



Transit Police

2010 Report to the Community

SAFELY LINKING COMMUNITIES



OUR TRANSIT POLICE COMMITMENT

We commit to maintaining order, promoting safety and reducing crime on the transit system and developing relationships with the transit community. This will be achieved through strong partnerships, engagement of the public, and adopting a highly visible, comprehensive policing approach.

OUR TRANSIT POLICE VALUES

ACCOUNTABILITY – We will communicate with our partners and the community on our goals, achievements and results, and be fiscally responsible.

INTEGRITY – We will steadfastly adhere to a strict ethical code and be open, honest and fair in all interactions.

PROFESSIONALISM – We will pursue the highest professional standards and do our very best to conduct ourselves in the manner expected by our partners and the community we serve.

TEAMWORK – We will be highly motivated and committed to collaboration, shared leadership and trust, and combine our energy and expertise to keep the transit system safe and secure.

RESPECT – We will treat everyone fairly and with compassion, respect and dignity. We will value difference between people and communities.



2010 Report to the Community

SAFELY LINKING COMMUNITIES

Letter from the Police Board Chair and Acting Chief Officer



POLICE BOARD CHAIR
Peter W. Webster

This Report to the Community highlights the progress and achievements of Transit Police during 2010. Over the past year, we worked hard to provide a safe and secure environment for transit employees, transit riders and the general public. We did this through a highly visible uniformed presence on the transit system, and an emphasis on reassurance policing. We accomplished our aim by building upon the strong relationships with our jurisdictional police partners and engaging the public in a positive way.

The Transit Police was privileged to be intensively involved in important aspects of the policing and security around the 2010 Winter Olympic and Paralympic Games (“Olympics”). There was tremendous learning through involvement with the Olympics and our transit policing plan was executed with overwhelming success. The Olympics provided us with a unique opportunity for increased collaboration and information sharing with our transit and policing partners.

Another significant initiative in 2010 was the development of our next Strategic Plan. The new 2011-2015 Plan will help our policing

organization continue to evolve and deliver excellent transit policing services in the coming years. Please go to our website: www.transitpolice.bc.ca to see the Plan.

The Transit Police achievements during the past year are attributable to our people—our most valuable resource. In 2010, our team further developed their knowledge, skills and abilities, working to fulfill the high standards and expectations of the public. Professionalism and integrity continue to guide our staff as they carry out their policing duties. We thank them for their incredible efforts.

We hope this Report is enlightening and informative, and serves to demonstrate our dedication to our policing purpose, public accountability, and the safely linking of transit communities. The progress we made in 2010 has positioned us for continued success in the future. We sincerely thank our many partners for their ongoing support of the Transit Police.

Sincerely,

Peter W. Webster
Andy Hobbs



ACTING CHIEF OFFICER
Andy Hobbs



Strong Partnerships



VANCOUVER POLICE DEPARTMENT
Chief Constable Jim Chu

"We greatly appreciate the tremendous support provided by the Transit Police to the Vancouver Police Department ensuring the safety and security of the downtown core during the Olympics."



NEW WESTMINSTER POLICE DEPARTMENT
Chief Constable Dave Jones

"We have always enjoyed a close working relationship with Transit Police. Knowing that they are still going to be our neighbours when they move to their new premises in 2013, is great news."



SURREY RCMP
Superintendent George Beattie

"We truly value the excellent cooperation and support we receive from the Transit Police. Our joint patrol pilot in the City Centre area has been a fantastic opportunity to build upon this relationship and in doing so, we've provided added value to community safety."

2010 Goals

1. Focusing on our **CORE** operational policing duties through a comprehensive policing approach with our partners.
2. Valuing, developing and engaging our most critical asset: **our people**.
3. Improving our internal and external communications.
4. Delivering exceptional results.



CONNECTING

OUTREACH

RELATIONSHIPS

EXCEPTIONAL
RESULTS

2010 Highlights



INSPECTOR
Rick McKillican

“The 2010 Winter Olympics changed the public-police relationship at the most basic level. It is an example of relationship policing at its best! It was an once-in-a-lifetime experience for our Transit Police officers to be out on the transit system, day and night, interacting in such a welcoming and positive way with an enormous number of people. It’s changed the face of policing for the better.

Never before had we experienced a police planning task of this magnitude. So many partners collaborated and worked together – with the public as our partners— flawlessly putting our plans to work.

