



Compliments Report

Agenda Item #1.1h
Board – Sept. 20/24

Transit Police Board				
Date Received	From	Members	Synopsis	Excerpt
12-Jun-24	Science World	N/A	Thank you for follow-up email following an incident at Main Street/Science World	<p>Thanks again for what you all do at Transit Police to keep passengers safe and thank you again Randy for the follow up.</p> <p>Many of our visitors use the transit system, especially SkyTrain so the focus on safety is really of shared importance to Science World.</p> <p>So impressed by the follow up of your team on the previous incident; my daughter commented that she has noticed an uptick in TL TP presence on the trains that she takes.</p>
14-Jun-24	SFU Surrey Campus Security	N/A	Thank you for maintaining a good relationship	<p>Just some feedback for your board from SFU. Last winter when additional buses were winterized it was very helpful for our students.</p> <p>76 percent of our students staff use transit.</p> <p>Our relationship with the police and transit security is excellent and we communicate regularly.</p>
20-Jun-24	Member of the public	Linda Tobias	Response to social media post on reddit "We heard you loud and clear, r/vancouver! You're sick and tired of bus lane cheaters."	You're social media employee who put this together needs some major praise. Super informative post!
20-Jun-24	Chimney Hill Elementary	Cpl Hanif, Cst. Kainth and Sgt Deol	Thank you for attending the Spring Carnival on May 30, 2024	<p>Your team's involvement played a significant role in making the event a memorable and enjoyable experience for all attendees.</p> <p>We are particularly grateful for the contributions of Cpl. Hanif, Cst. Kainth, and Sergeant Deol. Their dedication and enthusiasm greatly enhanced the carnival atmosphere.</p> <p>Your team's involvement went beyond just attending the event; it demonstrated a genuine commitment to community engagement and public service. The interactions and activities facilitated by your team provided valuable insights into the role of the BC Transit Police and highlighted the importance of safety and cooperation within our community.</p>
20-Jun-24	Member of the public	TMET	Thank you for bus lane enforcement	I saw them as I was heading east/southbound on Hwy 99. It brought tears of joy seeing a number of cars pulled over. Further south, I could see a car hopping into the bus lane to avoid the traffic that was forming and was heading straight for the police.
26-Jul-24	Member of the public	CSO	Thank you for enforcing fare gate misuse	Hi, just a word of recognition. I have seen more officers vigilant to the growing problem of people abusing the system/skipping fare payment. As someone who works very hard to afford my monthly pass it doesn't sit well with me seeing daily so many people taking advantage of those who pay their passes. Please keep the good work. Thanks



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10-Aug-24	Langley RCMP	Langley RCMP Constable	Thank you for assisting in police investigation	<p>On the behalf of the Langley RCMP detachment, I just wanted to pass along our thanks and well wishes to your officer Cst Derek CHANG who stopped and provided assistance to our officers yesterday. I attended the scene shortly after and observed Cst CHANG assuring investigative steps were being taken.</p> <p>He called the detachment again today to ask about our officer's welfare. His efforts were noticed and greatly appreciated.</p>
10-Sep-24	Member of the public	B Squad	Thank you for presence at Granville Station.	<p>X post - A shoutout to @TransitPolice</p> <p>- having officers this late at Granville Station ensuring good order is exactly what we need to make sure stations do not become unsafe for late night transit users. Their visible presence is much appreciated.</p>