



# Compliments Report

Agenda Item #1.1f  
Board – Nov 13/20

<b>Transit Police Board</b>				
<b>Date Received</b>	<b>From</b>	<b>Members</b>	<b>Synopsis</b>	<b>Excerpt</b>
14-Oct-20	Twitter Message	Cst. Jag Johal	Writer expressed his thanks to Cst. Johal for his assistance after some of the man's possessions were stolen.	I write to express my gratefulness and big thank you to Metro Vancouver Transit Police @MetroVancouver @TransitPolice @TransLink especially to Officer Jag Johal #356 who worked on my case during this year. My belonging were taken without my permission during my commuting. Office Jag not only initiated the investigation, detaining the subject and assure my payment for all damages incurred. Keep up the good work. My family is blessed with such commitment and dedicated police officer.
26-Sep-20	Email from JIBC Instructor	Cst. Ivan Biriukov and Cst. Ramjee Nithiyananthan	Officers were observed helping an elderly homeless man across the street.	On Saturday, September 26, 2020 at around 4 pm I was driving by what appeared to be a police incident at 4th Avenue and McDonald when I saw Cst. Biriukov and Cst Nithiyananthan escorting an elderly homeless male across the street. What struck me about this seemingly routine task was the way they were escorting him. They looked professional and caring in their demeanor. Although they are brand new officers they demonstrated that they took their role seriously and recognized that all people need to be treated with dignity and respect.
16-Sep-20	Email from Crown Counsel	Cst. Josh Harms	Comments from Crown Counsel about Cst. Harms professional appearance as a witness.	If you could communicate with Cst. Harms' superior for me, I would like them to know that he was an excellent witness. He was articulate, professional, prepared, careful, descriptive and fair. In my mind the fact that he gave such good quality evidence as a hybrid officer and victim made his evidence all the more impressive. I have rarely seen a member with as little Court experience as he has do such a good job on the stand. I have already told him this myself, but if you could pass it along to others who should know I would greatly appreciate it.
25-Aug-20	Email	Cst. Kyle Prodanovic	Thank you from business owner for officer assistance in helping address issues of homelessness near Surrey Central Station.	I run a family business, a convenience store, at Surrey Central station. It has always been troubling area for many years. Once, the 135a street tent strip was removed few years ago. My area has gotten worse and uncontrollable. I want you to recognize a transit cop Kyle (batch no. 235) in this May and June. He was back Today for his shift again. I am grateful to have him around this area because he is very good communicator with small business operator like myself and homeless people. A lot of officers ignores homeless people and drive via City Parkway. However, Kyle always approach them to talk to them and persuade them to move to other places. I believe he may have to repeat and ask them to move so many times in a day. He never gives up talking to them in the understanding manner. He is one of the cops I am happy to see because he understands the small business point of view of its safety and environment.
14-Aug-20	Email	Cst. Jag Johal and Cst. Paisley Shoemaker	Thank you for regular patrols being conducted at Main Street SkyTrain Station	I am the VPD Block Watch Captain for 1255 Main St. which is a condo tower directly north of the Main Street/Science World station. At the end of July I approached Constables Jag Johal (#356) and Paisley Shoemaker (#96) as they were doing their patrol. I was very pleased and positively surprised to learn that they patrol the station on a daily basis. This attention by the Transit Police is significant and important to the people who use the station and live near it. I have noticed a 2-year trend of improvement in eliminating unwanted activities such as selling merchandise, loitering/sleeping, and panhandling. It seems that some jurisdictional issues were worked out with the City which have resulted in Transit Police having greater authority to deal with all these problems on the concrete aprons and sidewalks that surround the station on both sides of Main St. I believe that the coordination between the Park Rangers, who address problems in Thornton Park (adjacent to the station) and the Transit Police has also improved. Thank you for your increased vigilance. Please keep responding to people who report problems through Text #87-77-77. We want the station to be a place that feels safe and comfortable for everyone.

