



TRANSIT POLICE

COMPLAINTS

Effective Date: October 31, 2005

Revised Date: September 11, 2006, May 28, 2012, July 19, 2017, June 19, 2020

Reviewed Date:

Review Frequency: 3 Years

Office of Primary Responsibility: Deputy Chief Officer Administrative Services

POLICY

The public has the right to complain about the actions of the police and to raise questions or concerns about police conduct. Complaints related to Transit Police officers will be processed and investigated in accordance with the *Police Act* and the *South Coast British Columbia Transportation Authority Police Service Complaints and Operations Regulation*. The Transit Police will adopt a rapid response approach to promote informal resolution of matters with persons with questions or concerns and formal complainants, where appropriate, and to maintain public confidence.

[Refer also to policies: [AC110 – Service of Record of Discipline](#), [AC130 – Internal Discipline Rules](#), [AC160 – Professional Standards](#), [AC200 – McNeil Disclosure Package](#), and [OH070 – Independent Investigations Office](#)]

Terms and definitions in this policy have the same meaning as in the *Police Act*.

Definitions

Chief Officer – The Transit Police Chief Officer or delegate.

Complainant – A person who makes and registers a complaint under s. 78 of the *Police Act* or, a person acting on behalf of the complainant, a third party complainant or an appointed representative.

Designated Constables – Transit Police officers (all ranks) appointed by the Police Board.

Discipline Authority – The Chief Officer or a delegate of the Chief Officer if it concerns the conduct of Members under the rank of Deputy Chief and the Police Board Chair if it concerns the conduct of the Chief Officer or a Deputy Chief Officer. As set out in s. 76 of the *Police Act*, in certain circumstances, the Discipline Authority may be a retired judge, a senior officer, or a senior officer from an external police agency.

Disciplinary Matters – Public Trust Matters and Internal Discipline Matters, collectively.

Former Member – Any Member appointed to the Transit Police who has resigned or retired from the Transit Police or is for any other reason no longer a Member of the Transit Police.

IIO – Independent Investigations Office of British Columbia established pursuant to s. 38.02 of the *Police Act*.

Internal Discipline Matter – A matter concerning the conduct or department of a Member that is not the subject of an admissible complaint or investigation under Division 3 [Process Respecting Alleged Misconduct] of Part 11 of the *Police Act*, and does not directly involve or affect the public.

JPD – Jurisdictional Police Department.

Member – A Designated Constable, the Chief Officer or a Deputy Chief Officer of the Transit Police.

Misconduct – A disciplinary breach of public trust committed by a Member, as defined in s. 77 of the *Police Act*.

OPCC – Office of the Police Complaint Commissioner.

PCC – Police Complaint Commissioner.

Police Act – The BC *Police Act* [RSBC 1996], c. 367, and the regulations thereto, including the *South Coast British Columbia Transportation Authority Police Service Complaints and Operations Regulation*, all as amended from time to time.

Police Board – The South Coast British Columbia Transportation Authority Police Board.

PSU – Professional Standards Unit of the Transit Police.

Public Trust Complaint – A complaint about the conduct of a Member or Former Member that has been found to be Admissible under Division 3 of Part 11 of the *Police Act*.

Public Trust Investigation – An investigation into the conduct of a Member or Former Member that has been ordered by the PCC under Division 3 of Part 11 of the *Police Act*.

Public Trust Matters – Public Trust Complaints and Public Trust Investigations collectively.

Question or Concern – Pursuant to s. 85 of the *Police Act*, a report brought forward by a person related to the conduct by a Member that does not reference an allegation of misconduct as defined in s. 77 of the *Police Act*, or result in a complaint being made under s. 78 of the *Police Act*, but which causes the person to be upset, worried or concerned.

Reportable Incident – A police incident involving death, serious harm or reportable injury (as defined in s. 76¹ of the *Police Act*) that meets the requirements set out in s. 89 of the *Police Act*.

¹ Means any of the following: (a) an injury caused by discharge of a firearm, (b) an injury requiring emergency care by a medical practitioner or nurse practitioner and transfer to hospital; (c) an injury described by regulation under section 184(2)(2).

Act and the reporting criteria² in *OPCC Guideline: Notification of Death and Serious Harm to OPCC, March 16, 2017*.

