



METRO VANCOUVER
**TRANSIT
POLICE**

Strategic Plan 2019 Semi-annual Update





EXECUTIVE SUMMARY

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



There are seven strategic objectives and 24 strategic actions within the Plan.

Since 2016, comprehensive semi-annual reports have been submitted to the Police Board, most recently the 2018 year-end status report (Police Board Report No. 2019-05). These reports have outlined completed work as well new initiatives being advanced to achieve the Plan goals. As Transit Police is now into the fourth year of the Plan, a consolidated update is now being provided for the Police Board and public.

This revised report contains two parts:

- (1) Consolidated achievements for each of the seven strategic objectives; and
- (2) Key Performance Indicators.



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
- 1.1.2 Enhance specialist capacity, intelligence sharing and partnerships to improve prevention and response to specific crime types, disorder and hotspots
- 1.1.3 Promoting investigative excellence generally, and sex offence investigations particularly
- 1.1.4 Continue operational planning for policing of large public events impacting the transit system in coordination with partners
- 1.1.5 Advance violence prevention strategy to reduce violence against transit staff

IMPLEMENTED:

Offender Management – Revised Transit Police Offender Management Program (“OMP”) with new offender profiles created; there is targeting of those active, persistent individuals that pose a risk to the public and transit staff, and clarified patrol roles/responsibilities regarding these individuals. The majority of OMP clients have sexual offending offences. There is ongoing monitoring of OMP individuals and compliance with conditions.



Mental Health – The mental health clientele group was separated out of the OMP 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).

For capacity building, there was mental health liaising and training provided to Coast Mountain Bus Company, BC Rapid Transit Company and other TransLink enterprise staff. Ongoing training sessions were delivered to Transit Police in support of the mental health focus for staff and clients, such as Critical Incident Stress Management - Assisting Individuals in Crisis, Canadian Police Knowledge Network (“CPKN”) - Preventing Suicide, and BC Crisis Intervention & De-escalation CPKN course and classroom training.

Tactical Management Team – The Tactical Management Team (“TMT”) design was revised for the purpose of continual improvement on Problem Oriented Policing and management of targeted problematic individuals. As well, Transit Police Weekly Wanted Bulletins were



produced and circulated to Members and Jurisdictional Police partners, thereby helping in arrests of wanted suspects.

Impaired Driving – To enhance impaired driving (alcohol and drugs) enforcement and investigations, with consideration of new federal and provincial legislation, Members were required to take two CPKN courses – ‘Introduction to Impaired Driving and Cannabis Legalization’ and ‘Basic Impaired Driving Detection Techniques’. 39 Members (32% of patrol) were trained in administering a Standardized Field Sobriety Test (Ministry of Public Safety and Solicitor General police agency goal is to have at least 30% of officers trained within five years). Draft amendments to procedures in the Impaired Driving policy were prepared.

Bus System Focus – Transit Police increased its attention to safety on buses and at bus loops/exchanges. In 2018, Transit Police piloted a “Bus Loops/Exchanges Patrol” initiative to increase Transit Police uniform presence at designated bus loops/exchanges. There was also a Lower Lonsdale joint patrol project with the North Vancouver RCMP. The pilot proved to be beneficial and, in 2019, the bus loop/exchange patrol initiative became a permanent feature of Transit Police patrol duties, with the West Coast Express now also included as part of regular patrols. As a result of these initiatives, businesses, transit staff and customers indicated they experienced a level of comfort and security with regular high-visibility police patrols.



Neighbourhood Police Officers – A six Member “NPO” Team was established. The NPOs liaise with Jurisdictional Police Community Policing Officers and centres, community groups and government; blue print action plans were created for each NPO’s hub station and community service area.

Community Partnerships – There is an ongoing partnership with Surrey Crime Prevention Society for the Transit Watch Program and with IRAYL regarding at-risk youth (IRAYL distributing the transit safety brochure to clients).

Regional Safety and Secondments – For the purpose of intelligence sharing and capacity/skills development, there have been secondments of Members to the following integrated units (with many ongoing):

- 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).

Intelligence Sharing – There is ongoing submission of key Transit Police files to the Real Time Information Centre (“RTIC”) which are shared within the region and, in 2017, Transit Police initiated a regional sex offence bulletin via RTIC. Elevation of Counter Terrorism Information Officer (“CTIO”) functionality advanced, with additional officers being trained each year to provide squad/unit coverage.

Operations Service Delivery – The organizational chart for the Operations Division was revised in 2017, with further changes in 2019 Q1. Changes were made to the assignment of operational planning duties between East and West operations administrative support Staff Sergeants, and a new Inspector position was created for stakeholder relations and community policing (Inspector position was broadened to cover the new Patrol Support Section). There was 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. GIU is now aligned with the patrol-shifting pattern and its mandate is revised to better support patrol officers and provide/mentor investigative excellence. The model enables rapid follow-up and “front-end loading” to serious crime investigations. GIU now reports to the Inspector of Patrol Support. An additional Crime Analyst was hired to support operations.

Investigative Excellence – A series of initiatives were implemented to enhance investigative excellence and application of the law, including:

- Since 2016, 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 enforcement.
- A resource repository on investigative excellence reference material was set up on Cufflink.
- Ten Members completed the JIBC/Investigative Interviewing course in 2016 and then for subsequent years, the Training Unit launched a large in-house training initiative (in partnership with the JIBC Police Academy) to train Members in the best-practice ‘Phased Interview Model’ developed by the RCMP (118 Members have been trained).



