



South Coast British Columbia Transportation Authority Police Service

Designated Policing Unit

**Chief Officer's Report**

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## PUBLIC

To: South Coast British Columbia Transportation Authority Police Service Designated Policing Board ("Police Board")

From: Chief Officer Suzanne Muir  
South Coast British Columbia Transportation Authority Police Service Designated Policing Unit ("Transit Police")

Date: September 13, 2024

**Subject: Chief Officer's Report [Police Board Report No. 2024-42]**

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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 June 2024.

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### UPDATE

The following reports covering the period of early June 2024 to early September 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**

- Transit Police continued to support police recruit training at the Police Academy/Justice Institute of British Columbia. August 2024 saw the retirement of the Transit Police Officer seconded to the Police Academy as the manager of recruit training, followed by the appointment of another Transit Police Officer, who was seconded to the Police Academy in September, as a recruit instructor. Transit Police's inclusion in the instructor cadre is an important role to support our recruit officers, enhance our profile with police agency partners and assist in the delivery of curriculum for all municipal police officers in British Columbia.
- Operations saw the inclusion of 10 Community Safety Officers ("CSOs") on Patrol for their field training assignment, adding to the already deployed Class 1 and 2 CSOs. This greatly enhances the visibility of officers on the transit system. This also marked the first time that recruit CSOs had fully trained CSOs supporting as their field training officers.

## **2. Patrol Section – Training**

- During the first week of September, Transit Police and TransLink collaborated to host CARVER Training, a security vulnerability assessment to understand the threats, weaknesses and probability of an attack which could impact a facility, person, system or event. CARVER methodology stands for Criticality, Accessibility, Recoverability, Vulnerability, Effect and Recognisability. TransLink, Canada Line, BC Rapid Transit Company ("BCRTC"), Coast Mountain Bus Company ("CMBC"), Richmond RCMP, BC Ferries and Transit Police all had representatives take the course with a total of 16 employees completing the training.
- Transit Police and BCRTC developed a new SkyTrain Safety Orientation for Transit Police Officers. This was delivered for the first time to Transit Police recruits during their field training orientation in August 2024. The safety orientation was a combination of classroom theory and an on-site component at Commercial Broadway Station to see the various safety considerations at a busy transit hub. The in-person training will continue to be delivered by a BCRTC employee and is also available as a self-directed eLearning module on Canadian Police Knowledge Network's (CPKN) - Transit Police's Specific Training portal.



### **3. Patrol Section – Initiatives/Projects and SITE Funded Initiatives**

- Throughout June, July and August 2024, Transit Police conducted Repeat Violent Offenders Program - Special Investigation and Targeted Enforcement ("SITE") funded high visibility patrols, primarily on Friday and Saturday evenings. Patrols enhanced safety and police visibility on SkyTrain, Canada Line, SeaBus and buses in the Vancouver downtown core as well as the intersection of Davie Street and Denman Street, based on some reported issues on buses after people vacated English Bay. The initiative resulted in 52 Fare Infraction Notices, 31 Violation Tickets, 120 liquor pour outs, three warrant arrests and nine additional police files generated.
- This summer saw a return of bike patrols by Transit Police, which included two SITE funded enhanced high visibility bike patrol initiatives conducted in August 2024. On each occasion, two Transit Police officers on bikes patrolled the BC Parkway which is a path that runs along the Expo Line SkyTrain route between Surrey and Vancouver. The initiative focused on encampments, liquor violations and transit offences. It resulted in addressing the encampments under the guideway adjacent to Patterson Station, issuing of two Violation Tickets and three Fare Infraction Notices, and 11 liquor pour outs.

### **4. Investigation Section – Crime Suppression Team ("CST")**

- In July 2024, CST received funds from the SITE program to initiate a project focused on Metrotown Station, Metropolis at Metrotown and the surrounding area. CST worked with Metrotown Security and BCRTC to target known offenders that were responsible for thefts, violence or drug trafficking in the Metrotown area, Burnaby. During the four-day project, 56 arrests were made related to outstanding Warrants, weapons possession, theft and trafficking of controlled substances. Seized were 20 weapons (including 14 knives, two brass knuckles, a baton, bear spray, and a replica firearm) and 78 grams of fentanyl, 15 grams of cocaine, and 70 grams of marijuana. There was also \$5,000 in stolen merchandise recovered from various retailers, in addition to the \$97,000 of lululemon merchandise recovered through a search warrant, along with approximately \$20,000 in cash seized.
- In July 2024, CST and the Surrey RCMP Community Response Unit collaborated on a Boost and Bust Project at Guildford Mall and the adjacent area, including the bus loop. In addition to CST Officers, two Patrol Officers also assisted with the project. The project resulted in 18 arrests, \$1050 worth of stolen merchandise being recovered and two weapons being seized.