08-Aug-20	Email	Cst. Wilson Leung & Cst. Laki Averginos	Thank you message from individual who was experiencing a crisis and was assisted by Transit Police officers, who brought them to the hospital for assistance	Back on October 2, 2019 I was assisted by transit police when they responded to an emergency distress call from a TransLink attendant who stepped in to assist me in a crisis. I was transported to Royal Columbia Hospital by two officers who stayed with me while I was waiting to be cared for once I arrived to the hospital. I would like to have the opportunity to personally thank them either by a direct letter or if possible in a socially distanced in person meeting. In combination with the TransLink attendant who came to my aid on a SkyTrain platform. These two officers went way above and beyond to provide compassionate engaging and non judgemental support and care for me while I waited to be seen at the hospital. The time they took to not just sit with me but to listen and counsel me when I was in a place where I had no hope left literally saved my life. The kindness, words of encouragement and the hope they gave to me I think about every single day and it would mean everything to me to be able to say thank you to them personally if possible.
04-Aug-20	Twitter Message		Thank you to officers for helping with some lost property.	TransitPolice I just had the pleasure of meeting and talking to a couple of your constables, regarding some lost property pertaining to one of my guests at work. They were friendly, helpful, and compassionate. They deserve recognition for going above and beyond.
31-Jul-20	Twitter Message		Recommendation of the Transit Police texting service.	If you're taking transit, I highly recommend you add the transit police texting line 87.77.77 to your phone. They are real quick to respond, I contacted them shortly leaving the bus and a police officer helped me submit a report in. He recently reached out and told me he's requested cctv footage of the incident.
31-Jul-20	Email	Cst. Julien Ponsioen	Thank you message from individual having seen the new Transit Police Pride patches	I saw a tweet of Cst. Julien Ponsioen that was retweeted by Transit Police about the Pride Patches. I just wanted to send a note and say thank you! I didn't see the original tweet until it was shared, but I just think it's cool and I wanted to let you. I'm a man, married to a man, and there's some scary stuff out there in the big bad world. Seeing allyship like this is comforting. It's nice to know someone has our back. So thanks. Stay safe and healthy out there.
28-Jul-20	Email	Cst. Barbara Corcione	Person with a disability who lost a backpack with a large quantity of cash and received investigative assistance from Transit Police.	I would like to take a moment to express my sincere thanks and appreciation to Constable Barbara Corcione (transit police). On the evening of June 24th 2020, my son Raheel Mohammed accidentally left his backpack on the skytrain on his way to work. It contained his iphone, iwatch and earbuds chargers), his work note book and a large amount of cash (which he did not disclose to me at the time, and I had no clue until it was returned). Since I was not aware of the substantial amount of cash in the bag, I did not think to make police complaint. I'd like to add here that my son is a Person With Disability and was not able to fathom the loss and I guess he was too embarrassed to tell me about it as I have always advised him not to carry anything valuable when he goes out. His bag did not have any contact information so he couldn't be reached. This is where Constable Corcione came in. With no clue to work on, she started by watching the video footage prior to the handing in of the bag. Putting together pieces of information she managed to gather, she solved the mystery and had the bag returned intact to the rightful owner. I was surprised and extremely touched to see the level of commitment displayed by Constable Corcione. She has restored our faith in humanity, the police department and people in authority who are our unsung heroes. For me personally, this means a lot as I worry about my son when he is 'out there', especially on his way to work and back. I now have some comfort knowing that there are angels out there looking out for us.
08-Jul-20	Email	Cst. Shiraaz Hanif	Woman who was experiencing suicidal thoughts and was assisted in getting the medical assistance required.	I would like to let you know how very helpful Transit Police Constable Shiraaz Hanif was to my daughter and I. My 20 year old daughter struggles with an illness that can make her feel suicidal and it has, in the past, driven her to a very serious attempt. On Friday, June 19, 2020, unfortunately, she fell into this struggle again and was contemplating dying at the skytrain station she was at. We are so proud of her that she called the crisis line for help and they called the Transit Police. Constable Hanif and his partner found her and helped her de-escalate before getting her to hospital. With her permission, they called me. Some time later, in Emergency, Constable Hanif came out to check if I was ok and if her friend, who had come in with my daughter, had a way home. He ended up talking with me and letting me know that he wished he could do more to help, but really, he had no idea what a difference his (and his partner's) presence made that night. I was away from home and scared for my daughter, but his connection really helped to ground me and reassure me that my daughter and those of us who love her are not alone. Later, my daughter told me that he had also had a meaningful conversation with her while she waited for the doctor in Emergency and gave her his card. I want to thank him, as well as all the people he works with who potentially saved my daughter that night and made my experience more bearable.