



PUBLIC

To: South Coast British Columbia Transportation Authority Police Service Designated Policing Unit Board ("Police Board")

From: Chief Officer Suzanne Muir
South Coast British Columbia Transportation Authority Police Service Designated Policing Unit ("Transit Police")

Date: January 5, 2024

Subject: 2023 Year End Complaint Statistical Report [Report No. 2024-04]

Information Report

PURPOSE

To inform the Police Board of the 2023 year end *Police Act* complaint statistical update for the Transit Police.

BACKGROUND/DISCUSSION

This report provides a Transit Police statistical update of "Public Trust" complaints (Division 3) and "Service and Policy" complaints (Division 5) under the *Police Act*. Information for January – December 2023 is provided as well as the five year trending comparison, capturing 2019 to 2023. In 2023, there were three "Ordered Investigation" files and four "Admissible Complaints", two of which remain active. Historically, we have grouped s. 89 investigations with s. 93 for the Police Board reports.

Public Trust Complaints

Chart 1 outlines the total number of Public Trust complaint files under the *Police Act* that the Transit Police had in 2023, in comparison to the annual statistics for 2019 to 2022. The total is composed of "Admissible Complaints" and "Ordered Investigations". The total of Public Trust complaint files in 2023 is the lowest within the past 5 years.



Definitions:

Admissible Complaints – Admissible (registered) complaints are formal complaints under the Police Act that are **made by members of the public** concerning the conduct of police officers.

Ordered Investigation – Public Trust investigations that are ordered by the Police Complaint Commissioner (“PCC”), whether it is upon the request of a police service or as a result of information received directly by the PCC from any source that raises concerns about police officer misconduct. The legislation also requires the PCC to order a mandatory external investigation into serious harm or death incidents, pursuant to s. 89 of the Police Act.

Chart 1

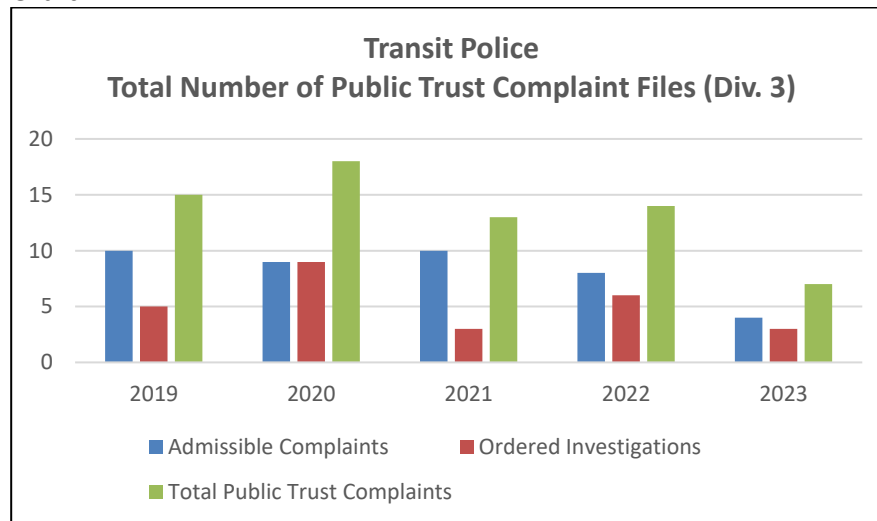


Chart 2 shows the number of substantiated Public Trust complaints following the file investigation and concluding review by the Office of the Police Complaint Commissioner (“OPCC”). As some of the 2022 Public Trust complaint files are still active and/or open before the OPCC, the substantiated file status may change on their conclusion. The Transit Police has recorded 12 substantiated Public Trust Complaints between 2019 and 2023. To date, there has been one substantiated Public Trust Complaint for 2023.

Definition:

Substantiated – The allegation(s) is supported by the evidence and the matter proceeds to a discipline process.



