



Compliments Report

Agenda Item #1.1g
Board – April 24/24

Transit Police Board				
Date Received	From	Members	Synopsis	Excerpt
05-Feb-24	Community	Cst. Hamming and Cst. Usipiuk	Thank you to members for community engagement	Thanks again for showing my son your vehicle and the sticker you gave him!
08-Feb-24	Transit Customers	OCC Dispatch	Members of the community engaged in a discussion regarding the positive experiences texting 87-77-77.	<p>Some examples:</p> <p>"I've also had to use it a couple of times - on two separate occasions, saw someone was as in an unsafe place and seemed unconscious. Immediate response both times."</p> <p>"You're exactly correct – it's texting with Transit Police dispatch. They're very prompt and helpful, and usually results in a timely response."</p> <p>"The text number is great. They can respond back to you and ask for details so they know what they're walking into."</p> <p>"I've always gotten a prompt response and they'll usually even tell me to expect officers boarding at [Station]"</p>
12-Feb-24	Surrey Police Services member	Cst. Adzijaj and Cst. Robinson	Thank you to the members for collaboration on 3 files	<p>Email to Chief Muir: Please pass on my thanks to Cst. Adzijaj and Cst. Robinson for their assistance on February 12, 2024. Cst. Adzijaj and Cst. Robinson were not only eager to participate but were instrumental in providing valuable plain clothes support to the members of Surrey Police, District 1 on three files.</p> <p>From an NCO perspective it was refreshing to work so effortlessly with another police organization. Again, my thanks to Cst. Adzijaj and Robinson for their experience and dedication.</p>
13-Feb-24	North Vancouver RCMP	CSO Shin, Cst. Worrall and Cst. Kainth	Thanked TP in media release for helping locate a stolen dog near Waterfront Skytrain station and arrest the suspect.	Metro Vancouver Transit Police were advised of the latest sighting and to be on the lookout. Just before 4:30 p.m., Transit officers located the suspect and Amber at the Waterfront Skytrain station. The suspect was safely taken into custody and Amber was returned to the owner a short time later.



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27-Feb-24	Vancouver Coastal Health	Cst. Di Trolio	Thank you message to Neighbourhood Police Officer who presented to auditorium's of 500-600 students	From the initial meeting with Marco, he displayed grass roots/ grounded and realistic information, showing the students how to use the transit system with awareness and safety. As a result of this presentation I booked him for 2 presentations at Vancouver Technical School. At Van Tech, Marco presented to two large groups, Gr 8 and 9's, in an assembly for each grade. Marco's presentation reached approximately between 500- 600 students, many of which use transit. I believe Marco was able to gain the students attention and interest by the way in which he presented.
19-Mar-24	Burnaby Animal Control	Cst. Mrowka	Phone Call thanking Transit Police for assistance with injured dog	Burnaby Animal Control wished to thank Cst. Mrowka who assisted several transit passengers that had an injured dog get to an Animal Hospital.
20-Mar-24	TransLink COO	Sgt. Chan	Email thanking Constable for assisting with ride-along	Thank you for yesterday evening's ride-a-long. I appreciated the opportunity to meet you and your colleagues and see the diversity of work underway by MVTP. I appreciated witnessing your calm and professional interactions with the public, seeing new-to-me areas of the transit system, and hearing your thoughts on leadership. It was also validating to see the high utilization of the sub office spaces built under my previous roles at TransLink.
27-Mar-24	Burnaby RCMP	TMET	Thank you message for TMET for work assisting with March's distracted driving focus.	I just wanted to highlight and extend my appreciation for the work done by the Team in cooperation with Transit Police and ICBC during yesterday's enforcement in line with this month's focus on Distracted Driving. A total of 62 VT's issued with 42 of these being distracted driver/cell phone offences!!! Great job by all! Your hard work is noticed.
12-Apr-24	TSML Directors	Sergeant Rossa	Thank you message regarding ridealong conducted.	Please pass along my thanks to team for arranging and Sergeant Rossa for taking us out. Highly informative and really great to see the work of the Transit Police.
12-Apr-24	TSML Directors	Sergeant Rossa	Thank you message regarding ridealong conducted.	It was great and Sgt. Rossa was a great host for us, I feel like I learned a lot in a short time.



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16-Apr-24	Transit Customers	OCC Dispatch	Positive experiences of texting 87-77-77 captured on social media.	<p>Comments on social media regarding OCC dispatch:</p> <p>"I texted this number one time for someone vandalizing sky train property and [the] transit police showed up within 15 mins. The text option works really well from my experience (that being said, I wasn't on the train or in immediate danger, but they did respond fast).</p> <p>"Absolutely. I texted that number a few times before (once for a guy who was totally naked and once for a guy who was being verbally abusive), and the response time was impeccable. Transit police arrived within 2 stations of my first text."</p> <p>"I've also had to use it a couple of times - on two separate occasions, saw someone who was in an unsafe place and seemed unconscious. Immediate response both times."</p>