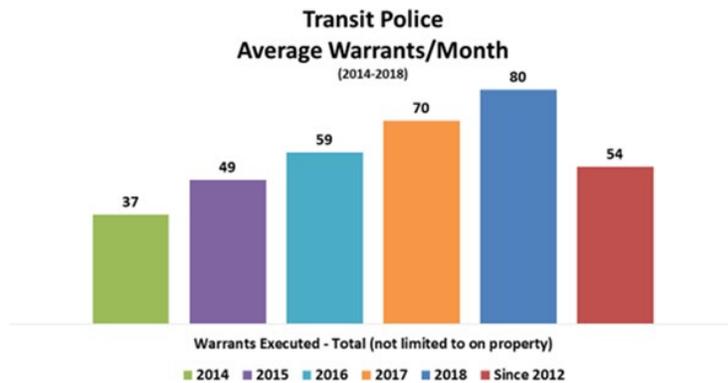
¹⁴ Provincial Statute Violations: 2018 – 14,570 files/437,375,700 boarded passengers. (Note: 2017 rate restated due to revised ridership number of 408,237,429 Million.)



Violation Tickets	16,398	14,216	15%		
Arrests - Warrants Executed (All) <i>(incl. secondary offences; does not incl. assists)</i>	989	852	16%		
Arrests – New Charges¹⁵	772	715	8%		
Breaches <i>(incl. secondary offence; does not assists)</i>	494	461	7%		
Total S. 28 Mental Health Act Apprehension Files	197	176	12%		
Sexual Offences <i>(primary only; no assists)</i>	160	133	20%	23%	32%
Sex Offences – Assists <i>(assists only)</i>	112	132	-15%		
SCBCTA Fare Bylaw Infractions	14,484	19,080	-24%		
SMS Text (87 77 77) Conversations	5,840	3,181	84%		
SMS Text conversion to Police Files	59%	73%	-19%		

Criminal Warrant Arrests

Reducing crime and disorder on transit and the surrounding community is Strategic Objective #1 of the Transit Police. In 2018, Transit Police officers made 989 criminal warrant arrests; warrant arrests have trended upwards over the past four years and this is a notable 67% increase when compared historically to 2015 (591). The trending for average warrants each month per year is shown in the chart beside.



Many warrant arrests arise from on-view work of Transit Police officers in their Hubs, calls for service, or confirming identity incidental to criminal arrest or during enforcement of a provincial statute offence (such as misuse of a fare gates). However, Transit Police officers also familiarize themselves with offenders and criminals of concern or wanted through law enforcement

¹⁵ Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.

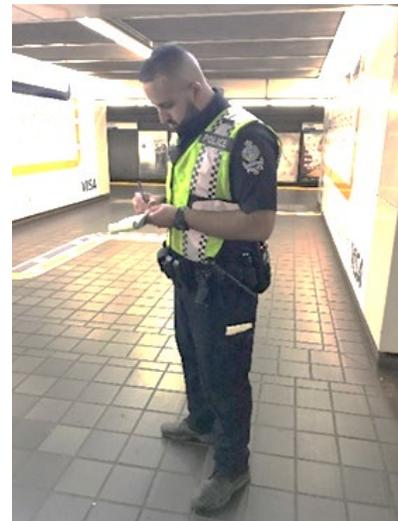


intelligence sharing, regional BOLFs (Be on the Look Out For), and the Transit Police Offender Management Program.

Misuse of Fare Gates and Violation Tickets

There was a 24% decrease in Fare Infraction Notices (“FINs”), a TransLink bylaw, issued by the Transit Police in 2018 compared to 2017. However, there was an important offset with a 15% increase in both Provincial Violation Tickets (“VTs”) and 33% increase in *Transit Conduct and Safety Regulation (“Regulation”)* files. The majority of these increases are associated to Transit Police officers’ active observations and enforcement of the new provincial offences regarding the misuse of fare gates on the TransLink system.¹⁶ As well, there has been increased officer attention to transit safety rule compliance issues (e.g., misuse of emergency exit, failure to obey a sign/rules, obstruction of a police officer). The enforcement of the *Regulation* positively contributes to TransLink’s efforts to strengthen public confidence in the transit system and feelings of safety and security.