- A police officer guide “Achieving Excellence: Writing Reports to Crown Counsel” was written (also adopted by the BC Association of Chiefs of Police) and issued to all Members; training to new Members continues.
- A review and analysis of Reports to Crown Counsel (“RTCCs”) was conducted (covered 2016-2017 period) and is now continuing for subsequent years to examine such elements as: frequency of when accused waived rights to counsel or invoked their right to counsel and whether officers interviewed an accused after they spoke with a lawyer. This analysis will help with identifying training needs.
- Created a guide for Watch Commanders to assist them in reviewing RTCCs, particularly those involving sex offences.
- Amended policy and account approval process/forms for investigative and non-investigative use of social media. Training and mentoring to selected officers in conducting of undercover operations/online investigations and associated legal requirements.
- Delivered training to Members on sex offence investigation guidelines and sexual offenders of concern to Transit Police, with aim of enhancing investigative outcome and charge approval.
- Issued new policies on:
 - (a) sexual offence investigations and checklist for Level 1 offence investigations,
 - (b) suspect interviewing – patrol based investigations, and (c) violence in relationships – vulnerable persons.
- Delivered new Police Supervisor Development training (ongoing); and established new Acting Sergeant Training and Promotional Program to enhance supervisory skills and abilities, and readiness for promotional opportunities. (Promotions policy updated with the revised eligibility requirements.)
- A forensic video analyst position was created and it is temporarily filled (completion of the selection process pending). Given the volume of CCTV captured in relation to transit incidents, this position will enhance investigation quality and timeliness.
- Streamlined the process for charging and obtaining conditions for panhandlers and advanced enforcement of the Trespass Act at Downtown Vancouver Stations.





Policing of Evergreen Extension – Established new operating relationship with police agencies along the Evergreen Extension (ongoing). Work closely with Port Moody Police and Coquitlam RCMP in relation to the movement of people to major events in Vancouver, and implementing of upstream interdiction strategies. For safety and security objectives during such events, Members are also deployed to the West Coast Express and Transit Police Explosive Scent Detection Dog Teams conduct security sweeps along the Evergreen Extension.

Special Events – 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, and Celebration of Lights).



Human Sources – Continued professional development with JIBC/Human Source Management Training and internal Human Source legal training was also delivered to handlers, supervisors and certain regular Members.

Critical Incident Response – Ongoing allocation of five officers to the Integrated Lower Mainland Police Tactical Troop (call-out positions only). Some equipment was acquired for the future Transit Police emergency operations command and location identification and facility funding was initiated. Members are provided with personal issue respirators for use in

emergencies and the fit testing is included in the use of force recertification process. A number of Direction Public Address Systems ("DPAS") were purchased for use at special events and critical incidents, a Standard Operating Procedure was established and training of selected DPAS operators commenced.

Violence in the Workplace – Delivered (ongoing) crisis de-escalation training sessions to CMBC transit supervisors, front-line SeaBus staff, transit security squads, and operator safety toolbox sessions. Ongoing review of CMBC tracking matrix concerning interactions with vulnerable sector clients, and work on collaborative support/resolution strategies. Continued participation in the joint 'violence in the workplace' committee and the operational safety committee meetings, and there is ongoing Transit Police tracking and investigation of reported operator assault incidents and provision of victim support.

Technology Adaption – Launched a pilot and conducted preliminary evaluation of "SceneDoc", software that helps Members gather evidence digitally and allows Supervisors to monitor investigations in real-time from a secure location (pilot to end in 2019). New "In Time" scheduling software tool for operations rolled out for increased accountability and



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

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

1.2.1 Improve anti-terrorism infrastructure protection

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

IMPLEMENTED:

Reassurance Policing and Critical Incident Readiness – As part of Transit Police reassurance policing and critical incident readiness, a range of overt and discreet methods continue to be used to detect, deny and deter any activity which poses a risk to transit staff, passengers and the system; for example:

- Transit Police provides regular training to transit staff on crisis de-escalation, suicide prevention, mental health support, and the protocol for incident response (including “HOT” - Hidden, Obvious, Typical and suspicious packages);
- Officers are trained in first aid and Naloxone use. Naloxone was administered in 53 events (2016 to 2019 June) to resuscitate overdose victims and contributing to transit system resiliency;
- Six Transit Police Explosive Scent Detection Dog Teams (two more teams planned for 2020) – The teams conduct daily patrols, security sweeps and respond to incidents, this supports system resiliency and assists jurisdictional police with regional safety (two Transit Police dog teams are nationally awarded competitors in detection);
- Transit Police continues to be an active participant in Operation Rail Safe and conducts ‘high vis’ surges in times of heightened security alert for transit systems;
- Table top and live exercises/training (Active Assailant exercise at HQ planned for 2019 Q4);
- The trained Counter-Terrorism Information Officers engage in intelligence networking and work with agencies responsible for matters of regional/national public and transportation security;





- Transit Police continues to leverage contacts and intelligence sharing from the inaugural “Policing Moving Cities” conference (hosted by Transit Police and Canadian Association of Chiefs of Police in 2017); and
- Members complete annual mandatory and advanced training. Members were provided Phased Interviewing Technique training to enhance investigations through proficiency in interviewing techniques of witnesses, victims and suspects; and additional Members qualified in the use of Conducted Energy Weapons (goal is 50% of patrol and by September 2019 will be at 66%) to provide a less lethal force option.

Integrated Teams – For intelligence sharing and capacity building purposes, Transit Police had 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”).

Counter Terrorism Information Officer – Numerous Members trained in (“CTIO”) function and additional Members continue to be trained. INSET periodically provided refresher courses for CTIO officers. Some Transit Security members (“TSEC”) from Coast Mountain Bus Company have joined Members in taking the CTIO course, thus supporting a more collaborative approach by Transit Police and TSEC in anti-terrorism and transit security strategies.

Unattended Packages – Transit Police delivered over 75 HOT (Hidden, Obvious, Typical) presentations to TransLink operating companies (station attendants, security officers, supervisors, managers, control centres), reaching hundreds of transit staff. Transit Police produced a HOT Training PowerPoint/Video that is available as an ongoing training tool.

Crime Prevention Through Environmental Design – Transit Police conducted “CPTED” analysis on certain transit infrastructure and continues to offer this resource. Further, additional Neighbourhood Police Officers were trained in CPTED to increase internal capacity.

Exercises – In 2017, Transit Police conducted a significant tabletop 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 Transit Police’s strong relationship with US counterparts and Transport Canada.

In April 2018, Transit Police conducted live exercise “Vigilant” to increase the knowledge and confidence of Transit Police Sergeants/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). Prior to the live exercise, tactical training was provided to Members that focused on applying the principles of “CLEaR” and “STEP”. There was first a tabletop 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).

Emergency Planning – Transit Police has established a close working relationship with the TransLink Director of Emergency Management and participates on a variety of TransLink enterprise security/emergency/safety committees. This includes working with TransLink on development of an “active assailant” response guideline. Transit Police developed a Standard Operating Procedure on ‘Threat Response’ at the Sapperton building. It includes adopting the ‘Run, Hide, Fight’ model for civilian staff and establishing an internal broadcast system.