None of us will ever forget the ‘high-fives’ and many well wishes from people – in transit stations, on the trains and in the streets – cheerfully, greeting our police officers and police officers smiling and engaging the public as huge waves of people travelled on the transit system.”

Moving the World – Our Olympic Experience

The Transit Police’s participation in the Olympic security effort was the most intensively executed operation in the history of the Transit Police. The Transit Police officers were highly visible across the transit system during the Olympics, especially at stations that were gateways to Olympic venues and entertainment sites. Working very closely with our police and transit partners, we provided a safe, secure and resilient public transit environment for the 1.6 million people who used transit each day during the Olympic period. The excellent coordination amongst all police agencies contributed to the success of the huge public celebrations and the international acclaim the community earned for its festive yet orderly ambience.

The Transit Police were instrumental in implementing public awareness campaigns before and during the Olympics, educating transit riders on preventative measures to avoid becoming a victim to crime or other misfortune. These campaigns contributed to the safe and orderly environment that the public experienced.

Prior to the Olympics, the Transit Police also delivered situational awareness/anti-terrorism training to the station attendants for the SkyTrain, Canada Line and West Coast Express. The purpose of this training was transit readiness for the Olympics as well as ongoing transit security enhancement.



Examples of public safety signage



Constable Martin Gusic, Dwight Anunciado (Olympic volunteer) and Constable Kevin Prasad



Constables Manon Bentley and Karen Gent conduct proof of fare check



Refinement of Our Deployment Model

Working With Our Partners



CONSTABLE
Trevor Nakashima

“The most encouraging thing about our joint Surrey City Centre Crime Reduction Project is that we’re getting the full support of everyone from both the Transit Police and the RCMP. From the first day that we launched the project and I began working with my Surrey RCMP partner, the impact of our efforts was almost immediate. We disrupted drug related activity and began to tackle other types of criminal activity in the area. Now, we are able to rely on a real team approach as people realize how effective we can be with this close collaboration at every level.”

As a supplemental policing unit, the Transit Police work very closely with jurisdictional police agencies throughout Metro Vancouver. There is day-to-day patrol interaction and coordination amongst Transit Police officers and jurisdictional police, planned joint forces operations targeting specific shared problems, sharing of crime analysis and periodic joint training exercises.

SURREY CITY CENTRE PILOT PROJECT

In 2010, we focused on strengthening our police partnerships and operational collaboration to promote safety and reduce crime across the transit system. There was a new partnership initiative launched in August 2010 with a joint pilot project with the Surrey RCMP to target crime and disorder in the Surrey City Centre area. The two member team is implementing and coordinating various strategies, including high visibility foot patrols in the areas around the Surrey SkyTrain stations and bus loops. The team has been establishing relationships and building contacts within the community and obtaining information regarding criminal activity and safety concerns. They were quick to identify and deal with chronic offenders. This close collaboration has meant the quick apprehension of suspects, charges against offenders and many “no-go” orders issued to prohibit known criminals from frequenting the area.



Transit Police Constable Trevor Nakashima and Surrey RCMP Constable Thor Forseth patrol at Surrey city centre transit area

2010 By the Numbers

347 MILLION

Number of Transit Passenger Boardings

17,006

Number of calls for service to the Transit Police Communications Centre

5,241

Number of High Visibility Initiatives conducted by Transit Police

25

Number of languages spoken within Transit Police

21

Number of municipalities served by Transit Police

0.16

Rate of Police Act complaints (all types) opened per officer



STAFF SERGEANT
Mike Duncan

“Transit Police officers tend to be noticed most when they are on patrol in the high traffic areas in transit stations and along the rail transit lines. But Metro Vancouver’s transit system stretches wide and far. By embedding bus patrols in our regular patrol unit duties, we are targeting our limited resources on bus routes that require attention. For transit riders, our presence across the wide transit system may not make us as high profile on the buses as we are in the concentrated traffic areas of the rail system, but we are highly effective.”

Joint Exercises

Joint exercises and simulations are effective tools for Transit Police training and development. They give our sworn and civilian staff an opportunity to work directly with our jurisdictional police partners and other agencies to effectively coordinate a response to real-life-like situations. As a result, we improve our knowledge, skills, and advance planning capabilities.

