



**2024 Q1 Complaint Statistical Report (Public)**

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**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: May 8, 2024

**Subject: 2024 Q1 Complaint Statistical Report [Report No. 2024-17]**

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Information Report

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**PURPOSE**

To inform the Police Board of the 2024 Q1 *Police Act* complaint statistical update for the Transit Police.

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**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 – March 2024 is provided as well as the five year trending comparison, capturing 2020 to 2023. In 2024 Q1, there was one “Ordered Investigation” files and one “Admissible Complaint”, all 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 2024 Q1, in comparison to the annual statistics for 2019 to 2023. The total is composed of “Admissible Complaints” and “Ordered Investigations”. In 2024 Q1 , there was one Admissible Complaint and one Ordered Investigation. For comparison, 2023 Q1 saw one Admissible file, and zero Ordered files.



**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

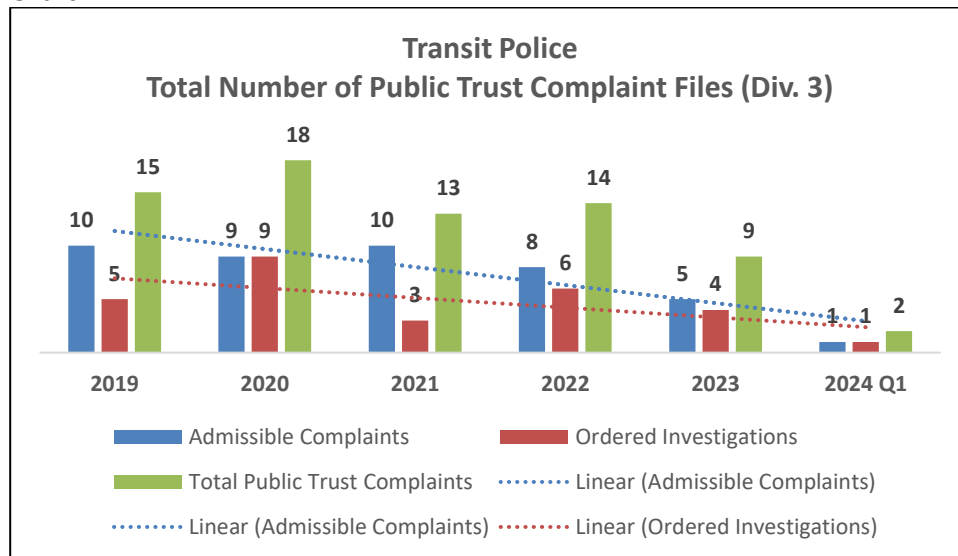


Chart 2 shows the number of substantiated Public Trust complaints following the file investigation and concluding review by the Office of the Police Complaint Commissioner (“OPCC”). As some of the 2023 Public Trust complaint files are still active and/or open before the OPCC, the substantiated file status may change on their conclusion. The Transit Police has recorded 10 substantiated Public Trust Complaints between 2019 and 2024 Q1. To date, there has been no substantiated Public Trust Complaint for 2024 Q1.