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

- Since the last reporting period, the Transit Police Crime Analysts have identified a Person of Interest (“POI”) in 26 separate Transit Police investigations, resulting in nine investigations forwarded for charges and eight suspects currently under investigation. The Crime Analysts have also provided a POI in 18 external police investigations.

*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.*

## 6. Operational Support Section – Community Engagement Team (“CET”)

- The Transit Police’s Neighbourhood Police Officers (“NPOs”) attended a wide variety of events and presentations over the past six weeks, including but not limited to: Vancouver Career College Transit Safety, Violence in the Workplace (TransLink, CMBC), Vancouver Aboriginal Community Policing Centre, and Commercial Drive Italian Day. In addition, the team engaged with the Richmond RCMP at the Pacific Autism Family Network event and Port Moody Police at a Project 529 bike registration event at Moody SkyTrain Station.
- Resulting from the discussions at the Transit Police Board Meeting held at Simon Fraser University Surrey on June 14th, the NPO for Surrey/Langley conducted follow-up with some attendees which included meetings held with a local Surrey college.



The NPO conducted a walkthrough of the facility, provided a safety seminar, held a nearby pop-up education event and made some recommendations to improve feelings of safety and security.

- The Indigenous Liaison Officer ("ILO") attended Indigenous Scenario Training at the Police Academy. The ILO also presented Indigenous Awareness training to the Transit Police's third CSO class and attended four Blue Eagle Cadet outings. The Blue Eagle Cadet Program resumed activities during the second week of September 2024.
- The Mental Health Liaison Officer ("MHL") attended the annual first responder's two-day event at the PNE with jurisdictional police partners. BC Emergency Health Services and Vancouver Fire Department were also at the event. The MHL also presented at the Suicide Prevention and Mental Health to the transit workgroup, and at the Psychological Health and Safety Management System group that includes Canada Line, CMBC and SkyTrain representatives.

#### **7. Operational Support Section – Transit Police Explosive Detection Dog Service ("K9 Unit")**

- The K9 Unit Sergeant presented at the International Handler Instructor Training Seminar ("HITS") in late August 2024. The Sergeant focused on a 2020 case study, developed in collaboration with Texas Tech University, which provided key insights into the explosive dog units' operational capacity involving high quantities of explosives. In addition to the Sergeant's presentation, two other K9 Unit Officers attended the seminar as participants, further expanding their expertise and knowledge in advanced Handler techniques.
- The K9 Unit is collaborating with BCRTC and Transit Police Strategic Services/ Communications to produce a training video for Station Attendants. This video will be used as a training model to outline guidelines for handling suspicious or unattended packages.
- The K9 Unit has responded to 49 suspicious package calls related to the transit system in 2024. The use of our explosive detection dogs means that threats of suspicious packages and threats of this nature can be handled quickly, thereby allowing transit stations to quickly reopen and service disruptions to be minimized.

#### **8. Operational Support Section – Community Safety Officer ("CSO") Program**

- In July 2024, 11 CSOs participated in a two-day Field Trainers course in preparation for the field training portion for CSO Class 3.



- CSO Class 3 reached the half-way point of their field training and the CSO team is preparing for their upcoming graduation in October, which will bring the anticipated strength of CSOs deployed to 24 (target of the pilot program).
- An ongoing CSO training program is being developed for implementation in Q4 2024 or Q1 2025, to help support the continued development for existing CSOs.

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

- From Class 1 of the Transit Police Communications Operator Program, one graduate has accepted a Full Time position in the OCC, one graduate continues to work on a casual schedule, and a third student is beginning the final stages of mentoring, with an expected completion date of October.
- Transit Police continues to recruit prospective OCC operators. Full-Time Regular, Part-Time Regular and Casual postings have been active for the past few weeks and applications are being reviewed, and looking towards interviewing of qualified candidates.

