



## 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: February 2, 2024

**Subject: Chief Officer's Report [Police Board Report No. 2024-10]**

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## INFORMATION REPORT

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### PURPOSE

To inform the Police Board about the status of projects and initiatives undertaken at Transit Police since the last public meeting in November 2023.

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### UPDATE

The following reports covering the period of late November 2023 – January 2024 are provided by the respective sections within Transit Police. While many initiatives support multiple Strategic Pillars, Objectives and Key Performance Indicators, they have been broken down below by primary Strategic Pillar (see blue text).

***Cross Regional:*** *The following Operational updates support Strategic Pillar #1 – Cross Regional Policing, including but not limited to:*

- *Strategic Pillar: "The transit system's expansive geography uniquely enables Transit Police to build strong relationships with all cross regional policing partners in Metro Vancouver to improve public safety. To address local, regional and international threats to the transit system, Transit Police will participate in joint-agency policing opportunities and be embedded in planning for transit growth."*
  - *Prevention: We develop strategies with our partners that prevent crime*
    - *Number of joint initiatives with cross regional policing partners, with results from substantive joint initiatives*



- *Action 1.1.1: Use both Transit Police and cross regional police information/intelligence to develop and implement targeted initiatives.*

## **1. Patrol Section – Administration**

- Patrol officers, field trainers, and supervisors continue the commendable efforts of training our new recruits from the JIBC and our newest Community Safety Officers within the Squads.
- A Patrol Officer attended two JIBC Law classes where he shared his experiences with international students regarding his permanent residency and journey to becoming a police officer and pride in being a police officer and becoming a Canadian citizen.

## **2. Patrol Section – Training**

- A Patrol Sergeant initiated and conducted SkyTrain orientation training sessions for groups of Surrey Police Service officers.
- A Patrol Officer returned to her Squad on December 18 after completing her three-month Use of Force Instructor mentorship at the JIBC. She then utilized her training to assist with scenario-based training with our Community Safety Officers.
- A Staff Sergeant instructed Transit Security on legal studies, conflict resolution techniques, online safety, privacy and social media best practices.

## **3. Patrol Section – Initiatives/Projects**

- Patrol Officers and Community Safety Officers ("CSOs") continue to work closely together during each shift. The roll-out of the CSO program has increased the number of resources on patrol for each shift, which positively impacts visibility across the transit system.
- During the recent winter snowfall in the Vancouver area, Patrol Officers assisted SkyTrain with crowd control at busy stations and Coast Mountain Bus Company ("CMBC") with a number of issues due to trechous road conditions. Patrol Officers also assisted with crowd control at affected SkyTrain Stations during several medical emergencies requiring station closures in late-January.
- Members of Operations Division are working closely with TransLink as they are part of the Integrated Security Services Committee ("ISSC"). The ISSC concentrates on the



integration of enterprise security and meet every six weeks to address both emergent issues and long-term planning such as for FIFA 2026.

- Mental Health Apprehensions for this reporting period (November and December): 47
- Naloxone Deployments for this reporting period (November and December): 13

#### **4. Investigation Section – General Investigations Unit (“GIU”)**

- GIU was investigating two separate sexual offences which occurred in September and November 2023. Through investigation, both incidents were linked to the same suspect, who was identified. In January 2024, GIU arrested the suspect, carried out a residential search warrant, and obtained a confession with respect to the suspect's activities. Charges are being recommended.
- In May 2023, Operations Communications Centre (“OCC”) staff received a call from an unknown male caller looking for one of our Officers. The caller left a voice message implying threats to the Officer. Multiple voicemails and E-mails were received with similar threats over a month's span, but then ceased. GIU, through several avenues of investigation, identified the caller and arrested him. In January 2024, Crown laid one charge of Criminal Harassment.