**Definition:**

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



Chart 2

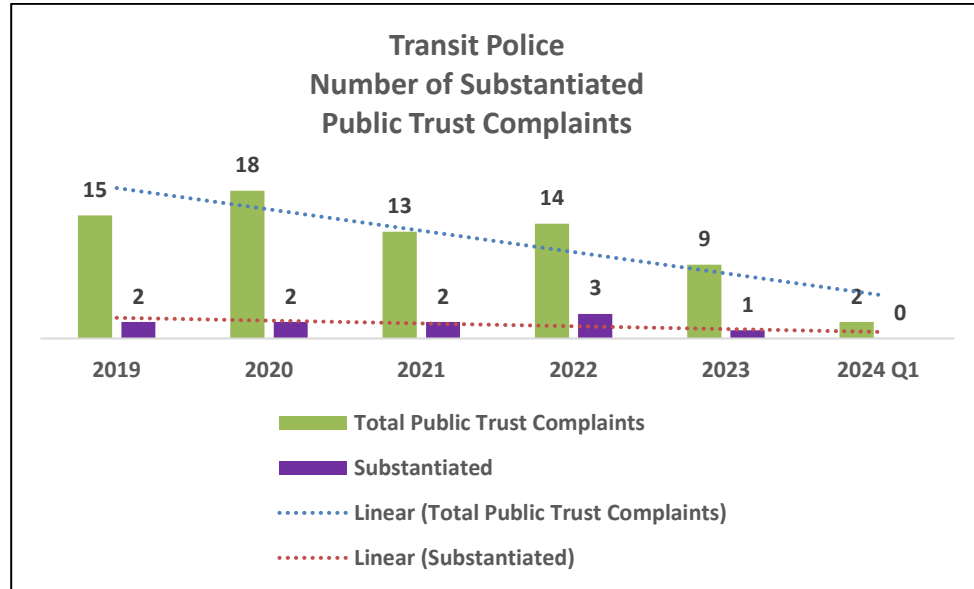
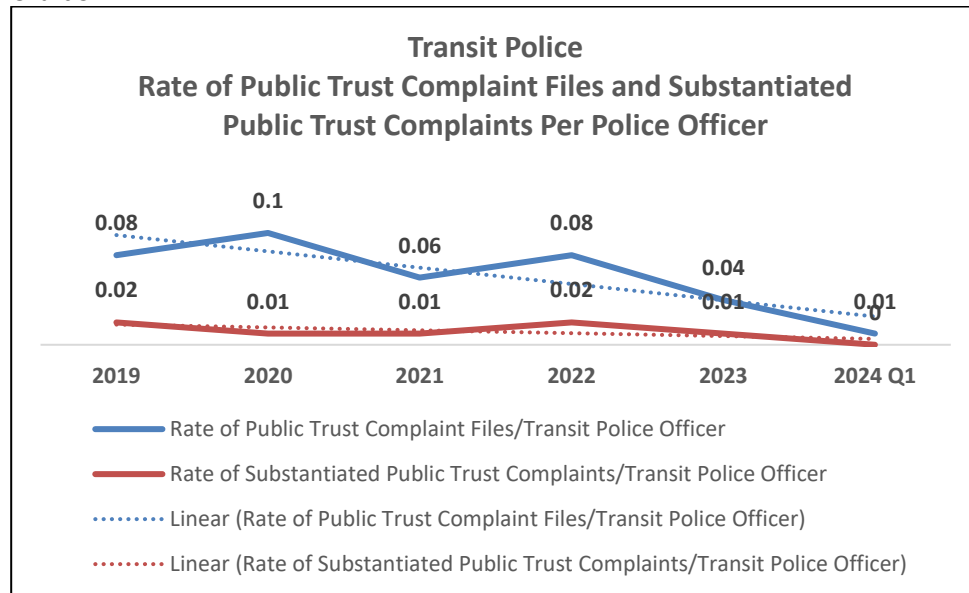


Chart 3 shows the annual rates of Public Trust complaint files per police officer and substantiated Public Trust complaints per police officer from 2019 to 2023, in comparison to 2024 Q1. There may be further changes to the substantiated complaint rate as some 2023 files remain under investigation or 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"> <li>• Abuse of Authority</li> <li>• Accessory to Misconduct</li> <li>• Corrupt Practice</li> <li>• Discreditable Conduct</li> <li>• Improper Disclosure of Information</li> <li>• Improper Off Duty Conduct</li> <li>• Damage to Police Property</li> </ul>	<ul style="list-style-type: none"> <li>• Improper Use/Care of Firearms</li> <li>• Damage to Property of Others</li> <li>• Misuse of Intoxicants</li> <li>• Deceit</li> <li>• Neglect of Duty</li> <li>• Discourtesy</li> </ul>
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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**