Chart 2

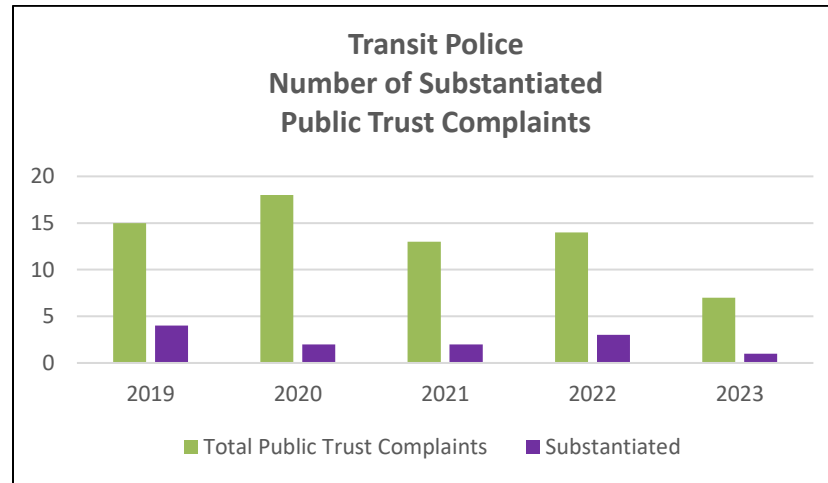
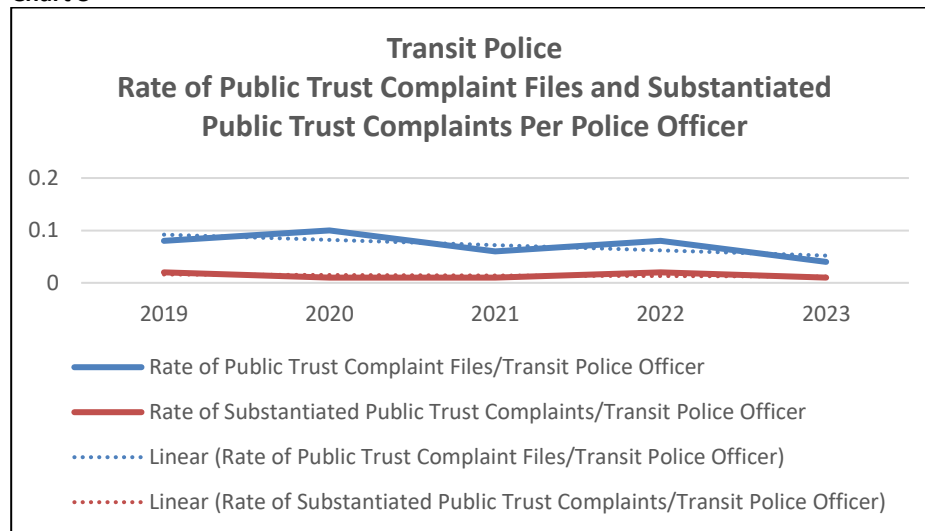


Chart 3 shows the annual rates of Public Trust complaint files per police officer and substantiated Public Trust complaints per police officer from 2019 to 2022, in comparison to 2023. There may be further changes to the substantiated complaint rate as some 2022/2023 files remain under investigation or are not yet concluded through the OPCC process.

Chart 3



Categories of Misconduct

There are 13 different categories of misconduct set out in s. 77 of the *Police Act*:

- | | |
|--|--|
| <ul style="list-style-type: none">• Abuse of Authority• Accessory to Misconduct | <ul style="list-style-type: none">• Improper Use/Care of Firearms• Damage to Property of Others |
|--|--|



<ul style="list-style-type: none">• Corrupt Practice• Discreditable Conduct• Improper Disclosure of Information• Improper Off Duty Conduct• Damage to Police Property	<ul style="list-style-type: none">• Misuse of Intoxicants• Deceit• Neglect of Duty• Discourtesy
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A complaint may involve one or more misconduct allegations and, for some files, more than one Member. Misconduct allegations may change throughout the course of an investigation or as the result of analysis by the OPCC, the discipline authority or the investigator. Chart 4 identifies the categories of misconduct that were found in the substantiated Public Trust complaints over the past five years.

Chart 4

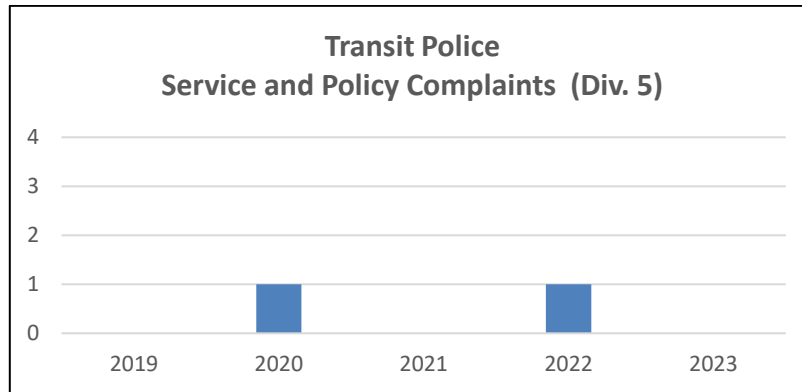
Transit Police Misconduct Categories Involved with Substantiated Public Trust Complaints					
Misconduct Categories Involved with Substantiated Public Trust Complaints	2019	2020	2021	2022	2023
Abuse of Authority	0	0	0	0	0
Discreditable Conduct	3	1	1	0	0
Accessory to Misconduct	0	0	0	0	0
Improper Disclosure of Information	1	0	0	0	0
Corrupt Practice	3	0	0	0	0
Improper Off-Duty Conduct	0	0	0	0	0
Damage to Police Property	0	0	0	0	0
Improper Use/Care of Firearms	1	0	0	0	0
Damage to Property of Others	0	0	0	0	0
Misuse of Intoxicants	0	0	0	0	0
Deceit	1	0	0	0	0
Neglect of Duty	2	0	2	3	1
Discourtesy	0	1	0	0	0