Of critical importance to the safety of transit customers and staff, and the general public, is how the process of confirming an offender’s identity allows Transit Police officers to learn whether there is a criminal record or conditions of release, and if there are any outstanding warrants to be executed. The FIN process does not allow this to occur, nor can the offender’s information be entered into PRIME for intelligence purposes, but the opposite is true for VTs. This therefore also contributes positively to the work of Jurisdictional Police partners and their offender management and community safety efforts.



¹⁶ The amended *Transit Conduct and Safety Regulation* came into effect March 2017. A person who commits an offence under the *Regulation* can be issued a violation ticket in the amount of \$173. The new offences are intended to focus on “disorderly behavior”, instead of the loss of fare revenue. Neither the Transit Police officers nor the offender needs to be inside the **fare paid zone** to issue a ticket to a person who commits an offence under s. 8(4) of the *Regulation*. Because the person has committed an “offence”, the officers has lawful authority to briefly detain the person outside of the fare paid zone. There is not a specific offence for the failure to “**tap in/tap out**”; however, persons who do not “tap in/tap out” will contravene section 8(4)(d) – “going through a fare gate that was not opened by that person.” Accordingly, Transit Police can issue a ticket on that basis.

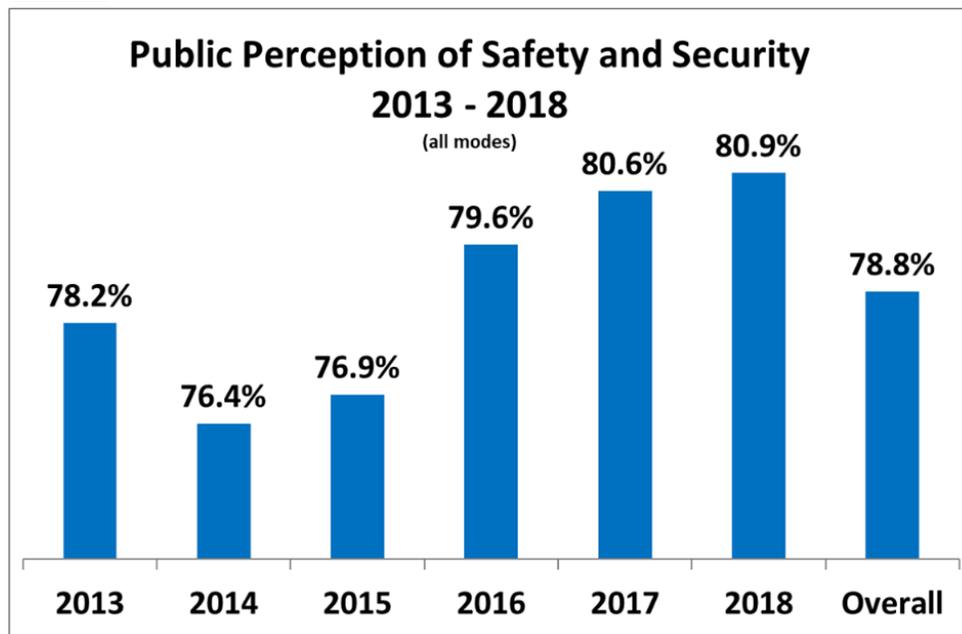


Perceptions of Safety and Security on Transit

TransLink conducts quarterly customer satisfaction surveys (via Ipsos) which includes measuring performance on five attributes related to perceptions of safety/security on rail, bus and the SeaBus. The survey outlines the percentage of riders awarding a good to excellent (8 - 10) performance rating for each attribute. *(An average rating of 7.0 or higher means an attribute's performance is positive, whereas a rating of less than 7.0 means improvements should be considered.)* Customer perception of safety/security from this survey is the final area of KPIs for the Strategic Plan (see KPIs 13 and 14). This KPI is reported on annually in the strategic plan year-end report.