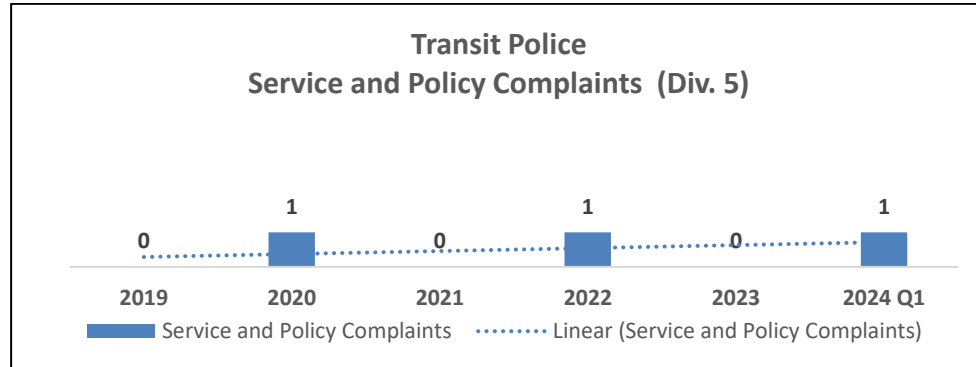
Transit Police Misconduct Categories Involved with Substantiated Public Trust Complaints						
Misconduct Categories Involved with Substantiated Public Trust Complaints	2019	2020	2021	2022	2023	2024 Q1
Abuse of Authority	0	0	0	0	0	0
Discreditable Conduct	3	1	1	0	0	0
Accessory to Misconduct	0	0	0	0	0	0
Improper Disclosure of Information	1	0	0	0	0	0
Corrupt Practice	3	0	0	0	0	0
Improper Off-Duty Conduct	0	0	0	0	0	0
Damage to Police Property	0	0	0	0	0	0
Improper Use/Care of Firearms	1	0	0	0	0	0
Damage to Property of Others	0	0	0	0	0	0
Misuse of Intoxicants	0	0	0	0	0	0
Deceit	1	0	0	0	0	0
Neglect of Duty	2	0	2	3	1	0
Discourtesy	0	1	0	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 2024. The Police Board received one Service and Policy complaint in 2024 Q1.



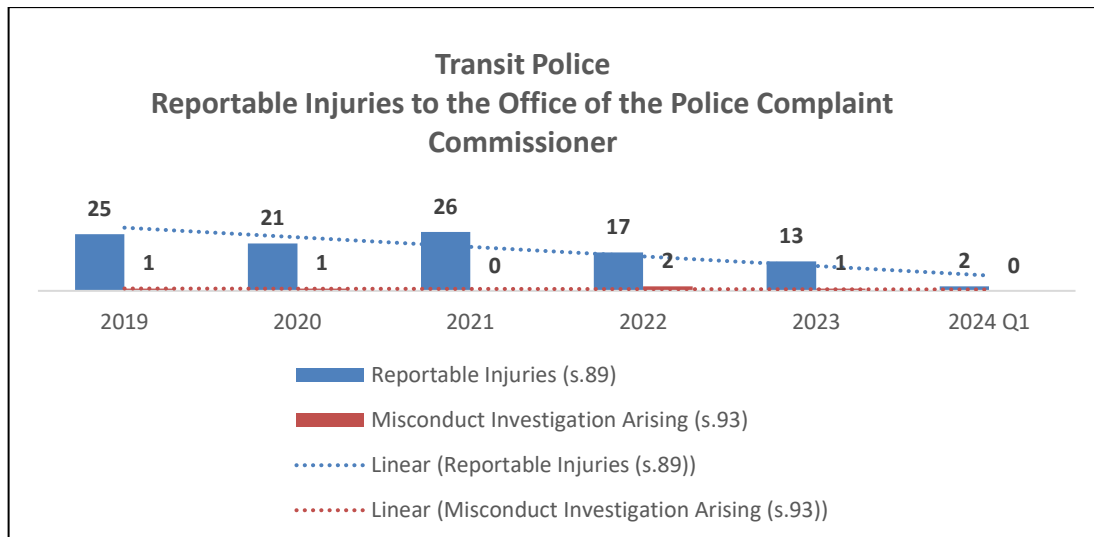
Chart 5



### 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 2024 are shown in Chart 6. There were three reportable injuries in 2024 Q1. For comparison, 2023 Q1 saw two Reportable Injuries, with one Misconduct Arising.

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.

### **Professional Standards Unit**

PSU is maintaining its staffing resource level and it continues to operate well.

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Chief Officer Suzanne Muir

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