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

- In May 2024, numerous complaints were received by Transit Police TMET regarding the misuse of bus lanes across multiple Metro Vancouver jurisdictions; this was the result of a social media post on Reddit. TMET came up with a plan to conduct enforcement over four days to address the concerns noted by the public. The bus lane project resulted in 268 bus lane tickets being issued to drivers throughout Metro Vancouver. An additional 66 violation tickets were issued for secondary offences, leading to a total of 344 violation tickets issued. The media was invited to join TMET during the enforcement campaign. By the end of the project, the media had put out 40 positive articles on the initiative; the related posts on Reddit had almost 700,000 views. The online community was very supportive of the enforcement initiative.
- In August 2024, TMET received an Automated Licence Plate Reader (“ALPR”) through funding from ICBC and the Provincial Government. The ALPR scans licence plates against an RCMP database and notifies of possible unlicensed drivers, uninsured vehicles, prohibited drivers and stolen vehicles. An operational protocol is in place. The system is capable of running hundreds of licence plates per minute. The ALPR will assist TMET Officers in conducting *Motor Vehicle Act* enforcement in and around transit



properties. For example, every vehicle in a large parking lot like the Scott Rd park and ride can now be checked within minutes as opposed to hours if it were done manually.

**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.*

## **11. Administrative Services Division – Facilities**

- The Bridgeport deployment office renovation has advanced and Transit Police is now in receipt of the required building permits from the City of Richmond. The process of selecting a contractor has been initiated. Construction is scheduled to start in October 2024 and completion targeting for May 2025.
- The Metrotown Hub-office lease agreement is currently with Translink for review and signature. The next steps will be to apply to the City of Burnaby for building permits before moving to the tendering process. It is anticipated that construction will begin in the last quarter of 2024, and will take approximately six months to complete.

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

- The Recruiting Unit processed four new Recruit Constable hires, who began their week of orientation in September 2024, followed by the beginning of training at the Police Academy.



- The Recruiting Unit also processed three police officer contract hires, who started in September 2024.

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

- The Training Unit has arranged for Federal Crown Counsel to attend and provide presentations on best practices for drug investigations. This is a valuable opportunity to learn the correct techniques to secure convictions and ask questions. The presentations are scheduled for the early part of October, 2024.
- Fall Mandatory training will consist of First Aid recertification for Police Officers and CSOs, as well as a presentation on patrol based applications for judicial authorizations, which will be presented by CST.
- The Training Unit has worked with the Dale Carnegie group to customize Supervisory Training, which will be delivered in the fall, focusing on leading across generations. It is expected that these sessions will provide valuable information to all Supervisors in expanding their understanding of different generations of employees.
- Fall training for the Supervisors will include training on respectful workplaces and protocols for handling respectful workplace complaints and investigations. Senior leaders at Transit Police will also participate in the respectful workplace training, which will be led by a recognized labour lawyer who has conducted similar training presentations with police departments in the Lower Mainland.

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

- IMS has been actively working with BC Prosecution Service to ensure that naming conventions are being properly utilized in our Police Officers' reports to Crown Counsel. Police agencies had until August 2024 to be compliant with the MOU as it relates to naming conventions. Transit Police has been well ahead in its preparation and began utilizing naming conventions since spring 2023.

### **15. Administrative Services Division – Human Resources (“HR”)**

- Fall Promotional Process for Sergeant/Staff Sergeants: The Corporal program will be ending at the conclusion of the revised Promotional Process coming this fall. It is being replaced with an Acting Sergeant Program. Intake for the new Acting Sergeant Program was launched at the end of August 2024. A Promotional Process Committee





was established earlier in the year to review and update the selection process and the procedures in the Promotional Policy. This was subsequently revised for both the Sergeant and Staff Sergeant processes. Anticipated promotions to the Sergeant and Staff Sergeant rank are expected to occur by the end of November.

- **Morale Survey Action Plan:** 20 out of 45 action items from the action plan have been fully completed. Of the 25 outstanding action items that remain, 22 are in progress. Some are continuously ongoing, while others are well underway and anticipated to be completed by end of 2024.

## **CONCLUSION**

The updates highlight some of the important work performed at Transit Police over the previous few 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 November 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**

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