#### **5. Investigation Section – Crime Suppression Team (“CST”)**

- From November 2023 to January 2024, a series of cell phone robberies occurred at the Edmonds Street Sky Train Station. The suspect would use Facebook Marketplace to lure victims to the location and then would grab the cellphone from the victim's hands and flee the area on foot. A suspect was identified and arrested by CST in January 2024 and the investigation resulted in the seizure of crime-related property. Five charges of Theft Under \$5000 are being recommended.
- In December 2023, CST participated in a boost and bust operation with the Surrey RCMP, targeting theft of items from the adjacent shopping centers next to the Surrey Central SkyTrain Station. Fifteen arrests were made, ten weapons were seized including multiple knives, bear spray, pepper spray, a taser, and a replica Glock handgun, and a total of \$4028.00 in merchandise was recovered.
- In November 2021, CST embarked on an extensive drug trafficking investigation after observing the offences occurring on SkyTrain. The suspects were known to police. An investigation into two suspects resulted in the seizure of fentanyl pills, cocaine, illicit



cannabis products, approximately \$20,000, and property believed to have been purchased through the proceeds of crime. In December 2023, Crown approved all recommended charges of trafficking and possession for the purpose of trafficking against two suspects.

## **6. Investigation Section – Criminal Intelligence Unit (“CIU”)**

- CIU continues to assist internal units and external partners with the identification of suspects. Since the last reporting period, CIU has identified 12 suspects for various offences, including robbery, sexual assault, assault and mischief. CIU continues to liaise with our jurisdictional policing partners on intelligence sharing, in addition to attending several meetings, including Vancouver Police Department Youth, Integrated Youth At-Risk, Public Order Enforcement Meeting (“POEM”), Organized Crime Gang Call, New Westminster High-Risk Offender and CFSEU-BC Weekly Uniform meetings. Presentations were also arranged for all frontline Patrol Officers from the BC Hate Crime Team.

*Engaged Community Partners: The following Operational updates support Strategic Pillar #2 – Engaged Community Partners, including but not limited to:*

- *Strategic Pillar: “As the breadth of people and places served by the transit system expands, we will seek the expertise of our enterprise and community partners to ensure transit users can access the services they need when they need them. We will work with neighbourhood partners to ensure transit hubs are safe spaces within the community, while also improving perceptions of safety on transit for all.”*
  - *Care: Transit users get the community services they need when they need them*
    - *KPI #9 (Mental Health Interventions)*
  - *Effectiveness: Officers focus on what they are trained to do.*
  - *Perceptions: Transit users feel safe taking transit.*
    - *KPI #7 (Increased Perceptions of Safety).*
  - *Action 2.1.2: Capitalize on a tiered policing approach, including Community Safety Officers and volunteers, to enhance outreach to diverse and vulnerable people.*
  - *Action 2.3.1: Continue to support Reconciliation and strengthen relationships with Indigenous peoples through existing programs/services and by developing existing/new services, via consultation and engagement.*

## **7. Operational Support Section – Community Engagement Team (“CET”)**

- The Neighborhood Police Officers (“NPOs”) attended 38 events/presentations over the current reporting period, including but not limited to CMBC Operator Safety presentations, participating in the Toys for Tots charity drive with CMBC, liaising with



bylaws in several cities to address homeless camps setup on Translink property, presenting to the new CSO class on several topics and system-wide outreach over the holidays.

- The Indigenous Liaison Officer ("ILO") ran the weekly Blue Eagle Community Cadet sessions in Vancouver and Surrey. The ILO also attended the Vancouver Aboriginal Community Policing Centre Board meeting, delivered Indigenous-focused training to both the new CSO class and new recruits at the Justice Institute of BC, and organized and attended the Blue Eagle Christmas dinners in both Vancouver and Surrey.
- The Mental Health Liaison Officer presented to the latest CSO class focusing on his role on public transit, attended a Vancouver Coastal Health joint meeting to discuss better action plans related to repeat Transit Police clients and met with a Burnaby MLA to address growing mental health concerns on public transit.

