



## 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: June 7, 2024

**Subject: Chief Officer's Report [Police Board Report No. 2024-33]**

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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 April 2024.

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### UPDATE

The following reports covering the period of early April 2024 – early June 2024 are provided by the respective sections within Transit Police.

**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**

The Transit Police Operations Division chairs and plays a key role in TransLink's Integrated Safety Security Committee. This committee includes representatives from all TransLink Operating Companies, including contracted services such as Blue Bus and HandyDart. In May 2024, the Operating Companies met in person to discuss key topics such as frontline safety and security, roles and responsibilities, tabletop exercises, and FIFA planning. The meeting's outcomes enhance relationships across TransLink Operations and clarify roles and responsibilities in system security and public safety. These outcomes are significant as they illustrate how our organizations collaborate during emergencies.

## **2. Patrol Section – Training**

In May 2024, a Patrol Sergeant organized and facilitated a two-day joint cross-training session on an active threat and critical incident on a bus. This joint operational training session fostered a strong working relationship between Transit Police, the Vancouver Police Department and Coast Mountain Bus Company. This initiative supports Transit Police's efforts to remain highly trained and attune to threats within the transit system. These training sessions are invaluable for our policing partners when responding to active threats.

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

Between April and May 2024, Transit Police trained crisis negotiators provided critical support to our jurisdictional police partners in New Westminster, Burnaby, and Surrey. During this period, our negotiators were involved in eight high-stakes operational calls that addressed significant regional threats, demonstrating our commitment to public safety. These joint operations not only enhanced the safety of the communities we serve but also strengthened our relationship with local law enforcement agencies.

Patrol Officers worked in North Vancouver alongside the RCMP as part of a high-visibility joint policing initiative to address criminal activity reported on a bus with connections to Vancouver. This one-week project involved increased patrols to mitigate criminal behaviour. It was successful in reducing reports of criminal activity and providing the commuting public with a sense of safety and security.

In April and May 2024, Patrol Officers and Community Safety Officers ("CSOs") provided high-visibility foot patrols in and around Stadium Station and across the transit system during the Stanley Cup Playoffs games. Our Officers and CSOs interacted and worked closely with TransLink frontline enterprise staff to ensure a safe transit system for the commuting public during the playoff season.



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

Between October 2023 and January 2024, a series of a series sexual assaults were occurring that was determined to be made by the same suspect. The investigations were originally received by Transit Police as attempted thefts, as the suspect would try to take the necklaces from women which involved inappropriate touching. In April, the suspect was identified, arrested and released on an Appearance Notice. Transit Police will be recommending three counts of sexual assault.

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

In April 2024, CST received funds from the Repeat Violent Offending Intervention Initiative – Special Investigation and Targeted Enforcement (“SITE”) program to initiate a project focused on Metrotown Station, Metropolis at Metrotown and the surrounding area. CST worked with Metrotown Security and BC Rapid Transit Company (“BCRTC”) to target known offenders that were responsible for thefts, violence or drug trafficking in the Metrotown area, Burnaby. During the three-day project, 26 arrests were made related to outstanding Warrants, weapons possession, theft and trafficking of controlled substances. 23 weapons were seized, including 13 knives and 2 replica firearms, and 142 grams of fentanyl and six grams of methamphetamines were seized. There was also \$9,506 in stolen merchandise recovered.

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

Since the last reporting period, the Transit Police Crime Analysts have identified a Person of Interest (“POI”) in 23 separate Transit Police investigations, resulting in 11 investigations forwarded for charges and five suspects currently under investigation. The Crime Analysts have also provided a POI in 15 external police investigations. Most recently, our Crime Analysts provided a POI that helped solve a sexual assault in Vancouver that lead Transit Police GIU and VPD Sex Crimes to make an arrest and issue a subsequent media release.

**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”)**

Transit Police attended the two-day “The Sky’s No Limit – She is Anything” event at the Abbotsford Airport in April 2024. This is an annual event to inspire female future leaders in Aviation, Aerospace, Marine and Defence. Officers from the Community Engagement Team and volunteers from the Waterfront Community Policing Centre gave out Transit Police items while our explosive detection dog team demonstrated search capabilities.

The Transit Police’s Mental Health Liaison Officer (“MHLO”) met with a representative from the Peer Assistance Care Team (“PACT”) from New Westminster to discuss how PACT can support individuals on the transit system in New Westminster who are experiencing a mental health or substance use crisis. Information will go out to Patrol Officers on how to call out PACT to attend scenes and assist these individuals.