Transit Police participants in a TransLink “Business Connectivity Call” when there are emerging emergency issues. A new MotoBridge (interoperability radio system) was installed at Transit Police HQ to enable TransLink enterprise communications interoperability between parties in emergencies (Transit Police manages the system paid for by TransLink). Transit Police is an active partner with the Provincial Emergency Planning Program (“PTEP”) and participated in PTEP threat assessment in 2018.

Critical Incidents – There are numerous Transit Police staff trained as ‘scribes’ for operational support to critical incident command. A back-up Operations Communications Center was established nearby HQ in the event of HQ evacuation and Standard Operation Procedure was created; regular exercises occurred to test the OCC back-up plan. A temporary back-up IT system is in place and an out-of-region IT Disaster Recovery infrastructure is being advanced. The addition of rifles as a use of force tool was authorized by the Chief Officer for use in critical incidents and some rifles were purchased.



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

2.1.2 Deliver Bias Free Policing

IMPLEMENTED:

Service Delivery Model – The SDM was launched in 2015 and is centered on a zone policing model that requires officers to assume ownership of their assigned Community Service Area (“CSA”). In each of the six CSAs, officers provide a permanent police presence. The model created six newly created Neighbourhood Police Officer (“NPO”) positions and, in 2016, an NPO was assigned to a respective CSA. The primary role of the NPOs is to serve as liaison for their respective CSAs for members, the jurisdictional police, and other stakeholders. The SDM was designed to facilitate the ability of the officers in each CSA to: 1) Engage with transit users, 2) Establish relationships with local businesses, community agencies and faith-based groups, and 3) Develop partnerships with jurisdictional police, TransLink Security and SkyTrain/Canada Line employees. The high visibility of patrol officers provides valuable reassurance to transit riders, enables proactive enforcement of the *Transit Conduct and Safety Regulation* and response to calls for service, as well as emerging issues and on-view incidents.



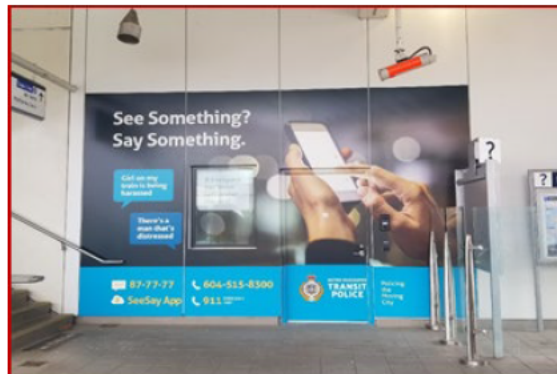
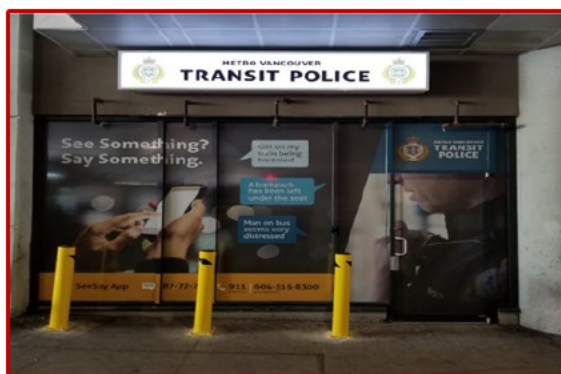
NPOs are engaged in their Hubs and they have developed local partnerships with businesses, community police offices/police teams and local agencies/groups. The NPOs are implementing their CSA Blueprints (business plan), developed following environmental scanning and holding of focus groups. Agreement was achieved on measurement parameters



for baseline analytics for each CSA and baseline data collected for ongoing CSA crime analysis and performance assessment; a performance measure mapping technique was introduced and ongoing detailed data analysis provided to each CSA.

Transit Safety – In 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 Transit Police, in partnership with TransLink, based on input from Members. Members 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.

Regional Presence – A new sub-office at Waterfront Station opened 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 are being held at the office by the NPO, including a significant outreach to the LGBTQ2 community in Q2 2019. In 2018,



Granville Community Police Office and volunteers were temporarily relocated to Transit Police Waterfront Office; thereby 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. In 2019, new Transit Police sub-offices, with public facing branding, were opened at New Westminster Station and Commercial/Broadway Station; thereby providing officers with locations to work from without returning to HQ.

Bias Free Policing – The Ministry of Public Safety and Solicitor General – Policing and Security Branch is advancing a new strategy on bias free policing which includes common standards for police. Two Members completed the related “Train-the-Trainers” program and Bias Free Policing training delivered to Members commencing in 2018 (continues to be provided to new hires).



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

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

IMPLEMENTED:

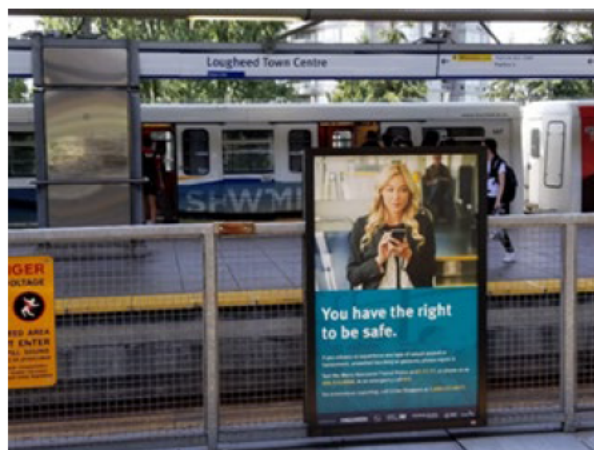
Community Outreach and Public Awareness – Transit Police has launched a number of initiatives to reach out to the public and educate them on Transit Police resources/benefit/value, transit safety, and to inform them of emerging issues. For example:

- Increased profile of Transit Police regionally, nationally and internationally by Chief Officer through external presentations/interviews (e.g., universities, conferences, media) and multiple media platforms, including through the 2017 international conference on “policing moving cities”.
- NPOs, Dog Team Members 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 the role of Transit Police [over 778 events during 2017 to 2018]. This includes delivering of 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 Transit Police Liaison Officer, and this outreach continues).
- Six NPOs are 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. Commenced semi-annual social media training refreshers for all authorized account users.





