



South Coast British Columbia Transportation Authority Police Service

Designated Policing Unit

Chief Officer's Report

April 17, 2024, Page 1 of 9

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: April 17, 2024

Subject: Chief Officer's Report [Police Board Report No. 2024-25]

INFORMATION REPORT

PURPOSE

To inform the Police Board about the status of projects and initiatives undertaken at Transit Police since the last public meeting on February 9th 2024.

UPDATE

The following reports covering the period of early February 2024 - early April 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

- 10 Community Safety Officers (“CSOs”) graduated on March 2, 2024 and joined their respective patrol squads.

2. Patrol Section – Training

- 26 Patrol Officers and CSOs attended King George SkyTrain Station for a train lifting safety exercise organized by BC Rapid Transit Company (BCRTC). At the demonstration, attendees learned about safety procedures at the station in regards to train jacking, train pushing, and use of air lift bag.
- A safety orientation to 10 Surrey Police Service Officers was provided, including an overview of the four stations in the City of Surrey.

3. Patrol Section – Initiatives/Projects and SITE Funding Initiatives

- Eight members of the Operations Division, working closely with TransLink’s Integrated Security Services Committee (“ISSC”), facilitated and participated in an integrated tabletop exercise focused on guideway intrusions and sudden deaths. The tabletop had representation from within the TransLink Enterprise (Canada Line, Coast Mountain Bus Company, BC Rapid Transit Company) and the Vancouver Fire Department.
- Patrol Officers from two squads participated in a one-day project, focusing on thefts and shoplifting in and around transit hubs in conjunction with the Richmond RCMP. Officers had 17 police files, conducted 16 arrests, including 10 releases on appearance notices for new charges, 1 warrant, and 1 Director’s warrant (Form 21 of the *Mental Health Act*).
- A Transit Police Negotiator assisted with calls for service in Vancouver, North Vancouver, Langley, Maple Ridge, and Surrey, assisting our cross regional policing partners and resulting in the safe resolution to high risk situations.
- Numerous high visibility patrols were conducted over this reporting period in partnership with Transit Security. Patrol Officers also worked with Station Attendants as part of an enhanced visibility patrol initiative at two identified stations in Surrey and Vancouver. Additional key locations were Newton Exchange, Scottsdate Exchange,



Scott Road Station, King George Station to Surrey Central Station, and buses stopping at Hastings/Commercial, Granville/Georgia and Hastings/Renfrew. Fare enforcement occurred in some of these patrols and Fare Infraction Notices were issued as well as there was an arrest made for a breach arrest.

- Langley Centre High Visibility Project: Initiated by Patrol
 - Patrol Officers conducted eight days of proactive patrols with Transit Security, Langley Bylaw, and Langley RCMP. The project directly addressed crime and disorder through overt uniformed police presence, the use of provincial violation offense measures, municipal bylaw infraction measures, and *Transit Conduct and Safety Regulation* infraction measures. Daily intelligence, situational awareness, and community rapport building became a natural by product of the project. The short-term project resulted in a reduction in crime and disorder, coach operators feeling safer, and increased business and community interactions, in and around the Exchange. Twenty police files were generated, and 6 Violation Tickets and 27 Fare Infraction Notices were issued.
 - Patrol Officers disrupted and displaced the ongoing open-air drug market, and assessed and addressed unhoused populations interfering with business and transit operations. These actions were accomplished by utilizing lawful placement and overt police presence. The result of these actions increased the perception of safety among the ridership, retail businesses, and coach operators

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

- GIU was investigating an Assault Causing Bodily harm that occurred in March 2024, where the suspect pushed the face of the victim into an incoming train. The suspect and the victim were not known to one another. The victim suffered multiple lacerations and required surgery. The suspect was identified, arrested, and held in custody for court. The suspect was released with court-imposed conditions not to be found on SkyTrain property.
- In February 2024, a passenger on a Vancouver bus was struck in the head with a skateboard. As the suspect exited, they used their skateboard to break two windows. Shortly after this incident, the suspect then struck a second victim in the mouth with the skateboard. The suspect was identified with the assistance of the Crime Analysts and then arrested. The suspect was released with court imposed conditions not to be found on any public transit.