One such example is “Exercise Live Wire”, a table top emergency exercise that involved Vancouver International Airport, Richmond RCMP, Richmond Fire and Rescue, BC Ambulance, Canada Line personnel and Transit Police. There were simulated emergency threats occurring simultaneously at the Vancouver International Airport, and the Canada Line Brighthouse and Waterfront stations. The exercise was very helpful in clarifying roles, responsibilities and lines of communications, allowing all parties to respond more effectively should a real incident occur.

Embedding Bus Patrols

During 2010, as part of our work in maintaining order, promoting safety and reducing crime across the entire transit system, we changed our deployment model. These changes include the introduction of bus patrols as part of the normal patrol duties of Transit Police officers.

The goal is to increase our policing effectiveness and efficiency, reaching to include all parts of the integrated transit system. We do this by targeting our efforts using our intelligence and crime analysis capabilities.

Explosive Detection Dogs

In 2010, the Transit Police launched an Explosive Detection Dog Pilot Project. Transit Police has previously relied upon our jurisdictional policing partners if a dog was required to assist in clearing suspicious packages and other similar threats. Through this pilot project the Transit Police will assess whether having its own explosive detection police dogs will assist in providing a more efficient and effective threat response capacity, and enhance the police service’s proactive protection of the Metro Vancouver transit system.



Sergeant Tom Seaman



Constable Jenna Smith



Constable John Alleman and Police Dog Bailey



Valuing and Developing Our People

The Pursuit of Excellence

Five new recruits and three experienced police officers were hired to become Transit Police Officers in 2010. The new recruits commenced their training at the Justice Institute of BC Police Academy while the experienced police officers immediately joined patrol squads. All these new members bring the kind of rich experience that exemplifies the pursuit of excellence and strong character. Their backgrounds are diverse, ranging from international finance to specialized dog handling. Multiple languages are also spoken.

The new hires fill existing positions within our authorized strength. With fiscal constraint a priority, our total authorized strength (sworn and civilian) in 2010 was trimmed slightly from 237 to 233.

As the strength of a police organization is so dependent on its human resources, ongoing personnel development and training is vital.

In 2010, the Transit Police Human Resource Newsletter was launched and staff performance was enhanced through an organization wide coaching strategy. Training is important to keeping our police officers and civilian staff technically and operationally current. This mandatory and advanced training helps us deliver professional policing services as well as reduce organizational risk.

During 2010, one key training initiative was use of the Canadian Police Knowledge Network to deliver to all Transit Police officers an e-learning course on "Response to Emotionally Disturbed Persons". The increased awareness and ability to determine if a person's actions are the result of unlawful behaviour or the manifestation of emotional or mental illness is an essential skill for first response personnel, particularly valuable given the beat police nature of Transit Police.



CONSTABLE
Tina Fox

"My experience in the Transit Police recruiting process was extraordinary. I felt respected and appreciated through each stage and even though I did not have a law enforcement background, I quickly realized how much I could draw on my different life experiences. They asked me a lot about the skills I developed in other jobs I've had over the years and they were really interested in what motivated me to study and learn along the way. I know now that the experience I bring to the table - job experience and life experience - is truly valued and it is an important factor as I develop my career as a Transit Police officer."

People Count

2010
AUTHORIZED STRENGTH:

233

167 Police Officers
66 Civilians

2010
ACTUAL STRENGTH:

231

169 Police Officers
62 Civilians

Note: Casuals not included in count



Constable Jim Biring assisting a passenger

Recognition for Our Work

The most rewarding validation for the everyday work our Transit Police officers do is the public's confidence — demonstrated by the level of ridership on the transit system that is safe and orderly. It is also encouraging to be formally recognized for our achievements and contributions. We received a number of formal awards and recognition in 2010, as follows:

Justice Institute of BC Foundation Heroes and Rescue Award

The Justice Institute of BC Foundation recognized Transit Police, along with a number of other public safety agencies, with their 2010 Heroes and Rescue Award for ensuring the security of all at the 2010 Winter Olympic and Paralympic Games.



COMMUNICATIONS OPERATOR
Maya Wittes

Vancouver Police Department's Deputy Chief's Commendation

Transit Police Constables Doug Sales and Neal Paddon received a Deputy Chief's Commendation from the Vancouver Police Department (VPD) for their involvement in a joint project with the VPD Sexual Offence Squad (SOS) that resulted in the arrest of a suspected stalker, linked to nine files that the VPD were able to clear.