- Transit Police has implemented annual sexual offending awareness campaigns for the past three years, and in 2018 delivered a significantly enhanced campaign with advertising support from TransLink and Crime Stoppers, and collaboration from Battered Women's Support Services, BC Women's Hospital and Ending Violence BC. This campaign is designed to reduce the number of sex offences occurring on transit by making it an unwelcome environment for perpetrators, with safety messaging and police contact information displayed to passengers; and increase the number of sex offences reported to Transit Police. The campaign encourages witnesses and victims to report any incidents of assault, harassment, unwanted



touching or gestures. Transit Police takes all reports of sexual offending or harassment seriously and investigates these thoroughly. The last campaign included social media, digital ads and static ads. A section on Transit Police website was created for "sexual offence prevention tips on transit". Transit Police has also developed an anti-sexual offence awareness information

PowerPoint for use by School Liaison Officers and schools (which includes promotion of Transit Police text number and "See Say" campaign). In Spring 2019, 1100 additional Phase Three advertisements were placed on buses, which has led to an increase in reporting to Transit Police.

Bike Patrol – Transit Police launched a Bike Program and trained six NPOs. 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 Jurisdictional Police (when such operations have a nexus to transit related issues); and address identified transit-related issues with transit operators and the Transit Security Bike Patrol at Granville Mall and at Surrey Central.

Communications – A complete Communications Unit is now in place with capacity in social media, video production, website and intranet management, and media relations. A Sergeant is trained and in place as the Media Relations Officer, and use of the external media advisor has decreased. Revised communications analytics were developed and presented monthly to the Command Accountability Review. Public reports produced include the annual Report





to the Community released, strategic plan updates, submission of newsletter articles to other publications (e.g., Disabilities Alliance BC and Blue Line), and posting of media releases. Transit Police continues to submit numerous quarterly reports on the work of Transit Police to TransLink and these reports are available to the public. Last year, new “See/Say” ads ran on the West Coast Express. In partnership with TransLink, in Summer 2019, new safety campaign ads were placed on SkyTrain with new interior ads (over 3,900) and updated alarm strips (over 3,460) installed on board SkyTrain and Canada Line vehicles.

See something? Say something.

SILENT ALARM ↓ Text **87.77.77** or press the yellow strip below for assistance ↓ SILENT ALARM

Multi-Media Messaging – A variety of initiatives were completed to enhance strategic messaging internally and externally, such as:

- Updated Strategic Communications Plan approved.
- Replacement for Transit Police SMS Text software platform was completed and the new software transitioned to in the Operations Communication Centre. This enabled enhanced analytics of SMS text reports.
- 87.77.77 / “See Something, Say Something” posters and cards were updated and continue to be distributed through the NPOs in Hubs and at special events.
- Internal video messaging from the Chief produced on such topics as the Strategic Plan, priorities/annual achievements, Hub Time, and PRIDE.
- New ‘branding’ building wraps were designed and installed at the Commercial/Broadway office, HQ interior entrance, Surrey Central Office, and Waterfront Station.
- New marketing materials designed for recruiting purposes.
- Application of revised Metro Vancouver Transit Police logos and branding.
- Enhanced use of video to communicate safety messaging on social media to engage target groups (such as youth).

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

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

IMPLEMENTED:

Negotiators – A number of Members have completed intensive negotiator training and recently Transit Police hosted the Canadian Police College ‘Crisis Negotiator Course’.

LGBTQ2 Persons– Transgender awareness training was delivered to Members, including protocol for confirming identification, search/detention and referencing in police records and reports.



Indigenous Persons – Appointed NPO liaison with Vancouver Police Aboriginal Police Unit and local Indigenous focused educational institutions. The NPO is involved with extensive outreach and Transit Police continues to have some Members participate in the annual 'Pulling Together' canoe initiative. Training on Indigenous persons was provided to all Members.



Chief's Community Council – This Council is composed of approximately 17 persons, representing a variety of community groups and vulnerable transit user groups. Presentations were provided to the Council participants and their advice and expertise is sought in the operational work of Transit Police. Transit Police recently designed a new tri-fold card (with consultation with a Council Member) for Members and hearing-impaired persons to use when interacting with each other in relation to safety and policing/enforcement matters; distribution commences Q3 2019. See page 24 to view.

Overdose Crisis – Transit Police is a participant in the provincial police initiative to respond to the opioid overdose crisis and facilitated placement of overdose prevention posters on the transit system. A new Transit Police policy on overdose response and use of Naloxone was implemented. Members were trained in First Aid and Naloxone use (ongoing), and provided with personal issue Naloxone. Some civilian staff were also trained and Naloxone kits made available in certain static locations in Transit Police facilities. Members administered Naloxone in 53 events (2016 to 2019 June) to resuscitate overdose victims, contributing to transit system resiliency.

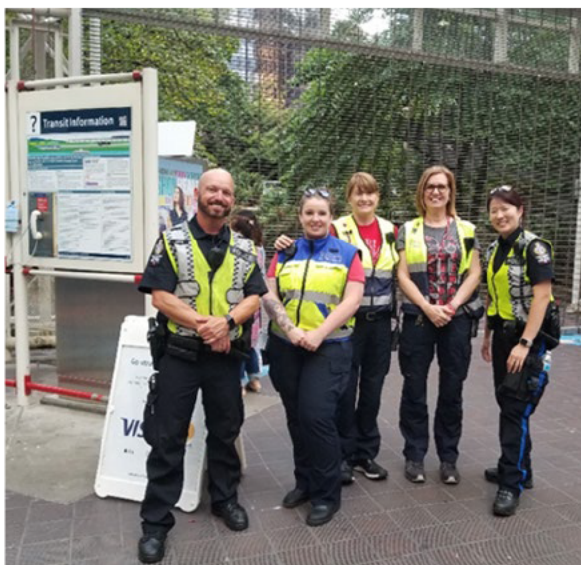
Suicide Prevention – Transit Police continues to deliver mental health awareness, suicide prevention, and crisis de-escalation training to transit frontline staff, control centre staff, security, and supervisors/managers.