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

- In February 2024, CST and Surrey RCMP Crime Reduction Unit conducted a one-day joint Boost and Bust project at Guildford Mall and the adjacent bus loop, targeting prolific shoplifting targets and crime in the area. The short term project yielded 10 arrests, including three outstanding warrant executions, and four new charges for Theft Under \$5000 being forwarded.
- In March 2024, CST assisted New Westminister Police Service’s Street Crime Unit and Gang Unit with Project Hailstorm, targeting drug trafficking and violent offenders in New Westminister. They patrolled known hotspots, conducting proactive policework. Three individuals were arrested, a stolen vehicle recovered, and several intelligence files created.
- CST, along with New Westminister Street Crimes and Chilliwack RCMP Drug Section facilitated a week-long drug investigations course, hosted by Transit Police. There were 17 attendees from Transit Police, Port Moody Police Department, New Westminister Police Department, Delta Police Department and the RCMP.

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

- A Person of Interest was identified for two recent Assault with Weapon incidents, using police system analytics. The information was provided to the GIU and the suspect was arrested. Since the last reporting period, the Crime Analysts have identified 27 Persons of Interest as suspects in different investigations, resulting in 10 charges being submitted and 7 suspects under investigation.

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”)

- Neighbourhood Police Officers (“NPOs”) attended 77 events, including safety presentations to BC Rapid Transit Company, Coast Mountain Bus Company, community safety presentations to local schools and organizations, the ICBC Distracted Driver Enforcement campaign with the TMET and “Boost and Bust” projects with Transit Police patrol teams.
- The Mental Health Liaison Officer delivered a presentation to the both the Canadian Mental Health Association and the TransLink Leadership Town Hall, focused on mental health files on public transit.

8. Operational Support Section – Transit Police Explosive Detection Dog Service (“PDS”)

- The PDS provided eight presentations and canine demonstrations to the CSO classes, Transit Security, youth groups, SkyTrain Attendants and Canada Line Attendants. The presentations focused on the functions of the PDS as well as how to identify and deal with unattended and suspicious packages.

During this reporting period, the PDS assisted police partners on 11 files, resulting in clearing of the suspicious package and bomb-threat related calls.

9. Operational Support Section – Community Safety Officer (“CSO”) Program

- CSO Class 2 completed their training and graduated in March 2024. CSO Class 3 is scheduled to begin in April, 2024, which will bring the total complement of CSOs up to 24. Block 1 training will consist of 12 weeks of in-class learning, with an additional 8 weeks training on the road being supervised by a senior CSO.
- The CSO Unit is currently developing a new CSO Field Trainer Officer (“FTO”) program, which will allow more senior CSOs to support in the role of field trainers for CSO recruits. This initiative will free up patrol resources as well as provide a developmental



opportunity to existing CSOs to step into leadership positions. The two-day FTO course is scheduled to take place in July (prior to Block 2 training commencing for Class 3) .

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

- Emergency Services Dispatchers’ and 911 Awareness Week is April 14-20, 2024, during which Transit Police OCC Operators’ contributions will be organizationally recognized.
- The current Communications Operator Trainee Class, consisting of four new OCC Operators, will be graduating soon, while the next Communications Operator Trainee Class is scheduled to commence May 6, 2024. This training program allows Transit Police to fully train our own communications centre operators.
- Transit Police has become a member of The Association of BC 9-1-1 Service (ABC 911) group. This organization is devoted to the safe and effective operations of British Columbia’s 9-1-1 system as well as continuous improvement. The ABC 911 Organization has a Tri-Services Working group, comprised of Police, Fire and Ambulance across the Province who meet virtually at the end of each month.
- A new feature in the Police Records Information Management Environment (“PRIME”) went into effect in February 2024. This allows Transit Police to efficiently track files that are transferred from police partners. The first statistics began to be received in 2024 and will be included in the next Strategic Plan reporting cycle.

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

- In March 2024, TMET took part in ICBC’s distracted driving month awareness campaign. TMET Officers wrote 216 distracted driving violation tickets in the area of a number of major transit hubs throughout Metro Vancouver. The distracted driving enforcement was done in conjunction with Burnaby RCMP, Richmond RCMP, Integrated Road Safety Unit (IRSU) and BC Highway Patrol. A total of \$79,500 in fines were handed out during the campaign.
- TMET conducted field training for the Community Safety Officer of Class 2. This was to ensure the best possible understanding of enforcement of fare paid zone offences. The CSOs were shown how to do enforcement on SkyTrain, Canada Line, SeaBus, buses and West Coast Express.

