



TRANSIT POLICE

POLICE FACILITIES & ACCESS CONTROL

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POLICY

Definitions

BCPPS – British Columbia Provincial Policing Standards, as amended from time to time.

BP – Bridgeport reporting location for Transit Police in Richmond, BC.

HQ – Headquarters and reporting location for Transit Police in New Westminster, BC.

IMS – Information Management Services of the Transit Police.

Member – Designated Constables (all ranks), Deputy Chief Officers, the Chief Officer and Designated Law Enforcement Officers of the Transit Police.

Metro Vancouver Transit Police (“Transit Police”) – The operating name of the South Coast British Columbia Transportation Authority Police Service (Designated Policing Unit and Designated Law Enforcement Unit).

OCC – Operations Communication Centre for the Transit Police.

PSC – Public Service Counter.

Restricted Access Area – A designated area or room(s) within a police facility that limits access of Transit Police Personnel and other persons due to factors such as sensitive/confidential information, security of evidence, critical infrastructure or systems.

TSML – The TransLink Security Management Limited, a subsidiary of TransLink that is the entity for the Transit Police and employs Transit Police Personnel.

Transit Police Personnel – For the application of this policy, includes unionized and exempt staff, contractors, students and volunteers of TSML.

General

1. Transit Police will operate from secure police facilities, including HQ and BP, with restricted entry access and designated restricted access areas within such facilities.
2. Transit Police Personnel and the Police Board for the Transit Police will adhere to Transit Police facility security requirements, including preventing unauthorized access to Transit Police facilities and restricted areas.
3. Transit Police will permit access to its police facilities for non-Transit Police Personnel, subject to procedures within this policy.

PROCEDURES

PART “A” – Security of Transit Police Facilities

Headquarters (“HQ”)

4. All entrances to the Transit Police HQ will remain locked, except the 3rd floor side door access to the Public Service Counter (“PSC”) at HQ as permitted below:
 - (1) The side door with access to the front lobby/PSC will be unlocked during weekday business hours, with the exception of statutory holidays, and kept locked at all other times. Transit Police has a video-intercom link established nearby the side door. This system will allow a member of the public or Transit Police Personnel to place a call directly into the OCC and it allows the OCC Operator to view the caller and the immediate surroundings via the video link. The intercom access point is signed to indicate that the area is under video surveillance. After assessment, the OCC may activate the door release and allow entry in the front lobby.
 - (2) The internal doors leading from the front lobby into the police facility will remain closed at all times.

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Section 15 FOIPPA - Disclosure harmful to Law Enforcement
 [Redacted]

5. Secure parking is provided at HQ for police vehicles Section 15 FOIPPA - Disclosure harmful to Law Enforcement
 [Redacted]

6. Members are to ensure that doors to the locker room are kept closed at all times to ensure safety of Members and to maintain security of any police equipment within.

7. **Section 15 FOIPPA - Disclosure harmful to Law Enforcement**
 [Redacted]

Bridgeport Reporting Office (“BP”)

8. All entrances to the Transit Police BP offices (on Level 2 and Level 4) will remain locked.

9. Transit Police Personnel will use their issued access card to enter BP offices or be granted access via video-intercom link ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement} upon verification of Transit Police Personnel status.

(1) Transit Police has a video-intercom link established near the main door Level 4. ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}

[Redacted]

^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}
[Redacted]

Waterfront Station – Public-facing Office

10. Transit Police has an office at Waterfront Station used by the Transit Police Neighbourhood Police Officer and volunteers as a public-facing, “storefront-style” office during limited hours. However, this office is not, at most times, a public-access office and the doors remain locked. ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}

[Redacted]

Other Transit Police Facilities

11. Transit Police has other police facilities, such as hub offices and sub-offices. Doors to those police facilities will be keep locked ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}

[Redacted]

(1) ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}
[Redacted]

PART “B” – Visitors

12. All non-Transit Police Personnel are classified as visitors for the purpose of police facility security ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}

[Redacted]

13. All visitors wishing entrance to HQ will report to the PSC ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}
[Redacted] The visitor will be issued a visitor pass, which will distinguish whether they require an escort while in the building or may be unescorted ^{Section 15 FOIPPA - Disclosure harmful to Law Enforcement}

[Redacted]

(1) A visitor pass does not provide any door access control capacity, it is for identification purpose only while within the police facility. Further, a visitor pass

does not permit access to restricted access areas, without escort and valid purpose for access.