Serious Harm – An injury that (a) may result in death, (b) may cause serious disfigurement, or (c) may cause substantial loss or impairment of mobility of the body as whole or of the function of any limb or organ; this includes but is not limited to: a fracture of the skull, jaw, vertebrae, rib, humerus, radius, ulna, femur, tibia or fibia; burns cuts or lacerations that require admission to hospital on an in-patient (at least an overnight stay) basis; loss of mobility (paralysis) of any portion of the body; loss of hearing or vision; internal injuries that require admission to hospital on an in-patient (at least an overnight stay) basis.

Team Commander – An accredited individual who has ultimate authority, responsibility, and accountability for an assigned Major Case Management team, its resources (human and physical) and its mandate.

Transit Police – The South Coast British Columbia Transportation Authority Police Service operating under the name of Metro Vancouver Transit Police.

Watch Commander – The Transit Police Supervisor in charge of the Transit Police daily operations or delegate.

Authority

1. The Transit Police must comply with requirements of Part 11 (Misconduct, Complaints, Investigations, Discipline and Proceedings) and Part 7.1 (Independent Investigations Office) of the *Police Act*.

General

2. Conduct complaints regarding the Transit Police and/or its Members or Former Members will be processed and investigated according to provisions of the *Police Act*, Transit Police policy and TransLink policy, where applicable, provided that in the event of any inconsistency between those policies and the *Police Act*, the *Police Act* will govern.

² In addition to the criteria outlined in the “serious harm” definition, at least one of the following conditions must also be met to be reportable:

- A. Causation Requirement: It must be determined whether the conduct of the member or operations of the police department was a **significant contributing factor** that led to the death or serious harm of that person. In other words, the conduct of the member or the operations of the police department must constitute a contributing cause to the serious harm or death in a manner which is not trivial or insignificant. In circumstances in which the causation is not apparent at the onset, police should provide notification to the OPCC so that they may monitor the matter until a determination is made. This precautionary notification would likely occur in instances such as police pursuits or emergency driving.
- AND/OR
- B. Circumstantial Requirement: If a person dies or suffers serious harm while in the custody or care of a member of the police department, it must be determined whether the death or serious harm occurred while the person was under arrest or detained, or in a secured place or custodial setting under the supervision of police. A duty of care arises to maintain the well-being of an individual who has been arrested or detained at law, or lodged in a police custodial facility.

3. Criminal complaints regarding any Transit Police staff (civilians or Members) will, via the chain of command, be brought to the attention of the Chief Officer. Investigations will be under the command of the JPD.
 - (1) In cases where the criminal allegations and/or charges are against a Member or Former Member, the PSU will be notified by the Chief Officer. Where appropriate, the PSU will notify the OPCC of criminal charges against a Member or Former Member.
4. At any time there is a criminal allegation or an allegation of serious misconduct against a Member, the Chief Officer must consider provisions of s. 110 of the *Police Act* concerning suspension or re-assignment of the Member.

NOTE: Refer to the South Coast British Columbia Transportation Authority Police Service Complaints and Operations Regulation and the role of the Police Board under s. 110(5) – (8) in relation to determining suspension without pay for the Member.

5. Pursuant to s. 89 of the *Police Act* and notification guidelines of the OPCC, the Chief Officer must immediately report to the OPCC when any Reportable Incidents occur.
 - (1) The Transit Police is not required to notify³ the OPCC in cases where the death or serious harm has occurred and the Member has acted in good faith by providing reasonable and prudent assistance to others in an emergency, so long as there has been no preceding use of force by police. Emergency situations may include: assistance to persons experiencing medical distress (e.g., drug overdose or in need of resuscitation); assistance to persons experiencing emotional distress who pose a risk to their safety (e.g., suicide prevention); and assistance to persons facing physical danger or peril.
 - (2) If there is uncertainty in terms of the nature/seriousness of the injury, or in terms of causation or circumstantial requirement, the Transit Police must notify the OPCC for direction and guidance in the matter.

NOTE: Under s. 5.2 of this policy, the injury or death could occur due to the actions of a member of another police department, but the involvement of Transit Police Members in the incident still requires that it be reported in accordance with this policy. S. 5 of this policy does not apply when only a Member is injured; the term “person”, as interpreted for use in this section, does not include a police officer. The injury or death does not have to be as a result of a use of force situation as, for example, it could occur in a police involved motor vehicle incident, or while a suspect was attempting to flee police.

6. The Chief Officer is required to report to the IIO when a critical incident occurs as set forth in Part 7.1 of the *Police Act*. [Refer to Transit Police Policy Chapter: OH070 – Independent Investigations Office.]