Mental Health Support – The Neighbourhood Police Officers and a Client Services Sergeant (and new Constable position) 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. NPOs also developed connections with persons with special circumstances (e.g., homeless) that impact the hub environment and worked on mitigation plans. Alzheimer Society of BC provided training to patrol officers on understanding /interacting with persons with Alzheimer's. Through the ongoing implementation of Hub Blueprints – there is focus on social issues such as at-risk youth, mental health, panhandling and homelessness.

Safety Tip Brochures – Thousands of new Transit Police Safety Tips Brochures were distributed (ongoing) at community events and presentations, and the 'Coffee with a Cop' events at transit stations. A new brochure and video specific to 'wire theft and safety' related to bus trolley wires was developed and released to the public.



Weather Emergencies – Transit Police provides information about access to shelters /resources during inclement weather and take special measures to assist those who are vulnerable in such situations. NPOs and Police Dog Teams presented to vulnerable community groups.

Victim Services – NPOs connected with their Jurisdictional Police - Victim Services Section for their CSA, and there is a lead NPO appointed to Victim Services issues. Transit Police has participated in BC Police Victim Services conferences and continues outreach to Victim Services Units to share

the unique circumstances and effect on victims of crime on transit. In addition to the general victim services policy, there are also specific directions to Members regarding victim support and notification included in certain policies, such as sex offence investigations and violence in relationships investigations.

Youth – Transit Police has coordinated Regional Youth Intelligence meetings (presenting on SMS Texting initiative, sexual offending awareness program, and youth safety), worked cooperatively with IRAYL, presented to many youth serving organizations, and collaborated in joint youth initiatives with police partners (most recently with Burnaby RCMP).



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 [\[✓ Strategic Action Implemented –December 2017; Ongoing\]](#)

3.1.2 Enhance use of Transit Police explosive scent detection dog program

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

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

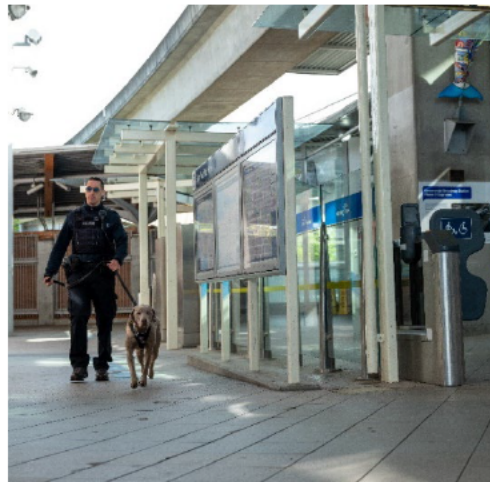
3.1.5 Explore legislative and other opportunities to enhance delivery of Transit Police purpose

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

IMPLEMENTED:

Evergreen Extension – Transit Police delivered a comprehensive implementation plan with Jurisdictional Police commanders related to safety, security and policing on the Evergreen Extension in 2016. This included training at operational level to Members and jurisdictional police officers prior to system rollout, inclusion of partners in Transit Police incident containment training, and policy review/sharing with Port Moody Police. Analysis was conducted on crime and operational deployment to the Evergreen Extension and a business case developed to support Transit Police request for additional officers. Sworn authorized strength was increased to address increased workload (eight positions - 2017 and six positions - 2018). There is ongoing communication and coordination with Jurisdictional Police on common policing issues, joint initiatives, special event policing, and community outreach.

Explosive Scent Detection Dog Program – Transit Police Dog Program expanded to six teams in 2018, with two more teams planned for 2020. The teams conduct daily patrols, security sweeps and respond to incidents; this helps support system resiliency and assists jurisdictional police with regional safety. Two Transit Police dog teams are national awarded competitors in detection. There is enhanced profile of the Dog Teams with the Jurisdictional Police and increased requests for mutual aid assistance from them. There is ongoing education to transit employees on capabilities of





police dogs and requesting of teams. An agreement is in place with Victoria Police Canine Unit to provide annual explosives validation to Transit Police dog team. Besides regular training locally, handlers also attended various external training, such as the International Association of Bomb Technicians Investigators training in Ontario and the Pacific North West Canine Association detection dog training in Oregon, USA. In 2019, specialized 'vapour scent' detection training commenced in-house for all Transit Police dog teams, as well as through joint training with USA based 'vapour scent' dog teams in Oregon. A draft vapour scent detection validation standard and patrol response standard operational procedure were drafted, and additional rollout steps are being pursued.

Operational Protocol with Jurisdictional Police – The Transit Police/JPD operational Memorandum of Understanding was updated in 2016 and 2018. An MOU orientation



PowerPoint was circulated following these updates. Semi-annual Transit Police/JPD protocol committee meetings are held. There was a policy shared with Jurisdictional Police requiring that all training exercises on the transit system and use of TransLink enterprise assets be coordinated through Transit Police. There is 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.

Collaboration – Transit Police has participated/collaborated in numerous regional, national and international networks and joint initiatives, such as:

- Hosted the 2017 “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. The conference 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. All TransLink operating companies were represented at the conference.
- Mutual interest policing initiatives (NPO collaboration with community police 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 Transit Security, IRAYL, RYIM and Surrey Transit Watch).



- New Inspector Stakeholder Relations position for operational and relationship building was created in 2018. In 2019 Q2, the position was expanded to Inspector Patrol Support and position now includes the NPOs, Client Services Officers, Dog Teams and General Investigation Unit.

Emergency Management and Risk Mitigation – Transit Police successfully rolled-out the Next Generation Radio Program (“NGRP”) in coordination with ECOMM – this is a common radio platform for police, fire and ambulance partners. Transit Police is active on TransLink emergency planning, business continuity and risk management committees and Transit Police moving to become the TransLink enterprise Intelligence Centre. Annually, Transit Police staff are required to complete online “Information Security Awareness” training to enhance security of electronic information. A new call management system for the telephone system was introduced and an amended protocol implemented for voice mail.



Legislation – 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 Transit Police, in partnership with TransLink, based on input from operational Members. Members 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.