Richmond Chamber of Commerce 911 Award

The Transit Police was recognized, along with our RCMP partners in the Station Targeted Area Response (STAR) Team initiative, at the 2010 Richmond 911 Awards. The Richmond Chamber of Commerce 911 Awards

honour the men and women of public safety professions who go above and beyond to ensure community safety. Working with the Richmond RCMP, the STAR team developed a policing model designed to establish close community relationships for crime prevention with the launch of the Canada Line in the City of Richmond.

Commitment for Life Award

The North American Occupational Health and Safety Week BC Steering Committee awarded the Transit Police, along with the British Columbia Rapid Transit Company, their 2010 "Commitment for Life Award" in the "Transportation of People" category for joint participation in 2010's Safety and Health Week in BC.

Transit Police

SCHOLARSHIP FUND

The Transit Police staff established a scholarship fund to recognize and support deserving young persons, demonstrating commitment to youth development and the community. In 2010, \$1,500 scholarships were awarded to Surrey students Adil Javed and Daljit Pandher.



Daljit Pandher and Deputy Chief Officer Allen



Adil Javed and Deputy Chief Officer Allen



Planning For the Future

New Sapperton Village Headquarters Building



POLICE BOARD MEMBER

Bill Brown

“Our new headquarters at Sapperton Village will allow Transit Police to consolidate a majority of our operational and administrative staff under one roof – something that will create new synergies. Planning for this new headquarters is also allowing us to create, with a defined purpose and forethought, a smart working environment. These new premises offer both a sense of renewal and a sense of long-term support for the Transit Police. The commitment to this project also demonstrates the value that TransLink places in the Transit Police as employees. By being in the same physical structure as TransLink, we have an opportunity to work closer in providing that integral safety and security for transit users.”

It’s not often that a police organization has an opportunity to plan its work space from the ground-up. That’s the special opportunity that Transit Police was offered in 2010 with the decision to re-locate both Transit Police and TransLink into a new joint headquarters building at the Sapperton Village project now under construction on Columbia Street in New Westminster, adjacent to the Sapperton SkyTrain Station.

TransLink and Wesgroup Properties entered into a lease for these new purpose-built premises that will fulfill Transit Police’s current and long-term future needs, consolidating into one new integrated building both our operational and executive facilities. It has been a challenge to make our two existing facilities efficiently meet our operational needs. Moreover, our current premises fall short of the seismic standards required for an agency with an emergency response role. These premises will also bring us physically closer to our key partner, TransLink, allowing us to leverage many further benefits and enhance our ability to better meet the expectations of transit riders and the general public.



Model of new TransLink and Transit Police headquarters



Ground breaking ceremony with TransLink CEO Ian Jarvis, Transit Police Acting Chief Officer Andy Hobbs and Constable John Alleman with police dog Bailey, representatives from Transit Police and TransLink Boards, Mayor Wayne Wright (New Westminster) and several Wesgroup dignitaries

Strategic Plan

In January 2010, the Transit Police began the consultation process to develop the 2011-2015 Strategic Plan (Plan). We are very appreciative of all contributions from over 1950 people (including TransLink Listens Panel) who provided feedback on our police service delivery and who suggested priorities for the coming years. Our Police Board has now approved the new Plan and this has been endorsed by the Ministry of Public Safety and Solicitor General (as required In the Police Act).

The purpose of the Transit Police Plan is threefold:

- Outline a framework for the Transit Police that will support the police service in preventing crime and, in doing so, provide a safe transit environment;
- Support TransLink's enterprise wide vision of making our region a better place to live built on transportation excellence; and
- Supplement and complement the jurisdictional police services.

The three strategic directions that we have adopted of **reducing crime and disorder, protecting TransLink assets and the transit environment, and providing better service to the transit community** will provide focus and context in order that we can deliver to our purpose. See the Strategy Map beside for our strategic directions and key goals.