#### **8. Operational Support Section – Transit Police Explosive Detection Dog Service ("PDS")**

- The Transit Police PDS provided 11 presentations and canine demonstrations to the new CSO classes, Transit Security, SkyTrain Attendants and Canada Line Attendants. The presentations focus on the functions of the PDS as well as how to identify and deal with unattended and suspicious packages.
- The Transit Police PDS has continued to build relationships with other Jurisdictional Police Department ("JPD") Canine Units with periodic joint training and agency assists. To that end, since November, the Transit Police K9 Unit has assisted police partners with the clearing of one suspicious package and two bomb-threat related calls. All three occurrences delivered negative results.

#### **9. Operational Support Section – Community Safety Officer Program**

- CSO Class 2 completed their Block 1 training on February 2. They will be deployed across Patrol squads while they complete their seven-week field training, being paired up with Patrol Officers. The CSOs will then return to the class for a brief period of time prior to graduating from the program on March 27.
- CSO Class 3 is scheduled to begin on April 29, where it is expected that another group of officers will be sworn in and begin their training.



## **10. Operational Support Section – Operations Communications Centre (“OCC”)**

- As a follow up to the November report, the Communications Operator Training Class continues to progress. The next step, Dispatch training, starts on February 20. A graduation ceremony is scheduled for April 16, which coincides with Emergency Service Dispatchers and 9-1-1 Awareness Week.
- A new ‘How Received’ field received final approval at the PRIME Agency Coordinator Committee (“PACC”) and Provincial Computer Aided Dispatch (“CAD”) Committee Meeting in January 2024. This field will allow Transit Police to track when the police service becomes Primary on a call after a the Jurisdictional Police has received the initial call or the partner is also in attendance. This is a specific Key Performance Indicator within the Strategic Plan and work to automate this tracking process commenced in 2022 by reaching out to PACC and the Provincial CAD Committee. A target implementation date for tracking has been set for February 1, 2024.

## **11. Operational Support Section – Targeted Mobile Enforcement Team (“TMET”)**

- TMET participated in five joint forces operations in December 2023, including the Metro Vancouver-wide “Light Up The Province” campaign. TMET set up counter-attack road checks with West Vancouver Police, North Vancouver RCMP, Port Moody Police, Burnaby RCMP and Vancouver Police. This resulted in TMET Officers taking 30 drivers affected by alcohol and / or drugs off of Metro Vancouver roadways.
- Three Transit Police Officers, including two TMET Officers, successfully met the qualifications for Alexa’s Team. Alexa’s Team is the BC award that recognizes Officers who take impaired drivers off the roads. Each Officer completed at least twenty-four (24) Immediate Roadside Prohibition reports in 2023. Two other Officers qualified for a BC Highway patrol award related to distracted driving enforcement in and around major transit hubs.
- TMET assisted in the training of the new CSOs with three classroom days / on the road training days. TMET will be continuing CSO training by taking all new recruits out for a one-week period during their field training. The CSOs will be given on-the-road training on enforcement of the *Transit Conduct and Safety Regulation* and Translink Bylaws, as well as traffic court experience. TMET Officers will also be taking out the current class of Police Academy recruits for a one-week period.
- Transit Police has successfully applied for a grant to purchase an Automated Licence Plate Reader (“ALPR”). TMET Officers (along with other section representatives) have



been working on selecting the technology, writing a Standard Operating Procedure and a Privacy Impact Assessment. TMET has been working with RCMP Information Technology and an install vendor to advance installation of the new equipment on a TMET unmarked police vehicle.