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.*
 - *Objective 3.3.5 – Deliver a comprehensive employee support program to maintain both mental and physical wellness.*

12. Administrative Services Division – Facilities

- Transit Police is in the final stages of securing a sub-office at the Metropolis at Metrotown Shopping Mall, adjacent to the Metrotown Bus Loop, plans for the office renovation are under development and will include a front-facing public area.
- The Facilities Unit continues to work with a TransLink Project Manager to identify the needs for phase 3 renovations within the Sapperton Headquarters, with a view to maximize the available space to accommodate future growth in the organization.

13. Administrative Services Division – Recruiting

- The Recruiting Unit hired one contract and one junior lateral Police Officer to be quickly deployed to Patrol, to replace two recent resignations. Six Recruits were selected for the May recruit class at the Police Academy. Of note, three of the six Recruits were from our current CSO group. Four Recruit Officers also graduated in March 2024. Ten new CSOs have been selected for the Class 3 training class. The diversity of the new hires will further support the Transit Police in terms of the number of languages spoken by Transit Police employees, which is an identified KPI.



- Transit Police in collaboration with TransLink EDI team and Immigration, Refugees and Citizenship Canada (IRCC) hosted a citizenship swearing in ceremony on March 8. Twenty-five people were welcomed as Canadian Citizens by the IRCC. This hosted event was an opportunity to support the citizenship process and celebrate with Canada's newest citizens. It was brought forward as an important opportunity, recognizing that many Transit Police and TransLink enterprise employees have previously received their citizenship at similar ceremonies.

14. Administrative Services Division – Training

- The Training Unit has completed the delivery of the first of many scheduled Indigenous experiential learning experiences, as required by the BC Provincial Policing Standards. The experiential sessions are being held at the Kwantlen First Nation longhouse. This training was put together in consultation with an external consultant, supported heavily by our Indigenous Liaison Officer, Cst. Rattray. All frontline police officers will have completed the training by Q2 2024, and the training has also been offered to all civilian professionals, 26 of whom have signed up to date.
- Transit Police has received capital funding to support the purchase and deployment of red dot optics, which are affixed to an Officer's pistol. Extensive research has shown that these optics greatly increase the accuracy of Officer shooting, thus reducing risk, while remaining steadfastly committed to ensuring the safety of passengers and staff on the transit system in the event of a critical incident.

15. Administrative Services Division – Information Management (“IMS”)

- As Transit Police works with multiple JPDs and Crown Counsels, there is an ongoing challenge to have consistent administrative and operational processes. We recently worked with the Director of Crown and paralegals from Regions 2 and 3 to gain consistent practices with breach of probation arrests and major/minor files.
- Transit Police completed a mandatory internal audit of the Exhibits Room over the course of ten business days and the final report is now pending.

16. Administrative Services Division – Human Resources (“HR”)

- Preparation is underway for a fall promotional process for Sergeant and Staff Sergeant positions. This will include a preparation training session for employees looking at promotional opportunities.



- A benefits brochure was created specifically for family members of newly hired employees. The brochure describes all the extended benefit entitlements and wellness supports available to the employee and their family.

17. Administrative Services Division – Information Technology (“IT”)

- The review of the 2023-2024 Transit Police IT Roadmaps were completed in Q4 2023 which established the IT priorities and working plans for the remainder of the year, including key projects such as a phased approach to implementing Microsoft 365. Work is now underway to build out the IT Roadmaps for 2025 and 2026.
- Enhancements to technology solutions for sub-office sites is underway, encompassing upgrades to computers, dual monitors, and bandwidth. A project is currently ongoing to implement fiber connectivity at six identified sites, aiming to enhance accessibility for Officers.

CONCLUSION

The updates highlight some of the important work performed at Transit Police over the previous couple of months. A broader report capturing all strategic activities over the duration of 2024 is provided as part of the semi-annual Strategic Planning report process. The next Chief Officer Report is anticipated as part of the June 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.)

Chief Officer Suzanne Muir

Author: Stephen Crosby, Senior Manager Strategic Services

Submitting Senior Executive Member: Chief Officer Suzanne Muir