Constables Warren Biagioni and Mel Chapman assist transit passengers





Statistical Information

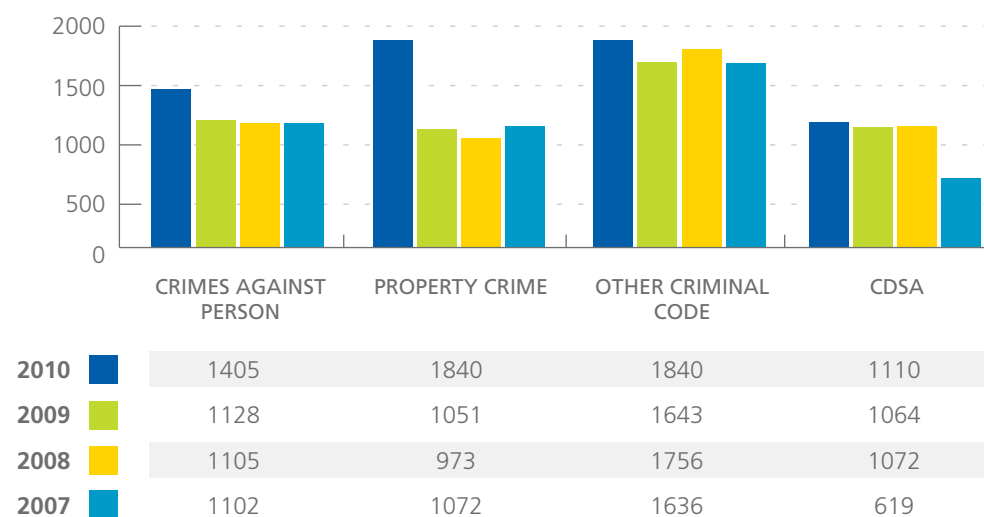
Transit Police opened 48,742 files in 2010, a 17% increase from 2009 (41,628). Contributing to this change was the first full operational year for patrol deployment to the Canada Line, emphasis on proof of fare checks and overall increased assists to the Jurisdictional Police. An “assist” occurs when the Transit Police provide some form of assistance to another police agency with a crime or incident investigation related to the transit system or an emergency situation. (Fig. 1–3)

Provincial Statute Violations were up by 18%, from 27,179 in 2009 to 32,053 in 2010. Out of the 32,053, 30,848 were Violation Tickets. This increase can be primarily attributed to the number of “Fare Paid Zone” violations under the Transit Conduct and Safety Regulation, which increased as a result of the Transit Police emphasis on Reassurance Policing and High Visibility Policing Initiatives. (Fig. 3)

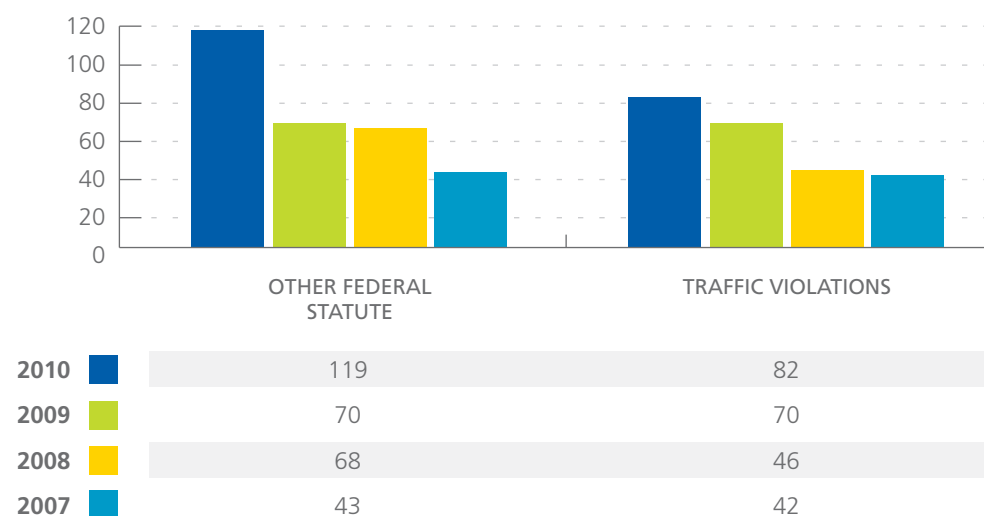
High Visibility Policing Initiatives are part of the Transit Police’s policing strategy and assists the Transit Police in addressing both real and perceived concerns relating to safety and security on the transit system and surrounding neighbourhoods. This highly visible and proactive approach not only enhances communication with transit passengers, but education and prevention relating to fare compliance and security measures.