- (2) The visitor will sign the visitor's log kept at the front counter and when leaving the police facility return any issued visitor pass and sign the log indicating time out. If it is after hours when a visitor leaves HQ, then the hosting Transit Police Personnel will collect the pass and turn in to the PSC as soon as practicable.
- (3) If any visitor pass cannot be accounted for, the Watch Commander and Manager Facilities & Asset Management will be promptly advised.

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[Redacted]

- 14. At BP, Waterfront Station – Community Policing Office, hub offices and sub-offices, no visitor pass is issued to visitors; therefore, all visitors must be escorted by Transit Police Personnel.

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[Redacted]

- 15. Transit Police Personnel will be cognizant of police facility security. Any person observed in a police facility that is unknown, not in uniform or not wearing a visitor pass or unescorted, will be immediately challenged and/or notify the Watch Commander. If this person should not be in the facility, they are to be turned over to the Watch Commander or delegate for proper processing/interviewing SECTION 15 FOIPPA - DISC

[Redacted]

Facility Tours

- 16. Guided tours of police facilities may be arranged for individuals or groups upon their application through the Staff Sergeant Operations Support Section (in coordination with the respective Managers).

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Meeting Hosting and Role of Transit Police Personnel

- 17. When Transit Police Personnel are hosting a meeting, they are responsible for the following (as applicable to the police facility where the event is being held):

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[Redacted]

Access to Public Washroom in Police Facilities

- 18. At HQ, a public washroom is provided for use by guests (including witnesses and victims) and detainees. The washrooms will be kept locked and when use is requested, the PSC staff will use the electronic door release. (PSC staff or the escorting Member will monitor the length of time the washroom is in use.) After hours, Members will use the employee washroom for detainees, under escort (refer to AF170 – Video Surveillance of Police Buildings).

- (1) When the PSC staff or other Transit Police Personnel notice that the in-use light has been illuminated for a prolonged period, the Watch Commander is to be advised so a wellness check can be conducted.

PART “C” – Keys and Access Cards

- 19. Access into, and within areas of, the police facilities is by access card and/or key. All Transit Police Personnel will be issued an access card. Keys will be issued to individuals to access their personal office and to selected Transit Police Personnel, as is necessary for their job position

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- 20. Notwithstanding being issued an access card and/or key, Transit Police Personnel are to only access an operational or restricted access area when there is a duty requirement/legitimate purpose to do so.

- 21. The Transit Police Facilities Section retains master control of the electronic card access system and key system for the police facilities (both perimeter and internal access card control/keys), including “Onguard LENEL” card database and monitoring of card readers. “WiseTrack” will be used for tracking of key issuance (or such system determined by the Deputy Chief Officer Administrative Services).

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- 22. Transit Police Personnel (and any other authorized persons provided an access card or key) are responsible for the security of any key or access card issued to them or otherwise entrusted to their care by Transit Police. Transit Police Personnel will promptly report loss or theft of any access card or key to their Supervisor, who will notify the Manager Facilities & Asset Management as soon as possible, and the Divisional Deputy Chief Officer, as appropriate to the circumstances. (Refer to Transit Police policy chapter AG010 – Property Management.)

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- 23. Upon retirement or termination of Transit Police Personnel, through the [Redacted] Section 15 FOIPPA - Disclosure the Purchase and Inventory Coordinator will retrieve any issued access card or keys and turn them into the Manager Facilities & Asset Management.