³ OPCC Guideline: Notification of Death and Serious Harm to the OPCC, page 6, March 17, 2017.
South Coast British Columbia Transportation Authority Police Service Policies and Procedures Manual

7. The Chief Officer may delegate his or her authority as the Discipline Authority according to the provisions found in s. 134 of the *Police Act* (for Public Trust Complaints) and s. 176 of the *Police Act* (for Internal Discipline Matters).
8. It is the duty of all Transit Police staff to bring to the attention of a supervisor, knowledge of improper conduct or practice and any situation that may adversely affect the reputation and public trust of the Transit Police. As used here, the term “improper conduct or practice” means any illegal, fraudulent, dishonest, negligent or otherwise unethical action by a Transit Police staff person (civilians or Members).
9. Transit Police staff may consult with the PSU regarding complaints and the complaint process.
10. A supervisor receiving information under s. 8 of this policy must report the information to PSU forthwith.

Duty to Cooperate

11. Members will comply with their duty under s. 178 of the *Police Act* to cooperate in the PCC’s exercise of powers or performance of duties under the *Police Act* and with any deputy police complaint commissioner or other employee of the PCC who is acting on behalf of the PCC.
12. Members will fully cooperate with an investigating officer conducting an investigation under Part 11 of the *Police Act*, including complying with requests under s. 101(2) & (3) of the *Police Act*.

Offence to Hinder, Delay, Obstruct or Interfere With Investigating Officer

13. In accordance with s. 106 of the *Police Act*, Transit Police staff (civilians and Members) must not knowingly hinder, delay, obstruct or interfere with an investigating officer acting under Part 11 of the *Police Act*; and must not, in relation to a complaint or an investigation under Part 11 of the *Police Act*; provide to the PCC or an investigating officer information that the person knows to be false or misleading.

(1) A person who contravenes s. 106(1) or (2) of the *Police Act* commits an offence.

PROCEDURES

Processing of Complaints and Questions/Concerns

Initial Receipt of Complaint or Question/Concern

14. Where a person contacts the Transit Police by any means (e.g., telephone, email, mail, in person) with a question/concern or about the filing of a complaint regarding the conduct of any Member or Former Member, the Transit Police staff (civilians or Members) receiving the complaint will refer the person to PSU during business hours and to the Watch Commander (or designate) on evenings and weekends.

15. The PSU or Watch Commander will inform the person of the methods by which the person may file a complaint or have a question/concern addressed including:
 - (1) by calling the Transit Police – PSU via 604-515-8300;
 - (2) by attending the Transit Police headquarters and speaking to PSU or the Watch Commander;
 - (3) directly to the OPCC by accessing the website at www.opcc.bc.ca (the Complaint Form can also be found on this website); or
 - (4) by calling the OPCC toll-free at 1-877-999-8707.
16. The PSU or Watch Commander will obtain enough information from the person to determine if the complaint or question/concern is against:
 - (1) a Designated Constable (includes all ranks other than Chief Officer or Deputy Chief Officer);
 - (2) the Chief Officer or a Deputy Chief Officer;
 - (3) the Transit Police (service or policy complaint); or
 - (4) an employee of another TransLink operating company (e.g., station attendants, Transit Security).

NOTE: Complaints involving an employee of another TransLink operating company will be forwarded, as appropriate, to the respective TransLink operating company.
17. When receiving a complaint, the PSU or Watch Commander must comply with requirements of s. 80 of the *Police Act* (e.g., making record of complaint information and providing of assistance to complainant).
18. In accordance with OPCC guidelines, the PSU or Watch Commander must advise the person that their complaint may be designated as “registered complaint” or a “question or concern” and must provide information about the differences to assist the person in making a choice, including the following:
 - (1) By completing the Complaint Form, the complainant is entitled to various rights under the *Police Act*, including:
 - a. participating in a mediation session or informal resolution;
 - b. being kept informed of the progress of the investigation;
 - c. receiving a concluding report;
 - d. being given the opportunity to make a submission on what they feel are appropriate disciplinary or corrective measures; and
 - e. if not satisfied with the outcome, the ability to appeal the decision.
 - (2) Pursuant to the *Police Act*, a record is to be made for both registered complaints and for reports of question/concern, and both types of submissions are reviewed by the OPCC.

NOTE: A “question or concern” under s. 85 of the Police Act is conduct by a Member that does not reference an allegation of misconduct as defined in s. 77 of the Police Act; or conduct by a Member that causes the person to be upset, worried or disturbed.