The number of Assist files to jurisdictional police and other partners increased by 73%, which is indicative of the “seamless policing” model and strong partnership between the Transit Police and jurisdictional police throughout the Lower Mainland. The Transit Police assist Jurisdictional Police by facilitating access to transit operating companies’ video recordings for police investigative purposes. There was a 147% increase in property crime assists which is largely attributed to two factors: increased assists to Jurisdictional Police and internal reporting adjustment to fraud files.

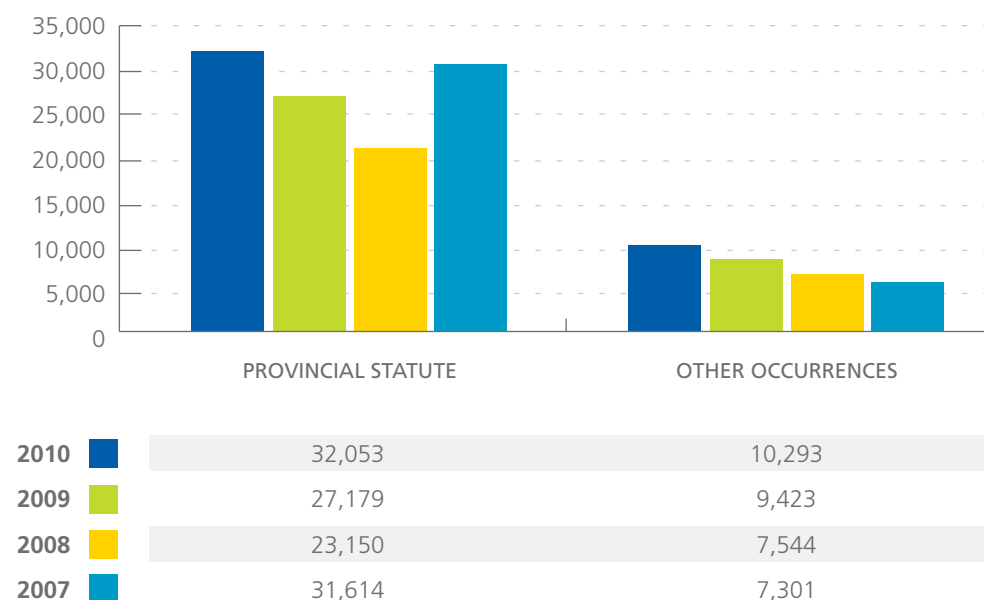
Reported Incidents – FIGURE 1



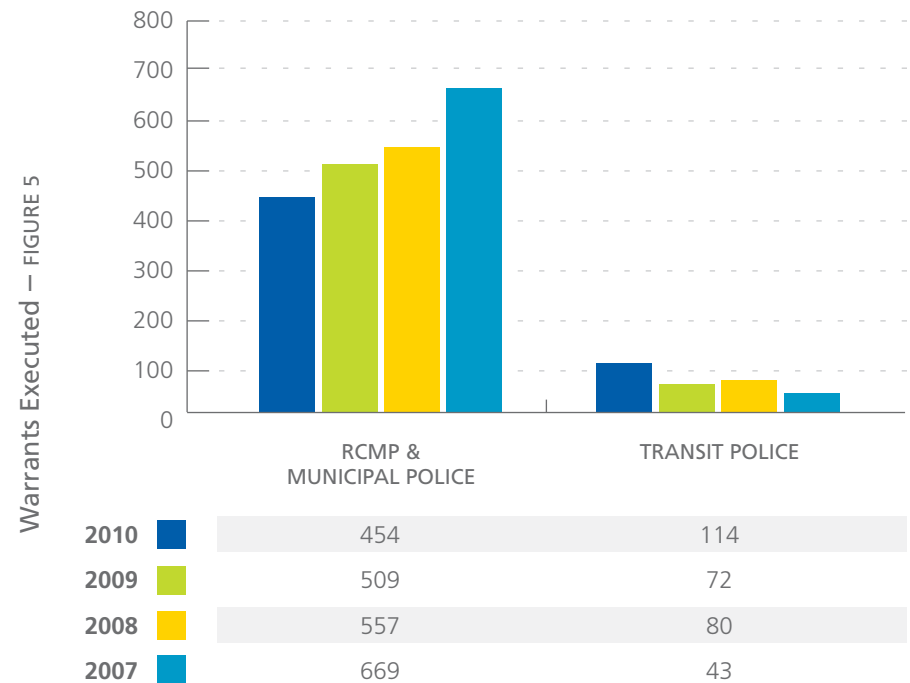
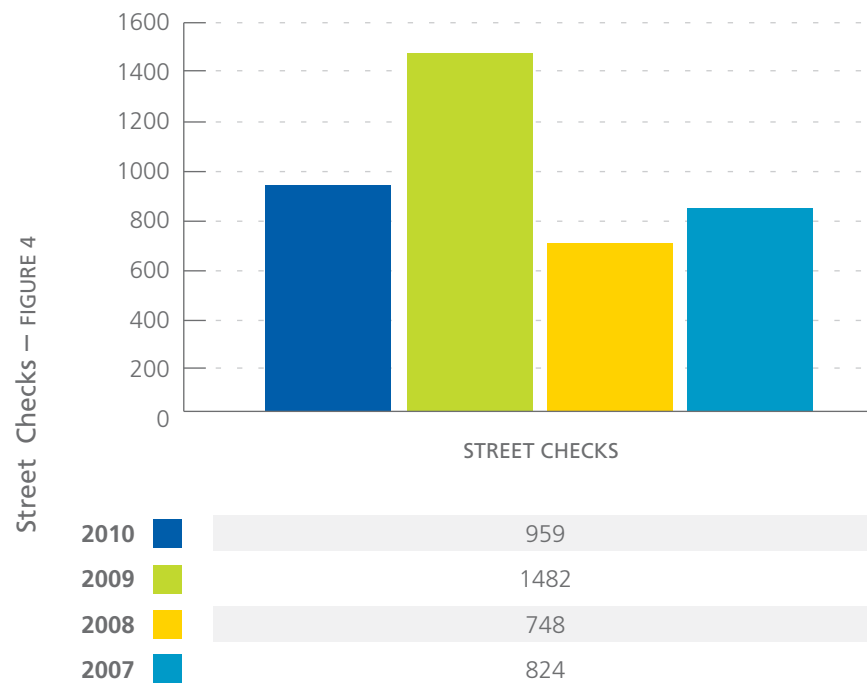
Reported Incidents – FIGURE 2



Reported Incidents – FIGURE 3

