



Compliments Report

Agenda Item #1.1h
Board – April 14/23

Transit Police Board

Date Received	From	Members	Synopsis	Excerpt
28-Feb-23	Transit Customer	D Squad	Thank you from transit customer following system interruption.	Your team did an amazing job. Friday evening Feb. 24th about 7:00 pm my wife and I arrived at the Lonsdale Quay Seabus terminal intending to travel to Waterfront Station and on to The Orpheum. To our surprise and dismay, the entrance was closed but three or four officers were there to explain the Seabus service was suspended due to a police incident. They pointed us to the bus loop and said if we went to a particular bus we would be taken to Waterfront Station by the "land" Seabus. Your employee gathered us together with a smile and a great sense of humor and filled up the bus. The driver was also friendly, funny and offered to drop us off at a spot convenient to our destination. Very impressive performance by all your staff we came in contact with. We were very impressed.
14-Mar-23	Transit Customer	Transit Police Communications	Thank you from individual who reported seeing a post regarding an incident of sexual harassment on the transit system.	I just checked Reddit. The complainant posted an update 2 hours ago and confirmed she has reported to the Transit Police. Thank You for taking the sexual harassment incident seriously. Thank You Transit Police for the prompt response on Reddit - "UBC" sub-community.
21-Mar-23	ProTrans (Canada Line)	Sgt. Aaron Chan	Thank you from ProTrans for the removal of a problematic individual at a station.	The subject refused to leave and I had to call Transit Police. Sgt Aaron rushed from his office and firmly dealt with the subject. He refused the subject entry and received some resistance but had him finally leave the station. By the time his Officers responded to the call, Sgt Aaron had the subject already in the elevator on his way out. I will like to recognize Sgt Aaron for his prompt response, professionalism and being firm with the subject. Sgt Aaron deserves a huge WOW. Please pass on my recognition to his superiors.
27-Mar-23	Transit Customer	Cst. Alex Misiukevich	Thank you to officer who followed up with a victim after a reported assault, providing safety info and reassurance	I experienced an assault. Police officers, to whom I turned for help, after listening to me and the Station Attendant, informed me that a Russian-speaking officer would contact me. Next day, March 19, Sunday morning, I received a phone call from Alex Misiukevich, Constable Metro Vancouver Transit Police. Alexander listened to me attentively for almost an hour, I felt his support and understanding of my situation ... The conversation with Alexander calmed me down. I got the support of the police officer. I learned about simple safety rules in public transit and how to act in such situations. I want to thank Alexander from the bottom of my heart for his sensitivity, professionalism, and kind attitude towards people in trouble. I am grateful to all the police officers for their help, as well as to the young Station Attendant who worked on Saturday March 18 ... and helped me in this situation.
27-Mar-23	West Vancouver resident	Operations Communications Centre	Thank you for fast non-emergency response times	I had the occasion last night to use the Non-Emergency number when someone jiggled our front door shortly after 9pm... At the urging of my wife I called the Non-Emergency Police Number expecting to be put on hold...but please note I live in West Vancouver, so when I dialed the number it was answered on the 'First Ring' and had a great experience with the person taking the information on the phone from your (Transit Police) Call Centre. Thorough, professional and gave me great confidence it was being handled with care... Just wanted you to know the service I got was excellent from your civilian team members... When you get a live person on the line on the First Ring, it gives a resident confidence in the Police Service we pay for given the 'no call too small' nature of the Department. Please pass along my sincere thanks to your Call Centre team.