**Modern Policing Culture:** *The following Operational updates support Strategic Pillar #3 – Modern Policing Culture, including but not limited to:*

- *Strategic Pillar: "To best serve transit users, our workforce culture must transition to a distinct and collaborative approach for policing the transit system. This shift will impact how we are governed, and how we hire, deploy, promote and retain our employees. Every employee should report to a leader they trust, who provides an environment of open communication and where employee ideas are sought and valued."*
  - *Skills: Our employees have the skills and tools they need for the job they are expected to perform.*
  - *Action 3.2.1: Provide employees with the technologies required to work productively at the office or remotely.*
  - *Objective 3.3: Our recruitment efforts will support diversity, and highlight our diverse workforce and the nature of policing a multi-jurisdictional transit system. We will support our employees with Transit Police-specific training, a career map that provides for professional development, and diverse opportunities for growth and promotion.*
  - *Action 3.3.2: Provide all employees with a development plan and ongoing training. This should include cross training to expand each employee's potential for future opportunities/promotions within the organization.*

## **12. Administrative Services Division – Facilities**

- Renovations have been completed at the Waterfront Hub office. The renovations established separate areas for the Patrol Officers and Community Policing Centre Volunteers to work in as well as a secure reception area.
- Renovations for the Bridgeport Office are set to go to tender in February, with construction set to start in June and be completed in January 2025. The renovations are in anticipation of further expansion and include new locker spaces, storage and secure parking.
- Capital funding was approved for fleet replacement and expansion. Fifteen replacement vehicles and fifteen new vehicles have been ordered. They are expected to arrive in early 2025.





### **13. Administrative Services Division – Recruiting**

During this reporting period, the Recruiting Team:

- Hired one new junior exempt Police Officer from Peel Regional Police and finalized the processing of four Recruit applicants for the January class at the Police Academy/ Justice Institute of BC ("JIBC"). The four Recruits were sworn in on January 2, 2024. Additionally, in January 2024, one pre-recruit was hired.
- Attended two events, a Recruiting Fair held by Options Community Services and an event to engage students at the Douglas College campus in Surrey. Members of the Recruiting Team had the opportunity to engage with interested individuals from many diverse backgrounds, including many who are newcomers to Canada.

### **14. Administrative Services Division – Training**

- The Training Section delivered comprehensive scenario-based training to all Officers as part of the final Mandatory training cycle for 2023.
- The Training Section, in consultation with our Indigenous Liaison Officer, is putting together the final pieces on our police service Indigenous Training program, which will be delivered in Q2 2024 as part of our Mandatory training cycle. This training will meet BC Provincial Policing Standard requirements for all serving police officers in British Columbia.

### **15. Administrative Services Division – Human Resources ("HR")**

- Respectful Workplace Leadership Training: HR is working with an external contractor on designing a half-day training session for Respectful Workplace training at the leadership level. This training will be rolled out to the Senior Leadership Team and then frontline supervisors.
- Minerva Women Leading the Way Program: Transit Police is sending two employees (one police officer and one civilian professional) on this women's leadership program, which connects women throughout the enterprise. The course is for high potential women who want to expand their impact and for experienced leaders who want to advance towards senior and executive leadership.





- Morale Survey Action Plan: An action plan document is now finalized, in response to the learnings of the 2023 Employee Morale Survey. Action plan sponsors and deliverable leads have been selected to move ahead on each action item.

## **16. Administrative Services Division – Information Technology (“IT”)**

During this reporting period, the IT Team has:

- Completed deployment of multi-factor authentication for all network connected devices and onboarded all sworn officers/civilian professionals with application passwordless authentication.
- Setup a new file transfer system, which provides a solution to sharing videos between the transit subsidiaries and Transit Police. This allows a secure direct connection for transfer and the download of video evidence for the IMS department and the officers.

## **CONCLUSION**

The updates highlight some of the important work performed at Transit Police over the previous couple of months. A more in-depth report capturing all strategic activities over the duration of 2023 is provided as part of the semi-annual Strategic Planning report process. The next Strategic Plan update is anticipated in the April 2024 Police Board package. (This report augments other topical information and quarterly crime statistics that is provided in the Chief Officer's quarterly reports to the TransLink Board and also included in the Police Board's agenda package.)

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**Chief Officer Suzanne Muir**

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