



Compliments Report

Agenda Item #1.1f
Board – Feb 10/23

Transit Police Board

Date Received	From	Members	Synopsis	Excerpt
05-Oct-22	E-Comm 911		Thank you for assistance with PNE concert riot.	Dear Chief Officer Jones. Please find enclosed with this letter, a hand-written 'Thank You' note from one of our Vancouver Police Department CDs who worked the night of the PNE concert riot on September 18, 2022. Behind the words on the note is profound appreciation and gratitude for the dispatchers from your OCC who stepped up, without being asked, and offered to coordinate and send assistance to help manage this event if required. Your staff had the leadership presence of mind and took the initiative to work with their NCOs and came to the table with help. This was tremendously reassuring and impactful for many of our VPD dispatchers who, in the moment, were dealing with a highly stressful and volatile event that posed significant risk to the public, police officers, and property. To sum it all up, in short: 'our partners at Metro Vancouver Transit Police were truly awesome.'
14-Nov-22	Homeland Security and Emergency Services	Sgt. Gord McGuinness	Thank you to Sgt. McGuinness for assisting with a training scenario regarding the protection of lawful demonstrations.	The NYS Division of Homeland Security and Emergency Services (DHSES) would like to extend our sincere appreciation to the Metro Vancouver Police Department for the 2022 Excelsior Challenge. The event took place on October 3-7 at the State Preparedness Training Centre. Sergeant Gord McGuinness supported the development, execution and evaluation of a scenario focused on the Protection of Lawful Demonstrations from Threats of Domestic Violent Extremism during Excelsior Challenge. Sergeant McGuinness coordinated with partners from the Rochester Police Department, Albany Police Department, the Nassau County Sheriffs Office and the Transportation Security Administration (TSA) on this scenario, which was extremely well-received by Excelsior Challenge participants. We look forward to a continued partnership with the Metro Vancouver Transit Police.
15-Dec-22	ProTrans BC	Cpl. Mike Valente and Cst. Roy Ang	Thank you to members of CISM Team.	During an incident ... two of our CLA's were involved in providing lifesaving first aid on a male passenger. I called Mike Valente to see if CISM resources were available through Transit Police and, without hesitation, he offered the services of Roy Ang who is an active member of your internal team. Roy arrived at our OMC within the hour. On behalf of all the staff involved, both Field and Control, I'd like to thank Mike and Roy for providing timely and unplanned support at such a critical time.
19-Dec-22	CP Police	Cst. Chung and Cst. DiTrolio	Thank you message regarding attendance and support at CP Holiday Train event.	I just wanted to extend my thanks to you both for coming out to assist with CP's Holiday Train events yesterday. Given the size of the crowds we experience, it is greatly appreciated to have the extra support to assist in public safety and enjoyment of event goers. I hope you enjoyed the shows and managed to stay warm! Appreciate the inter-agency working as always, particularly the professionalism and enthusiasm shown by both Jenny and Marco – who also do a great job representing MVTP and the BCLEDN – they are great representatives of your agency.



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22-Dec-22	Richmond Chamber of Commerce via the Richmond RCMP		Thank you message regarding boost and bust operation.	I wanted to express my congratulations and appreciation to your team at the Richmond RCMP Property Crime Unit for their efforts in arresting thieves targeting Richmond businesses. It is impressive to see the collaboration with the Metro Vancouver Transit Police and local businesses in this focused enforcement operation. It is reassuring to see the efforts that are being made to protect our community and businesses from the impact of shoplifting. The extra enforcement during the holiday season is also a welcome measure to ensure the safety and security of our community, and businesses' ability to continue operating as respected local employers. Thank you for your dedication and hard work in keeping Richmond safe.
28-Dec-22	Citizen Email	B Squad	Thank you to officers who assisted stranded passengers during snow storm.	After a last minute flight cancellation/finding a hotel room downtown/and being abandoned at Bridgeport in freezing weather ... A commendation should go out to the transit police who took care of us freezing seniors and looked after us. I did not get their names but every one of them went above and beyond, and Just Like Clarence said "everytime a bell rings an angel gets their wings". They are truly angels and showed us amazing Christmas spirit in the face of adversity. There is hope for humanity. Merry Christmas everyone and thanks for a unforgettable experience.
07-Jan-23	Citizen Email	Sgt. Dan Young	Thank you to Sgt. Young for showing compassion and spending time with an individual's son to explain the court process after issuing a violation ticket.	Hello Sergeant Young, First and foremost, I would like to take this opportunity to sincerely thank you for showing compassion towards my Son ... in Provincial Court. In addition you spent time talking to [him] explaining matters at hand which you didn't have to do. After [he] received the violation ticket, I explained to my Son that you were only doing your job. You are an exceptional officer that went beyond the call of duty to help my Son. Thank you so much.
16-Jan-23	UBC VP Finance and Operations	Cst. Miles Teitelbaum	Thank you to Neighbourhood Police Officer for attending Security Awareness Week events.	Good afternoon, On behalf of Campus Security, thank you! Thank you for taking part in our January Security Awareness Week and for assisting us in sharing important safety and security information to all campus community members. It was a huge success and we couldn't have done it without you. We really appreciate the important work you are all doing to help our community and hope to partner with you again in the future!
16-Jan-23	Citizen Email	Cst. Gregg Gillis	Thank you to Cst. Gillis for showing kindness, respect and patience, even while issuing a violation ticket.	I want to recognize Officer Gillis for his kindness and patience with me during two recent encounters. This police officer had stopped me roadside in November 2021 ... for driving over the speed limit. This officer understood my disappointment, recognized that I had taken full responsibility, and explained each way I could dispute it and next steps. Fast forward to yesterday ... I met this officer in court in Port Coquitlam. Yet again, this officer showed kindness, respect, patience, and explained the entire process to me outside the courtroom, prior to the hearing. I had never been to court, and felt very anxious and uneasy about the whole thing. This officer calmed my nerves, and outlined the steps in a clear and concise manner. I want to commend Officer Gillis for his wonderful demeanour, both roadside and in the community. His energy and roadside assistance was something I will never forget and I only hope this message repays some of his kindness to me.