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PART “D” – Master Keys and “WatchGuard”

Grand Masters

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[Redacted]

Sub-Master Building Keys

Section 15 FOIPPA - Disclosure harmful to Law Enforcement
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Emergency Access - Keys

Section 15 FOIPPA - Disclosure harmful to Law Enforcement
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PART “E” – Security Zones - Restricted Access Areas

Section 15 FOIPPA - Disclosure harmful to Law Enforcement

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Operations Communication Centre (“OCC”)

[See also Transit Police policy chapter OO010 – Communications: Operations]

- 31. The OCC is designated as a secure, restricted access area and the access door to the OCC will be kept closed and secured at all times. Only Transit Police Personnel authorized to enter the OCC will be provided with keys or access cards.

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Section 15 FOIPPA - Disclosure harmful to Law Enforcement

[Redacted]

[Redacted]

Records Room

- 32. The Records Room is designated as a secure, restricted access area and the access door to the Records Room will be kept closed and locked at all times, unless otherwise permitted by policy. Only Transit Police Personnel authorized to enter the Records Room will be provided with a keys or access cards.

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[Redacted]

[Redacted]

- 33. When no authorized Transit Police Personnel are available in IMS to assist a Member requiring access to information maintained in the Records Room, the Member will contact the Watch Commander. The Watch Commander will determine when immediate access is required and supervise any retrieval of information.

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Property/Exhibit Rooms

- 34. All rooms assigned to IMS for the purpose of exhibit and property storage are designated as secure, restricted access areas and will be kept closed and locked at all times, unless otherwise permitted by policy. Only authorized Transit Police

Personnel will be provided with keys or access cards to enter the Exhibit Room and Temporary Exhibit Rooms.

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35. **Section 15 FOIPPA - Disclosure harmful to Law Enforcement**

IT Section Rooms

36. The IT Section workspace and rooms (including network closets) assigned for the purpose of electronic data, computer and telecommunications system operations and storage are designated as secure, restricted access areas and will be kept closed and locked at all times, unless otherwise permitted by policy. IT Rooms will

be secured by an access card reader and key lock system (as back-up), and may only be accessed by authorized Transit Police Personnel. Only authorized Transit Police Personnel will be provided with keys or access cards to enter the IT Section areas.

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Professional Standards Unit (“PSU”)

- 37. The PSU workspace is designated as a secure, restricted access area and will be kept closed and locked at all times, unless otherwise permitted by policy. The PSU Room will be secured by a key or access card reader, and may only be accessed by authorized Transit Police Personnel. Only authorized Transit Police Personnel and authorized persons in the Integrated Professional Standards Unit will be provided with keys or access cards to enter the PSU workspace.

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Weapons Storage Rooms and Armourer Room

- 38. The Weapons Storage Rooms at HQ and BP are designated as secure, restricted access areas and will be kept closed and locked at all times, unless otherwise permitted by policy. Access to the HQ Weapons Storage Room is by access card. At BP, access to the Weapons Storage Room is by key. These rooms may only be accessed by authorized Transit Police Personnel. Only authorized Transit Police Personnel will be provided with keys or access cards to enter.

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[Redacted]

- 39. The Transit Police Armourer Room Section 15 FOIPPA - Disclosure harmful to will be a secure, restricted access area and the access door will be kept closed and locked at all times, unless otherwise permitted by policy. Access to the Armourer Room will be by access card and it may only be accessed by persons authorized by the Deputy Chief Officer Administrative Services.

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General Investigation Unit (“GIU”) and Crime Suppression Team (“CST”)

- 40. The GIU/CST Room is designated as a secure, restricted access area and the access door to the GIU/CST Room will be kept closed and locked at all times, unless otherwise permitted by policy. Only Transit Police Personnel authorized to enter the GIU/CST Room will be provided with keys or access cards.

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Criminal Intelligence Unit (“CIU”)

- 41. The CIU Room is designated as a secure, restricted access area and the access door to the CIU Room will be kept closed and locked at all times, unless otherwise permitted by policy. Only Transit Police Personnel authorized to enter the CIU Room will be provided with keys or access cards.