2018 was a very positive year with customer satisfaction matching or exceeding the 2017 performance scores in the various transit modes. Table 1 below shows an overall perception of safety score of 80.9% (average across all modes of transit of those surveyed scoring safety and security as 'good' to 'excellent'). This is the highest result recorded since the Transit Police began tracking results in 2008 and continuation of the upward trend since 2014. In 2015, the Transit Police introduced its new Community Based - Service Delivery Model with six Hubs, and the introduction of the six Neighbourhood Police Officers in 2016. There is dedicated police hub time incorporated into that model and this police presence is a contributing factor to the improved feeling of safety and security on the transit system. The public's perception of their safety and security is as, if not more, important than their actual safety and security when it comes to their decision to utilize public transit.

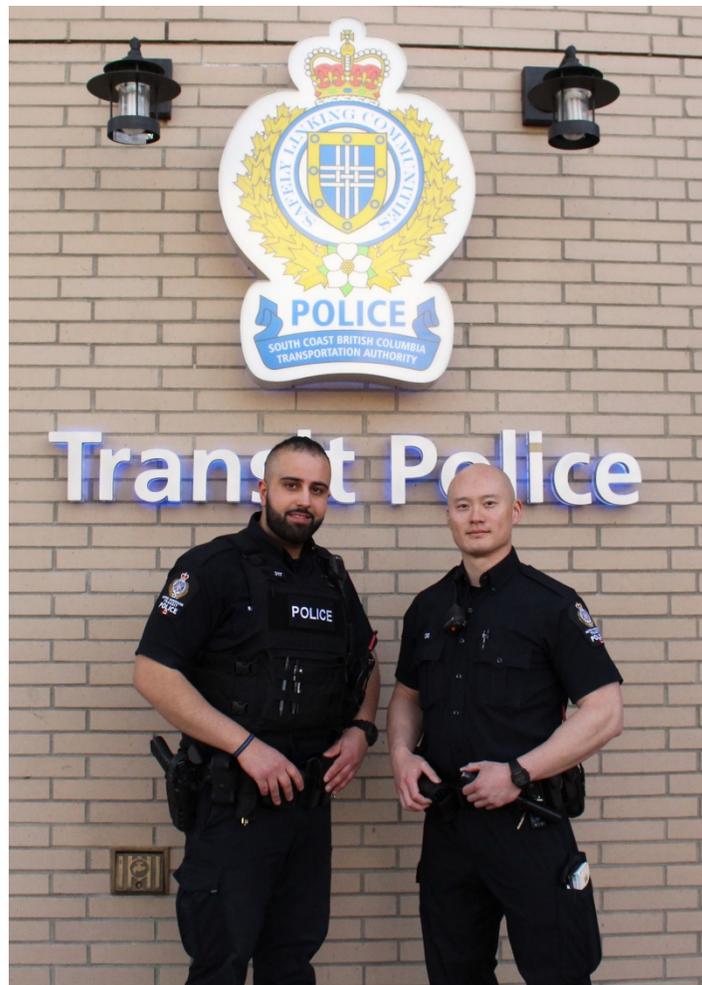
Table 1





CONCLUSION

In 2018, the Transit Police has done extensive work to advance implementation of the 2016-2020 Strategic Plan, in particular in the areas of investigative excellence, intelligence management, specialization, and strengthening collaboration with Jurisdictional Police and TransLink partners. Internal promotion and understanding of the Plan has improved over the past year, and the “Policing the Moving City” theme is being regularly promoted in strategic communications. Efforts in 2018 have contributed positively to public safety on the transit system, as well as increased the professionalism and capacity of the Transit Police to deliver on its mandate.



Prepared by: Transit Police Strategic Services Section / April 2019