



Compliments Report

Agenda Item #1.1i
Board – Feb 21/20

Transit Police Board				
Date Received	From	Members	Synopsis	Excerpt
20-Nov-19	Text Report		Report of a passenger noticing our officers handing out socks to people.	Just wanted to share I was touched and impressed to see one of your Officers giving out socks to seemingly people in need. We forget that the Police are there not only to protect but to serve and as a citizen, I thank you!
16-Jan-20	Instagram Message		Thank you message posted on Instagram (in Spanish) by a mother who witnessed officers give a Transit Police sticker to her daughter.	Today [redacted] watched the performance of three policemen at the Skytrain station, who seemed to be releasing a young man ... One of them noticed and asked nicely if she needed anything. After an exchange of smiles, he ... called her colleague, who took something out of her uniform and handed it to [redacted]: the photo sticker. She won the day, she was so proud. Simple gesture, but one that has won good citizens since the first generations. Proud to have chosen Canada to live in, where public institutions respect and are respected. #ourdream #canadianstyle #livelovecanada @transitpolicebc (Translated from Spanish)
18-Jan-20	Facebook Message	Cst. Cayer and Cst. Heywood	Thank you message for officers who assisted Loss Prevention Officer that had been assaulted.	I want to say thanks to transit police. Today I was working at Salvation army store as an LPO. Someone Robbed and assaulted me, two of your officers (Dustin Heywood) and his partner pulled up their car and helped to arrest the person. I really appreciate that they helped me first while they were heading towards Court. Ones again Thanks Metro Vancouver Transit Police
21-Jan-20	Text Report		Passenger expressing their thanks for offering the text service.	I love that I can report unsavory things to you guys. There are a lot of creeps on transit and it's nice to have a place to report them when things seem to get out of hand. Thanks for your service. Most time it's fine but every once and a while it escalates uncomfortably and so it makes me feel safer to be able to just send a text in case it should help prevent someone from getting hurt. Anyway, thanks again. Have a great night!
23-Jan-20	Email from VPD	Cst. Rattray	Thank you messages re. Cst. Rattary participating in a Musqueam Tour on the Downtown Eastside - received from VPD Constable and Inspector	After the tour, Cst Kirk Rattray also assisted from Transit Police to speak to the youth about Transit Safety. I also want to thank Cst Kirk Rattray who is involved with the Indigenous community. This Musqueam DTES Tour occurred last month on December 13, 2019 from 1800hrs to 2100hrs.
23-Jan-20	Email from VPD	Cst. Rattray	Thank you messages re. Cst. Rattary participating in a Musqueam Tour on the Downtown Eastside - received from VPD Constable and Inspector	I always enjoy reading these great letters of appreciation from Vancouver Police for Kirk Rattray's contributions... Thanks everyone. I know Kirk really enjoys connecting with the community he serves and represents the Transit Police with Pride.
28-Jan-20	Twitter Message	Cst. Woolley and Cst. Johal	Thank you message for being present where needed	Transit Police - Two of your Officers were at #MainStScienceWorld this morning, thank you, I hope to see it more often they are needed.
11-Feb-20	Contact Us Form from Website from passenger	Cst. Johal	Thank you from transit passenger for assistance and response to incident on Skytrain.	I would just like to express my sincere gratitude to the Transit Police Service - especially officer Jag Johal, who recently assisted me and my friends in a racial harassment incident experienced on the Skytrain. I found the police response to be incredibly quick, efficient as well as supportive, and the help received made all the difference in a very bad situation. Thank you for taking my experience seriously and for doing the hard work of keeping the peace and helping the public feel safe. I feel confident that quality help is always near when needed when I'm taking the Skytrain - so again, thank you!

12-Feb-20	Email from passenger	Cst. Elvidge and Cst. Murphy	Thank you from transit passenger for quick response after silent alarm was pressed.	Shout out to Officers and staff of Skytrain tonight. An intoxicated male entered the train and started shouting and acting up. A rider pressed the yellow alarm and at the very next stop 2 burley Transit Cops entered our car and went directly to the man making the trouble. They settled him down, although we were sorry when they left him on the train and they left. At one of the next stops the train was met by Security and the Police. The male had left the train as they arrived, so we gave them a description. It was reassuring as two women travelling at night to see the quick response and professional manner of the Transit guys. Again many thanks to them. Feb. 12, 2020 at approximately 9:30 PM.
12-Feb-20	Twitter Message	Cst. Elvidge and Cst. Murphy	Thank you from transit passenger for quick response after silent alarm was pressed.	Shoutout to the @TransLink security and @TransitPolice for their impressive response time when the silent alarm was pressed after an altercation on the SkyTrain to King George near the 22nd Street station tonight!