Processing a Question/Concern

19. If the Watch Commander receives a question/concern from a person, they will:
- (1) record the date and time that the question/concern was received;
 - (2) gather the person’s contact details, including an email address if possible (if not already provided), information on the matter of concern, and ascertain the person’s wishes (use a recorded line if possible);
 - (3) attempt to informally resolve the matter, if appropriate;
 - (4) if not appropriate or possible to informally resolve, advise the person that the matter will be transferred to PSU for follow-up;
 - (5) consult with PSU at any time when handling such matters and keep PSU informed of status as requested; and
 - (6) record all steps taken and inform PSU of gathered information [use email: XXXXXXXXXX] for tracking purpose and/or follow-up.

NOTE: For enquiries that relate to the authority of Transit Police related to issuing fare infractions and other provisions of the Greater Vancouver Transit Conduct and Safety Regulation, they do not automatically need to be reported to PSU as a question/concern. If professional conduct of the Member is raised as a concern by the person, then it would be reportable to PSU.

20. Upon notification of a question/concern matter, PSU will:
- (1) record the date and time that the question/concern was received and the person’s contact details (gather this information if not already provided, including an email address if possible);
 - (2) assign a PSU tracking number;
 - (3) when receiving the question/concern directly, gather information on the matter and ascertain the person’s wishes;
 - (4) explain to the person the options available within the complaint process under the *Police Act* (e.g., registered complaint, question/concern);
 - (5) assess the question/concern to ensure that it does not fall within a Public Trust Complaint matter (if it is deemed a possible Public Trust Matter, then process as a registered complaint or request an “Order for Investigation”);

- (6) attempt to informally resolve the matter with the person, if appropriately categorized as a question/concern;
 - (7) consider assigning the matter to a supervisor for investigation and reporting back to PSU (if appropriate);
 - (8) when the person chooses to resolve the matter informally, ensure the proposed resolution is to the satisfaction of the person (record the agreement of the resolution);
 - (9) follow-up internally to ensure completion of any agreed to actions arising from the resolution;
 - (10) ensure completion of the prescribed OPCC form, including a summary of the question/concern, actions taken and resolution;
 - (11) obtain an OPCC file number and submit the completed OPCC form and all relevant evidence to the OPCC within 10 business days of the question/concern being raised (i.e., ticket, general occurrence report, video, phone call recording); and
 - (12) follow any additional direction set out within OPCC Information Bulletin #13, as amended.
21. The OPCC reviews the submitted question/concern document and determines whether the file is concluded or whether it will be made an admissible complaint under Part 11 of the *Police Act*. Once PSU is notified that the file is concluded by the OPCC, PSU will close the file.
22. In the event that the PSU is unable to reach resolution of the question/concern matter with the person, PSU will submit the information for OPCC review and notification of any further steps.

Registered Complaint

23. Upon receipt of a registered complaint (or a potentially registered complaint determined through the question/concern process), the PSU will open a PSU investigation file and investigate the matter in accordance with provisions of the *Police Act*. PSU will provide background information to the OPCC, as requested, to assist the OPCC in determining admissibility of a registered complaint.

Processing of Service or Policy Complaint

24. As set out in s. 168 of the *Police Act*, a complaint may also be made to the PCC against the general direction and management or operation of the Transit Police, or the inadequacy or inappropriateness of any of the following in respect of the Transit Police:
- (1) staffing or resource allocation;
 - (2) training programs or resources;

- (3) standing orders or policies;
- (4) ability to respond to requests for assistance; or
- (5) internal procedures;

NOTE: Pursuant to s. 168(3) of the Police Act, Members may not make a service or policy complaint in respect of the Transit Police if the subject of the complaint is one to which the grievance procedure under the Member's collective agreement applies. Transit Police staff (union and exempt) are to direct any concerns regarding service and policy to their supervisor.

- 25. The service or policy complaint may be made by stating or delivering it directly to the OPCC, the Watch Commander ("assigned Member") on duty at the Transit Police, or the Police Board Chair. When receiving a Transit Police service or policy complaint, the receiving person (as identified above) must comply with the requirements set out in ss. 169 and 170, as applicable, of the *Police Act*.
- 26. Under the *Police Act*, the Police Board is responsible for the processing of service or policy complaints, and any subsequent investigation. Transit Police staff will assist the Police Board as appropriate and as so directed by the Chief Officer.
- 27. The Police Board must notify the complainant and the OPCC regarding the course of action being taken within 20 business days.