In 2016, the Provincial Government approved a regulation to amend regulations related to all three Designated Policing Units in BC, which includes Transit Police. This resulted in amendments to the *South Coast British Columbia Transportation Authority Police Service Complaints and Operations Regulation* and addressed issues related to application of Part 11 (Complaints) of the *Police Act* – mirroring more closely the provisions that apply for municipal police boards.



Human Resource Planning – Future human resource modelling has been presented to the Police Board, TSML Directors and TransLink to build into the future TransLink HR and system expansion and investment plans. To address current policing



needs in relation to ongoing transit system increases in ridership, Transit Police obtained approval for six additional officers in the 2019 budget proposal; those funds to be allocated to the Community Safety Officer concept currently under development.

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

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

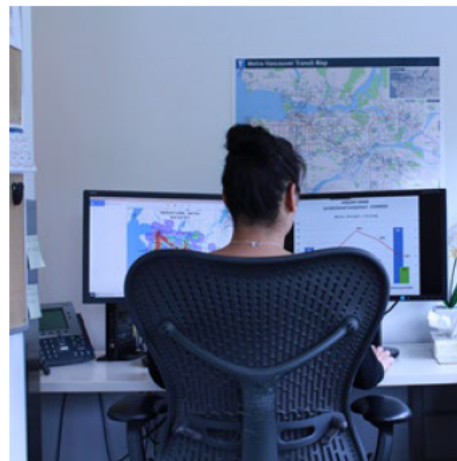
3.2.3 Recruiting a diverse workforce and enable that workforce to develop and contribute to their fullest potential (e.g., quality training, performance review, recognition, inclusivity and engagement)

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

3.2.5 Ensure strong supervision, leadership and succession planning

IMPLEMENTED:

Performance and Business Analysis – A third Crime Analyst was hired in 2018 to address increased analytical needs. Several performance accountability tools were reviewed, validated and updated (e.g., Command Accountability Review and Members Activity Review) and are supported on an ongoing basis. In 2017, analysis was conducted in relation to the Evergreen Extension and operations service delivery, and staffing business cases were developed to support authorized strength increases in 2017 and 2018. Statistical data continues to be gathered and provided to the NPOs for their CSA business planning. Transit Police participated in TransLink's new performance dashboard (public) with the provision of monthly 'crimes against persons' and "crimes against property" data. Transit Police received authorization to access non-identifying Compass data for planning and analysis purposes.



Continuous Improvement – A Continuous Improvement Team is maintained within Transit Police and initiatives advanced. Improvement initiatives include:

- A review was conducted on the information section to improve performance, and a series of actions implemented.



- A pilot was completed 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; following evaluation – the change was made permanent.
- 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; the two recommendations were addressed.
- An internal 'online' communications request tool was launched to enable workload management with the communications team. There also was a reconfiguration of Cufflink to improve user access.
- Electronic Vehicle Tracking Technology was added to Transit Police fleet for situational awareness and safety purposes, and a Standard Operating Procedure put in place.
- Wise Track – QR coding was applied to police equipment to improve tracking of shared equipment and, in 2018, began to be applied to police files.
- Transit Police is a participant in the Provincial Digital Evidence Management Working Group.
- For the purpose of prisoner processing, officer efficiencies and police agency effectiveness, Transit Police piloted a new jail detention model (to reduce the number of JPD jails used to three) with New Westminster Police Department in Q3/Q4 2018. In 2019, a decision was made to not continue with the revised jail model, due to cost and efficiency concerns.

Workforce Planning – To support the new organizational structure in 2017, three new Executive Assistant positions were established. Analysis for future staffing needs (sworn and civilian) continues to be performed to address growth in the transit system and for operational effectiveness/efficiencies. Some progress was made with increases to sworn strength in 2017 and 2018; however, a number of needed civilian positions continue to be deferred due to funding limitations. A long-term staffing model was developed and projections provided to TransLink for inclusion in future transit growth planning and funding projections.

Concerted recruiting efforts continue, with Transit Police at 96% of authorized sworn strength at 2019 June, compared to 98% at the same time last year. The female sworn/actual strength was at 17.6% at 2019 June compared to the 2018 year-end of 18.4%. [In 2018, 23% of Members represented racial diversity, an increase from 19% in 2017, and over 30 different second languages were spoken amongst sworn and civilian staff.] Since 2018, Transit Police has launched targeted social media recruiting campaigns to increase recruit applications and a new recruit brochure was produced in 2019.



Human Resource Management – A civilian exempt compensation review was completed in 2018. Position profiles are kept current, with compensation reviews completed in preparation for potential vacancies and postings. A new overtime strategy was piloted in 2018 to tackle increasing OT costs while still maintaining required service delivery. An employee morale survey was conducted in 2016, with over 70% staff responding, and subsequently implemented. Exempt staff have annual performance reviews (amended TransLink process in 2018) and, as of 2019, union staff follow the new check-in process.

Members continue to be provided with a variety of mandatory (e.g., use of force, firearms qualification) and advanced training (e.g., Phased Interviewing Model, containment/active assailant exercises, legal updates). In 2019 Q1/Q2, patrol Members received training in plain clothes deployment as well as legal articulation for police officers.

Occupational Health and Safety – In 2017, Transit Police analyzed its organizational needs and requirements to maintain a healthy workplace, including assessing existing resources available and identifying gaps. A 'healthy workplace' survey was subsequently conducted and follow-up actions implemented. Actions include: establishing a new Healthy Workplace Committee, a revamped 'healthy workplace' section on Cufflink (staff website), a new workout protocol for Members while on duty, offering of in-house fitness testing, and educational sessions and electronic communications delivered on nutrition and physical health training. Since late 2016, over 179 sworn and civilian staff were trained on opioid overdose and administering naloxone in response to calls for service and in event of accidental opioid exposure by staff and while attending to calls. Transit Police Members have personal issue naloxone kits as well as there being kits available in static locations within police facilities. Some advancements in 2018 were development of a new Standard Operating Procedure around response to bed bugs and other insect incidents, establishment of a new internal position for Human Resources Advisor - Benefits and Ability Management, and issuance of a Fitness for Duty policy.