Service and Policy Complaints

Under s. 168 of the *Police Act*, a person may make a “Service” or “Policy” complaint. Such a complaint may arise within a Public Trust complaint or be an independent complaint. A service or policy complaint are those regarding the quality of the police agency’s service to the community or regarding the police agency’s operating policies. Chart 5 shows the number of service and policy complaints received each year from 2019 to 2023. The Police Board received no Service and Policy complaints in 2023.



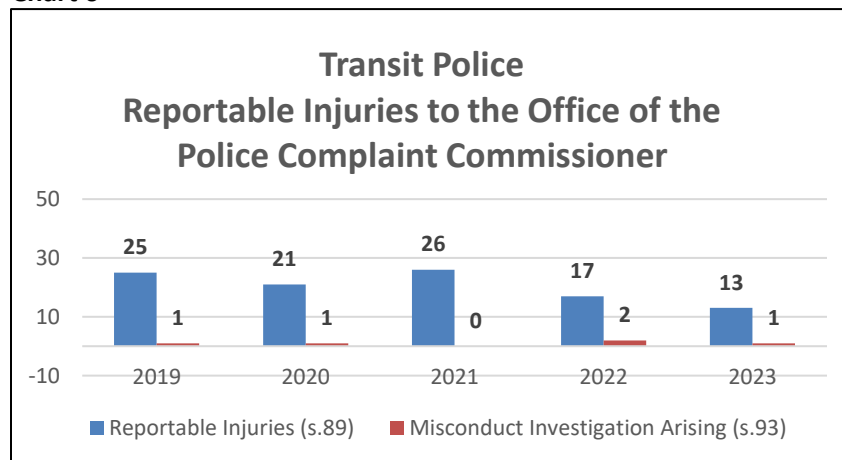
Chart 5



Reportable Injuries

The Transit Police Professional Standards Unit (“PSU”) is required to report all incidents where an individual in the care or custody of the police suffers a ‘reportable injury’ that requires medical treatment at a hospital. The OPCC opens a ‘monitor file’ until it is determined whether a *Police Act* investigation is warranted or not. Where a misconduct investigation is required, the incident is also included within the ‘Ordered Investigation’ statistics. The number of reportable injuries for 2019 to 2023 are shown in Chart 6. There were 13 reportable injuries in 2023, one of which is being investigated as a s. 89 review.

Chart 6



NOTE: In 2019, Transit Police adopted an approach to err on the side of caution where it comes to the threshold for reportable injuries, particularly where a person admits to or appears to have taken drugs. For their own health and safety, they are transported to hospital to be medically cleared or held for medical observation or treatment. The increase in reportable injuries, particularly in 2019, is attributed to this cautious approach, and further influenced by the Opioid crisis.



Some injuries occur incidental to arrest (e.g., sore wrist or leg, or dislocated finger). A complete review of the increase in the number of reportable injuries was undertaken in 2019. At that time, no issues of concern were discovered related to the actions of our Members, nor has issue arisen since then in relation to s. 89 events. The incidents of reportable injuries in 2023 was below the normal range, which is positive.

Integrated PSU Unit

In September 2021, Transit Police and four other small police agencies (New Westminster, West Vancouver, Delta and Port Moody) formed an Integrated Professional Standards Unit. In late 2022, Delta Police withdrew from the integrated unit. Currently, Inspector Mullin from the Transit Police is designated as the officer in charge. Each agency provides a certain number of police investigators and the investigative workload is shared.

After operating the pilot for over two years, the participating police agencies recently decided to dissolve the integrated unit, effective January 1, 2024, and returned to having independent professional standards units in each police agency.

Chief Officer Suzanne Muir

Author: Inspector Chris Mullin, Professional Standards Unit

Submitting Executive or Senior Management Team Member: Chief Officer Suzanne Muir