## **8. Operational Support Section – Transit Police Explosive Detection Dog Service (“K9 Unit”)**

The Transit Police Canine Unit participated in the 2024 Pacific Northwest Police Detection Dog (“PNWK9”) Conference held in Portland Oregon, from April 22 to 26, 2024. During this event the unit collaborated with distinguished trainers from the Bureau of Alcohol, Tobacco, Firearms and Explosives (“ATF”), the Federal Bureau of Investigation (“FBI”), the New York Police Department (“NYPD”) Transit Bureau K9 Unit and the Ontario Provincial Police (“OPP”).

All Transit Police dogs successfully passed the PNWK9 Explosive Certification which provides the majority of the unit with three separate explosive certifications; the Government of Canada canine explosive certification, the ATF explosive certification standards and now the PNWK9 explosive certification standards.

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

CSO Class 3 is currently at the half way point of their Block 1 training and are now transitioning to the practical applications of classroom theory that they have learned up to this point. The group is scheduled to begin their field training portion of the course at the end of July.



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 on July 16 & 17, 2024.

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

The second Communications Operator Training Class commenced in May, 2024 with an expected graduation in February 2025. There are two trainees in the program working toward becoming full time Communications Operators with Transit Police.

A Part 1 application was submitted to the Canadian Radio-television and Telecommunications Commission (CRTC) which is the first step for Transit Police to be designated as a secondary Public Safety Answering Point (PSAP). A PSAP designation is required should Transit Police choose to interconnect with the Next Generation 9-1-1 network.

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

In April 2024, TMET conducted a modified car / stunt driving project adjacent to the Surrey Central SkyTrain Station after receiving complaints from police, the public and transit staff about dangerous driving and continuous cruising around the station in modified vehicles. Patrol and TMET members conducted four evenings of enforcement. The results of the targeted enforcement included 91 Violation tickets being written for *Motor Vehicle Act* and Regulation offences. Eight notice and orders were issued and four impaired drivers were removed from the roadway.

***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**

The Bridgeport deployment office renovation has been delayed as we continue to wait for building permits. A meeting is being held with the City of Richmond in June and we anticipate permit approval shortly thereafter.

Plans for a sub-office near the Metrotown Skytrain station have been finalized. The office will include a front facing public counter, dedicated offices for Patrol Officers and a Neighbourhood Police Officer. An area has also been established which could support our volunteers from the Waterfront Community Policing Centre, to provide volunteers with an alternative location to deploy from.

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

Community events attended over this reporting period included the Surrey Crime Prevention Society Safety Awards and Gala in May, where interaction with their dedicated volunteers occurred, and a Vancouver Police-hosted Job and Career event that had a focus on Indigenous applicants. Transit Police Recruitment also hosted an information session in June that was directed to interested contract police officer hires.

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

The Training Unit is completing the Indigenous Experiential learning sessions. The training is scheduled to be completed by mid-June, at which time 209 Transit Police employees will have participated in Experiential Indigenous Learning at the Kwantlen First Nation Cultural Centre. The feedback from Transit Police staff and others that have been invited to attend has been very positive. It reflects on how impactful the day has been and is reflective of the content and powerful presentations delivered during each session.

The Training Unit is working with the Crime Suppression Team to develop and deliver a patrol based judicial authorization course that will be presented in Fall 2024.



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

IMS played a significant role in the most recent Supervisor training day. Subject Matter Experts presented to the Supervisory group on Workflow Management, Digital Evidence Management Solution and PRIME naming conventions, as well as a review of the processes associated to reporting the seizure of evidence and all subsequent applications related to section 490 of the *Criminal Code*.

IMS recently supported Transit Police's transition from Versaterm's RMS 7.4 to version 8.1. This transition involved many months of planning with PRIMECorp and all other police agencies in the province. The transition occurred in May, 2024. IMS staff made sure arrangements were made to support the Operations Division with report writing and report submissions during the transitional time frame.

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

Prioritization work has now been done to build the IT roadmap out to 2026. The roadmap will be used to guide key IT projects, including the implementation of Microsoft 365 and improvements to cyber security and resiliency. The development of a Cybersecurity Governance Model has been occurring in parallel.

## **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 2024 is provided as part of the semi-annual Strategic Planning report process. The next Chief Officer Report is anticipated as part of the September 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**

Author: Stephen Crosby, Senior Manager Strategic Services

Submitting Senior Executive Member: Chief Officer Suzanne Muir