Mental Health – As a first responder agency, promoting wellness and positive mental health of Transit Police sworn and civilian staff is critical. Transit Police has in-house master trainers for the R2MR (Road to Mental Readiness) training and this training was provided to current Members and continues to be provided to new officer hires. Transit Police provided staff with a Transit Police Critical Incident Stress Management (“CISM”) Team resource (and continues to train additional members), made external psychologists available, promoted the WorkSafeBC First Responders – ‘Share It. Don’t Wear It’ campaign and the provincial mental health resources available to BC first responders. In 2019, cycle II training, Members were provided with special training on general stress, PTSD, and coping. Two Members were trained in Edmonton’s Workplace Reintegration Model to support officers experiencing critical incidents, and this model was adopted to help support the

impacted officers from the January 2019 Scott Road shooting incident. Further, an organizational wellness response plan was implemented in relation to that incident. Transit Police continues to be active in the public “Bell Let’s Talk Day.”

Labour Relations - A new Collective Agreement with the new Transit Police Professional Association was negotiated in 2018. A joint labour/management committee addressed emerging issues and Letters of Agreement were put in place as needed.

Leadership and Succession Planning – Transit Police utilized a number of leadership training opportunities to promote improved leadership, such as: Executive Mentoring – Leadership Development, ‘How to become a better manager of people’, IACP/Leadership in Policing Organizations (hosted this course in 2019 which enabled 11 additional staff to complete the course), JIBC/Police Leadership and Development, Canadian Police Leadership Conference, and Women in Policing Conference. Since 2017, Supervisors were provided a specially designed Supervisor Leadership Development Program (including R2MR) as well as being trained in Responsible Officer Response (“ROR”) role of supervisors that relates to articulation and oversight of use of force.

In 2017, an analysis of key positions was completed and succession planning completed or commenced (still ongoing in 2019 for certain critical positions). To fill Inspector positions within the service, there was a series of internal promotions as well as use of an external lateral secondment to bring certain operational expertise. That Inspector was subsequently hired and promoted to Deputy Chief in 2018. The first female Inspector was promoted in 2016. There continues to be professional development/succession planning through



secondments, with 10 to 12 Members assigned each year to different regional integrated teams or specialized positions. An amended compensation scheme was established for the Inspector rank and Deputy Chief rank for consistency with comparator police agencies and to enhance succession planning.



Recognitions – Transit Police held an awards ceremony in 2018 for sworn officers, civilian staff, and members of the public. In 2018, other external awards were

received, such as: Canadian Urban Transportation Association (“CUTA”) Award, Order of Merit of Police Forces, 2018 Special Olympics Canada Rob Plunkett Law Enforcement Torch Run Award, BC Police - Award of Valour, BC Police - Award of Meritorious Service; Canadian Police Canine Association - K9 Detection Awards, Alexis Team Award, and Governor General Award. These recognitions promoted organizational and professional reputation and enhanced employee morale.

New Communication Card!

Communication Card for the Deaf and Hard of Hearing

This card is to help us communicate with each other.

Please indicate the best way(s) to communicate for you:

Writing
 Texting
 Lip Read

Assistive Listening Device
 Interpreter

I need to see your:

Compass Card / Ticket
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Western Institute for the Deaf and Hard of Hearing

PHONE/TEXT/SMS: 1-888-736-2527
EMAIL: info@widhh.com

How may I assist you?

☐ Directions to your destination

☐ Hospital / medical attention

☐ Other

I stopped you for:

☐ Causing a disturbance

☐ Check for correct fare

☐ Ensuring your health / well-being

☐ Open alcohol

☐ Panhandling

☐ Improper use of emergency exit

☐ Pushing through or following someone through a fare gate

☐ Other

For assistance, text
Transit Police at 87-77-77 www.transitpolice.ca



KEY PERFORMANCE INDICATORS (KPIs)

The Police Board adopted 14 KPIs for the Strategic Plan and the result for 2019 January to June period ("Q1/Q2") is shown on the following chart.

	KPIs	2019 Q1/Q2	2018 Q1/Q2	% Change	2019 Q1/Q2 Clearance Rate ¹	2018 Q1/Q2 Clearance Rate
1	Total Reported Files (primary offence only – all offences)	17,161	20,354	-16%		
	<i>Transit Police Files</i>	15,152	16,643	-9%	87%	86%
	<i>Assist Files</i>	2009	3,711	-46%		
2	Crimes Against Persons/100,000 Boarded Passengers²	.365	.443	-17%		
3	Crimes Against Property/100,000 Boarded Passengers³	.422	.589	-28%		
	<i>Crimes Against Persons (incl. assists)</i>	814	946	-14%	33%	39%
	<i>Crimes Against Property (incl. assists)</i>	940	1259	-25%	16%	18%
4	Workplace Violence Against Bus Operators (Assaults)⁴	53	33	61%		
5	Transit Conduct and Safety Regulation Files⁵ (excludes 24hr refusals)	6,648	6,891	-4%		
	<i>24 Hour Refusals</i>	263	392	-33%		
6	Community/Partners Outreach Events	122	190	-35.8%		
7	Joint Initiatives/Operational Plans with JPDs	41	34	20.6%		

¹ Clearance rate 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).

² Crimes Against Persons: 2019 Q1/Q2 – 814 files/222,742,096 boarded passengers.

³ Crimes Against Property: 2019 Q1/Q2 – 940 files/222,742,096 boarded passengers.

⁴ Includes bus operator assaults only; does not include unfounded/unsubstantiated/threats.

⁵ Combined files from UCR 7250 (incl. new UCR 7250-14 for misuse of fare gates), and UCR 8120-27 re rules.