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[Redacted]

Transit Police Building Service Workers

42. Transit Police Personnel who are Building Service Workers are authorized to perform their duties in non-restricted spaces, without limitation. This includes accessing private offices in non-business hours for the performing of their duties. However, when Building Service Workers are required to perform their duties in a restricted access area, they must only do so when authorized Transit Police Personnel who work in that area are present and permission to enter is granted

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PART “F” – Digital Video Surveillance (“DVR”)

43. Section 15 FOIPPA - Disclosure harmful to Law Enforcement

Refer to Transit Police policy chapter AF170 – Video Surveillance Recordings of Police Buildings.

44. Section 15 FOIPPA - Disclosure harmful to Law Enforcement

45. Transit Police Personnel will refer to Transit Police SOP78 – Waterfront Station - Front Facing Offices - Public Video Intercom for guidelines related to police facility access at the Waterfront Community Policing Centre and other front-facing offices.

46. Transit Police will post notices of any other DVR systems and monitoring in place on the exterior and interior of police facilities, consistent with the *Freedom of Information and Protection of Privacy Act*.

Accessing DVR Recordings

47. Requests to access a video recording will be forwarded by E-Mail to the Senior Manager Risk, Analytics and Emergency Planning

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48. Digital imaging being seized as evidence will be processed as exhibits in accordance with established policy and procedures. Refer to Transit Police policy chapters OA010 – Evidence (and DEMS) and OA020 – Exhibits/Property Control.

Secure Retention and Disposal

- 49. The Transit Police will securely retain digital video surveillance recordings for a minimum of thirteen months to cover the timeframe for which a complaint may be filed under the *Police Act*, as otherwise required for lawful purposes and the *Freedom of Information and Protection of Privacy Act*, and for other legislation that may apply.
- 50. When replacement or external servicing of the video recording server/hardware is required, the IT Section will perform a wipe of information on the equipment in accordance with the adopted standard², prior to transfer/disposal.

PART “G” – Use of Designated HQ Elevator for Accused Person Interviews and Intellibook Booking Station

- 51. **Section 15 FOIPPA - Disclosure harmful to Law Enforcement**
[Redacted]

PART “H” – Other Security and Protection Measures

Alarms

- 52. **Section 15 FOIPPA - Disclosure harmful to Law Enforcement**
[Redacted]

² Standard to be applied is 'US DoD 5220.22'. (DoD means Department of Defence.)

Fire Protection and Inspections

- 53. The Manager Facilities & Asset Management is responsible for the fire protection and inspection program of the Transit Police, including fire evacuation plans and assignment of fire marshals.
- 54. Transit Police facilities have a fire alarm and monitoring system, sprinklers and fire extinguishers. Fire equipment and alarms will be regularly inspected in accordance with fire regulations and the requirements established by the Fire Rescue Services.

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- 55. The Manager Facilities & Asset Management will act as liaison with the applicable building owner.
- 56. The Manager Facilities & Asset Management will conduct a fire alarm inspection at HQ and BP at least once a year and have equipment serviced at least twice per year.
- 57. When at police facilities, Transit Police Personnel will participate in fire drill exercises as scheduled by the Property owner in coordination with the Manager Facilities & Asset Management.
- 58. Any Transit Police Personnel who detects a fire will:

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 [Redacted]

PART "I" – Records and Audit

- 59. Records of access cards and key issuance authorizations, and authorized access use of restricted areas, will be securely retained **Section 15 FOIPPA - Disclosure harmful to Law Enforcement**
- 60. The Manager Facilities & Asset Management **Section 15 FOIPPA - Disclosure harmful to Law Enforcement** will perform an annual audit of exterior access control as well as to internal restricted access areas.

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61. Other audits of physical security and access control measures may be performed as directed by the Chief Officer or Deputy Chief Officer Administrative Services.

References:

The Treasury Board and RCMP guide to security zones:

<https://www.tpsgc-pwgsc.gc.ca/esc-src/msc-csm/xb-eng.html>

<https://www.rcmp-grc.gc.ca/physec-secmat/pubs/q1-026-eng.htm>

APPENDIX “A”/
Intellibook Booking Station at HQ – Elevator Access & Lockout
(Version August 24, 2023)

1. Transit Police operates its own Intellibook booking station at Headquarters (Level 3).
2. The Intellibook booking station has been set up in the hall adjacent to the interview rooms at HQ.
3. All accused persons who commit offences are to be directed to our Headquarters for prints and photos.