Reporting of Death, Serious Harm & Reportable Injury

- 28. A Member will immediately notify his or her supervisor of a Reportable Incident and provide the supervisor with: the incident number, a brief synopsis of the event, and the nature of the injury.
- 29. When notified of a Reportable Incident occurring, the supervisor will immediately notify the Watch Commander.
- 30. The Watch Commander will inform, as soon as practicable thereafter, the Inspectors for Operations, Support Services and PSU, and Deputy Chief Officer Operations.
- 31. Whenever an occurrence involving the use of violence or force takes place and Members are involved, the supervisor will secure all evidence and material relevant to the event, including available video. [Members are to refer to policy [OH020 – Use of Force](#) regarding reporting requirements and evidence.]
- 32. The Deputy Chief Officer Operations will advise the Deputy Chief Officer Administrative Services and Chief Officer, as appropriate to the matter.
- 33. As set out in s. 5 of this policy, the Chief Officer must report to the OPCC all Reportable Incidents. Notwithstanding such requirement, the PSU will be responsible for notifying the OPCC of the Reportable Incident, unless otherwise so directed by the Chief Officer.

34. The PSU will maintain records of all notifications to the OPCC regarding Reportable Incidents.
35. An Inspector Operations or designate will assume the role of Team Commander to direct the investigation until otherwise so determined by the Chief Officer or PCC (or IIO, if applicable) or an appointed external agency conducting the investigation.
- (1) The Team Commander will be responsible for ensuring that all investigative steps are completed and, in consultation with any assigned investigative team, ensure that material is turned over to the external agency, where appointed.
36. For those serious harm and death files that will (pursuant to the *Police Act*) result in an automatic external investigation by an agency selected by the PCC, the Inspector Operations, along with the PSU, will immediately take steps (initial investigation) to ensure that:
- (1) the scene is contained and important evidence is preserved;
 - (2) notes are made and duty reports are submitted;
 - (3) any other first instance, investigative steps are taken; and
 - (4) these efforts are thoroughly documented in accordance with usual protocols and best practices, and Transit Police policy.
37. A PSU Staff Sergeant will take on the role as the primary file coordinator, unless otherwise so determined by the Chief Officer or the appointed external agency conducting the investigation. The file coordinator will be responsible for ensuring that all investigative avenues are assigned and documented.
38. Where Members deployed use of force in the incident, the involved Members will be required to comply with Reasonable Officer Response (ROR) and Subject Behaviour Officer Response Report (SBORR) reporting requirements set forth in [Policy Chapter: OH020 – Use of Force](#).
- (1) Members will be required to follow all other applicable provisions of Policy Chapter: OH020 – Use of Force as well as other applicable use of force related policies (i.e., OH010 – Firearms; OH030 – Conducted Energy Weapons; OH040 – Physical Control; OH050 – Oleoresin Capsicum (OC) Aerosol; OH060 – Impact Weapons).

Off-Duty

39. It is recognized that off-duty Members may occasionally encounter incidents that require them to take law enforcement action, beyond that which would normally be expected of a member of the public. In these cases the Member is normally deemed to have been put “on-duty” due to the incident, and therefore, any death or injury meeting the criteria of a Reportable Injury that occurs during the incident must be reported to the OPCC and IIO.
40. When involved in an off-duty incident that results in a Reportable Incident, the Member will notify the Watch Commander immediately and their supervisor upon return to work.

41. The Watch Commander will notify the Inspector Operations of the Transit Police of the incident as soon as practicable, or, when the injury or incident is of a serious nature, immediately. The Inspector Operations will take action in the same manner set forth in this policy for on-duty Members.

Breaches of the *Criminal Code*

Members

42. In cases of criminal allegations involving Members, the matter must be brought to the attention of a supervisor and the Deputy Chief Officer Operations. The Chief Officer and PSU will be promptly advised by the Deputy Chief Officer Operations.
43. The Chief Officer (or designate) will contact the JPD to conduct an investigation into the incident, if not already reported to the JPD. The JPD will have full control of the investigative process.
44. The criminal investigation will take precedence over any *Police Act* investigation. In the meantime, the PSU will:
- (1) advise the OPCC of the matter and circumstances surrounding the charge(s); and
 - (2) open a PSU investigation file.
45. Where allegations could result in charges under the *Criminal Code*, there must not be any attempts to informally resolve these matters.
46. Unless otherwise so determined by the Chief Officer, the PSU will act as liaison to the police agency conducting the investigation.
47. In cases where a Member is under a criminal investigation but charges have not been forwarded, or it has been determined that charges are not warranted, PSU will conduct a *Police Act* investigation, as so directed by the OPCC.