8A	Percentage of Actual Strength to Authorized Strength (Civilian)	(71/73) 97%	(70/73) 96%	1%		
8B	Percentage of Actual Strength to Authorized Strength (Sworn)	(176/183) 96%	(179/183) 98%	-2%		
9	Percentage of Female Police Officers to Actual Strength (Sworn)	(31/176) 17.6%	(32/179) 17.9%	-1.7%		
10	Number of Substantiated Police Act "Public Trust" Complaints	4 (2018 files)	0		Note: Relates to 2 ordered investigations and 2 admissible complaints that occurred in 2018 but only concluded in 2019.	
11	Number of Languages Spoken	Annual count	Annual count			
12	Perception of Safety/Security – Rail (combined average) ⁶	Annual count	Annual count			
13	Perception of Safety/Security – Buses (combined average) ⁷	Annual count	Annual count			

- **Crimes Against Persons** – Crimes Against Persons per 100,000 Boarded Passengers decreased by 17% when comparing 2019 Q1/Q2 to 2018 Q1/Q2. (While there were increases in Assaults With Weapons or Causing Bodily Harm, Sexual Assaults and Voyeurism, there were decreased files for Assault-Common, Assault – Police Officer and Robberies.)
- **Crimes Against Property** – Crimes Against Property per 100,000 Boarded Passengers decreased by 28% when comparing 2019 Q1/Q2 to 2018 Q1/Q2. (There were increases in Mischief Under \$5k, Graffiti, Wire Theft, Theft of Bicycle and Theft Over \$5K; however, there were decreases in property crimes for Mischief – ATMs, Mischief - Fare Gate', and Theft Under \$5K.)
- **Operator Assault** – There was a higher than usual number of bus operator assaults (e.g., spitting, slapping, punching, thrown items) in the 2019 January to April period;

⁶ Includes annual percentages averaged together for onboard and at stations for SkyTrain (includes Canada Line).

⁷ Includes annual percentages averaged together for onboard buses and at bus stops/exchanges, and SeaBus.



the increase is being monitored and indications are that the number of events has returned to within the normal range for May and June. CMBC has attributed the increase to dealing with belligerent/intoxicated persons and rule enforcement by operators. Transit Police participates in the enterprise Violence in the Workplace Committee and continues to assist the Coast Mountain Bus Company with training for operators and supervisors on crisis de-escalation, dealing with persons with mental health issues, and available police service resources. As risk mitigation, CMBC continues to install barriers on all newly added buses to its fleet.

OTHER STATISTICAL INFORMATION

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

KPIs	2019 Q1/Q2	2018 Q1/Q2	% Change	2019 Q1/Q2 Clearance Rate	2018 Q1/Q2 Clearance Rate
Other Criminal Code Violations/ 100,000 Boarded Passengers⁸ <i>(primary and assists)</i>	.259	.461	-44%	72%	71%
Controlled Drugs and Substances Act Files/100,000 Boarded Passengers⁹ <i>(primary and assists)</i>	.034	.156	-78%	95%	99%
Provincial Statute Violations/ 100,000 Boarded Passengers¹⁰ <i>(primary and assists)</i>	3.11	3.61	-14%	98%	95%
Violation Tickets	8,264	8,530	-3%		
Arrests - Warrants Executed (All) <i>(incl. secondary offences; does not assists)</i>	490	490	0%		
Arrests – New Charges¹¹	367	404	-9%		
Breaches <i>(incl. secondary offence; does not assists)</i>	225	260	-13%		
Total S. 28 Mental Health Act Apprehension Files	99	92	8%		
Sexual Offences	92	62	48%	20%	22%

⁸ Other Criminal Code Violations: 2019 Q1/Q2 – 576 files/222,742,096.

⁹ CDSA: 2019 Q1/Q2 – 576 files/222,742,096 boarded passengers. Fewer CDSA files with introduction of new federal Cannabis legislation.

¹⁰ Provincial Statute Violations: 2019 Q1/Q2 – 6,922/222,742,096.

¹¹ Arrest means an actual arrest and all other cases where charges were recommended to Crown Counsel.



<i>(primary only; no assists)</i>					
Sex Offences – Assists <i>(primary assists only)</i>	17	50	-66%		
SCBCTA Fare Bylaw Infractions	8,180	7,507	9%		
SMS Text (87 77 77) Conversations	3080	2,638	16.7%		
SMS Text conversion to Police Files	61%	57%	7%		

- **Sexual Offences** – Transit Police is receiving more direct reports of sexual offences and continuing as the lead investigating agency, rather the Jurisdictional Police. When combining the sexual offence files with assists files, there were 109 sexual offence files in 2019 Q1/Q2 compared to 112 in 2018 Q1/Q2. This is a 2.7% decrease from the year prior.
- **SMS Texting** – Of positive note, there is a continued increase in riders’ use of the SMS texting tool, with a 16.7% increase comparing 2019 Q1/Q2 to 2018 Q1/Q2. There also continues to be a high percentage of conversations that are converted to police files. Given the increased volume of texts in 2019, there is some concern with the time required to process calls (due to the nature of texting back and forth), which can also require the Transit Police operations communication center to use their resources to transfer non-police related calls to other TransLink services (such as customer services). The availability of this tool enhances riders’ perception of safety on the transit system and public confidence in Transit Police.
- **Criminal Warrant Arrests** – In 2015, Members made 591 criminal warrant arrests (which includes RCMP, Municipal Police and Transit Police issued warrants from BC and elsewhere) and in 2018 - 989. In the first half of 2019, Transit Police has made 490 warrant arrests, which is on track with 2018. Many warrant arrests arise from on-view work of Members 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, Members also familiarize themselves with offenders and criminals of concern or wanted through law enforcement intelligence sharing, regional BOLFs (Be on the Look Out For), and Transit Police Offender Management Program.
- **Misuse of Fare Gates and Violation Tickets** – Targeted transit safety enforcement activities occur daily by Transit Police patrol and there continues to be focused attention on issuing Fare Infraction Notices (“FINs”), a TransLink bylaw, and Provincial Violation Tickets (“VTs”) related to the *Transit Conduct and Safety Regulation* (“Regulation”). The majority of the VT increases since 2017 are associated to Members’ active observations and enforcement of the provincial offences regarding



the misuse of fare gates on the TransLink system (new legislation from 2017).¹² As well, there has been increased officer attention to transit safety rule compliance issues (e.g., misuse of emergency exit, failure to obey signs/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 and security of transit customers and staff, and the general public, is how the process of confirming an offender's identity allows Members 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 is beneficial to the work of Jurisdictional Police partners and their offender management and community safety efforts.

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.

¹² 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 Transit Police officer 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 Officer 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.



CONCLUSION

In 2019 Q1/Q2, Transit Police continued to make positive progress to implement the objectives within 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. A variety of planning initiatives were advanced with TransLink to ensure that the Transit Police has the necessary resources in the future to meet the expanding transit system and ridership. Efforts in 2019 Q1/Q2 have contributed positively to public safety on the transit system, as well as increased the professionalism and capacity of Transit Police to deliver on its mandate.