Fingerprint/Photograph Times

- Dayshift – Tuesday or Thursday @ 0900hrs
 - Afternoon Shift – Tuesday or Thursday @ 1800hrs
4. In an effort to avoid dayshift having to do the majority of Intellibook processing, Members are asked to choose a fingerprint time that corresponds with their own shift, so that the responsibility of fingerprinting an accused is managed by the investigating Member.
 5. If an investigating Member cannot attend their own fingerprinting, alternate arrangements can be made through their NCO.

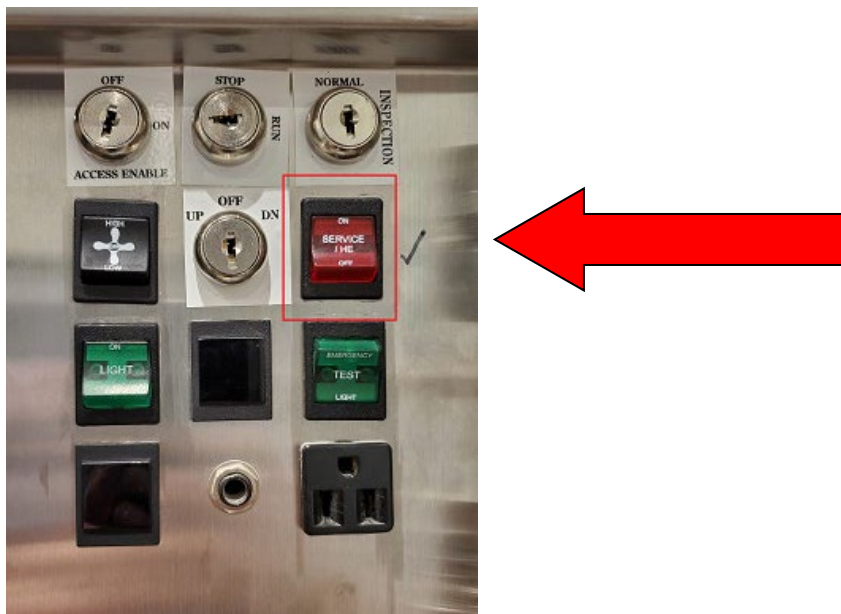
Locking out Elevator

6. Given the location of the Intellibook booking station, **Members will be required to lock out the adjacent elevator prior to initiating the fingerprint process**, ensuring that Transit Police civilian personnel do not inadvertently access the area.
7. Members will follow the procedures below:
 - (1) Advise the PSC personnel to lock the PSC door and Members are to pull across the yellow/black strap at the end of the hallway to prevent access.
 - (2) Obtain the Elevator Key from outside the elevator at **Level 3 - 3R (“3R”)** or **Level 1 - PR (“PR”)** and call the elevator.



NOTE: While it is expected that most of Transit Police's fingerprinting/photographing will be done 'out of custody', the key outside the PR will allow Members to bring up persons in custody from PR.

- (3) Open the control box above the control panel on the right hand side of the elevator.
- (4) Push the Red service button to the "on" position, while the door is open.



- (5) The door will remain open on 3R or PR, thus making the elevator unavailable for use by anyone else. The elevator can now be manually controlled, as the proximity card reader is disengaged.
 - (6) Once the elevator is locked out, the accused person can be escorted to the Intellibook booking station from the lobby OR press 3R in the elevator to escort the person in custody up from PR (at Level 1).
 - (7) Leave the elevator door open while using the Intellibook Booking Station and until escorting the accused person out of Level 3 OR by taking the person in custody back down to PR (Level 1) by pressing PR.
 - (8) Once finished, Members are to ensure that the "Service" button is returned to the "Off" position and return the key.
8. Members may seek the assistance of their Supervisor if unsure of the safety protocol or its implementation.