Civilian Staff

48. In cases of criminal allegations involving Transit Police civilian staff, the matter must be brought to the attention of a supervisor and to the Deputy Chief Officer Operations.
49. The Deputy Chief Officer Operations will advise the Chief Officer of the matter. The Chief Officer or delegate will contact the JPD to request it conduct an investigation into the incident, if not already reported to the JPD. The JPD will have full control of the investigative process.
50. The Chief Officer will appoint a liaison to the JPD (excludes PSU) on the matter and the Transit Police will assist with the investigation, as requested.

51. Upon termination of the investigation, the liaison officer will submit a report to the Chief Officer with a concise account of the circumstances of the criminal allegations, and a review on whether or not the staff person poses a security risk to the Transit Police.

Breaches of Provincial or Federal Statutes

52. In cases where a Member has allegedly breached a provincial or federal statute in Canada, the matter will be brought to the attention of the Member's supervisor and the Deputy Chief Officer Operations. The Member will comply with McNeil conduct disclosure requirements, as set forth in Policy Chapter: AC200 – McNeil Disclosure Packages.
53. The Deputy Chief Officer Operations will determine any further course of action based on the seriousness of the alleged breach and consult with PSU and Chief Officer, as appropriate.

Public Complaint against a Civilian Staff Person

54. A member of the public may lodge a complaint regarding the conduct of a Transit Police civilian staff person. The complainant may be directed to the staff person's immediate supervisor or the Watch Commander. The person receiving the complaint may try to informally resolve the issue unless the matter is of a serious or criminal nature.
55. The person receiving the complaint will notify the Deputy Chief Officer Administrative Services for further review. The Deputy Chief Officer Administrative Services may assign an investigator or send the matter to the staff person's direct supervisor or the Transit Police Manager - Human Resources for resolution.
56. The investigation report must include sufficient detail and a recommendation regarding the disposition of the complaint to be provided to the Deputy Chief Officer Administrative Services. The investigation should follow a similar process to that outlined in the Policy Chapter: AC130 - Internal Discipline Rules, taking into account applicable TransLink Security Management Limited policies (e.g., [TSML No. 006 – Respectful Workplace](#) and [TSML No. 001 – Director and Employee Code of Conduct](#)).

Records

Police Act Files

57. The Transit Police *Police Act* and complaint files will be maintained under the custody of the PSU and in a secure location, taking into account the sensitivity of the file.
58. Complaint files will not be retained in the Transit Police Central Records.
59. *Police Act* investigation files will be retained in accordance with the *Police Act*.

Service Records of Discipline Files

60. S. 180 of the *Police Act* requires the Transit Police to create a Service Record of Discipline for each Member or Former Member and to maintain such records in a secure area. For specific requirements around the records, including entry and expungement provisions, South Coast British Columbia Transportation Authority Police Service Policies and Procedures Manual

Members will refer to Policy Chapter: AC110 – Service Records of Discipline for Sworn Members.

Key References

BC Police Act [RSBC 1996], c. 367

Collective Agreement

Good Samaritan Act [RSBC 1996], c. 172

Independent Investigation Office of British Columbia policy no. 5015, “Medical Incident Notification,” December 2, 2016

Office of the Police Complaint Commissioner letter to Chief Constables with Guideline on Receiving and Handling of Complaints, March 26, 2010

Office of the Police Complaint Commissioner Information Bulletin #13 to Chief Constables on Receiving and Handling of Complaints & Questions /Concerns, October 8, 2014, and PowerPoint Training Bulletin for Frontline Staff and PSS Investigators, October 2014

Office of the Police Complaint Commissioner Guideline on Notification of Death and Serious Harm to OPCC, March 16, 2017

South Coast British Columbia Transportation Authority Police Service Complaints and Operations Regulation [BC Reg. 484 2004], December 7, 2016

Transit Police Policy Chapter: AC110 – Service of Record of Discipline for Sworn Members

Transit Police Policy Chapter: AC130 – Internal Discipline Rules

Transit Police Policy Chapter: AC160 – Professional Standards

Transit Police Policy Chapter: AC200 – McNeil Disclosure Policy

TransLink Security Management Limited, TSML No. 001 – Director and Employee Code of Conduct

TransLink Security Management Limited, TSML No. 006 – Respectful Workplace