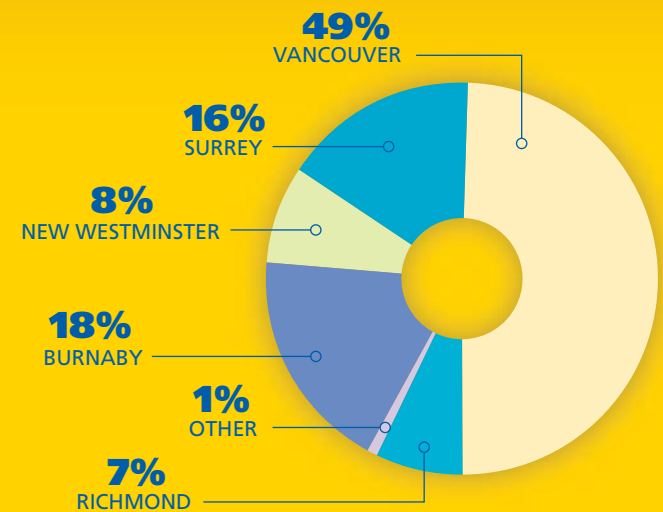


There was a 35% decrease in Street Checks conducted by Transit Police from 2009 compared to 2010. This change is mostly due to an internal reporting adjustment. In addition to execution of 114 Transit Police issued warrants in 2010, the Transit Police also executed 454 municipal police or RCMP issued warrants. (Fig. 4-5)



Other Indicators — FIGURE 6

MUNICIPALITY	TOTAL INCIDENTS	SKYTRAIN & CANADA LINE STATIONS	RATIO
Burnaby	8,731	11	22% of stations / 18% of incidents
New Westminster	4,121	5	10% of stations / 8% on incidents
Richmond	3,420	7	15% of stations / 7% of incidents
Surrey	7,809	4	8% of stations / 16% of incidents
Vancouver	23,970	22	45% of stations / 49% of incidents
Other	587	0	0% of stations / 1% of incidents
TOTAL	48,638	49	100%

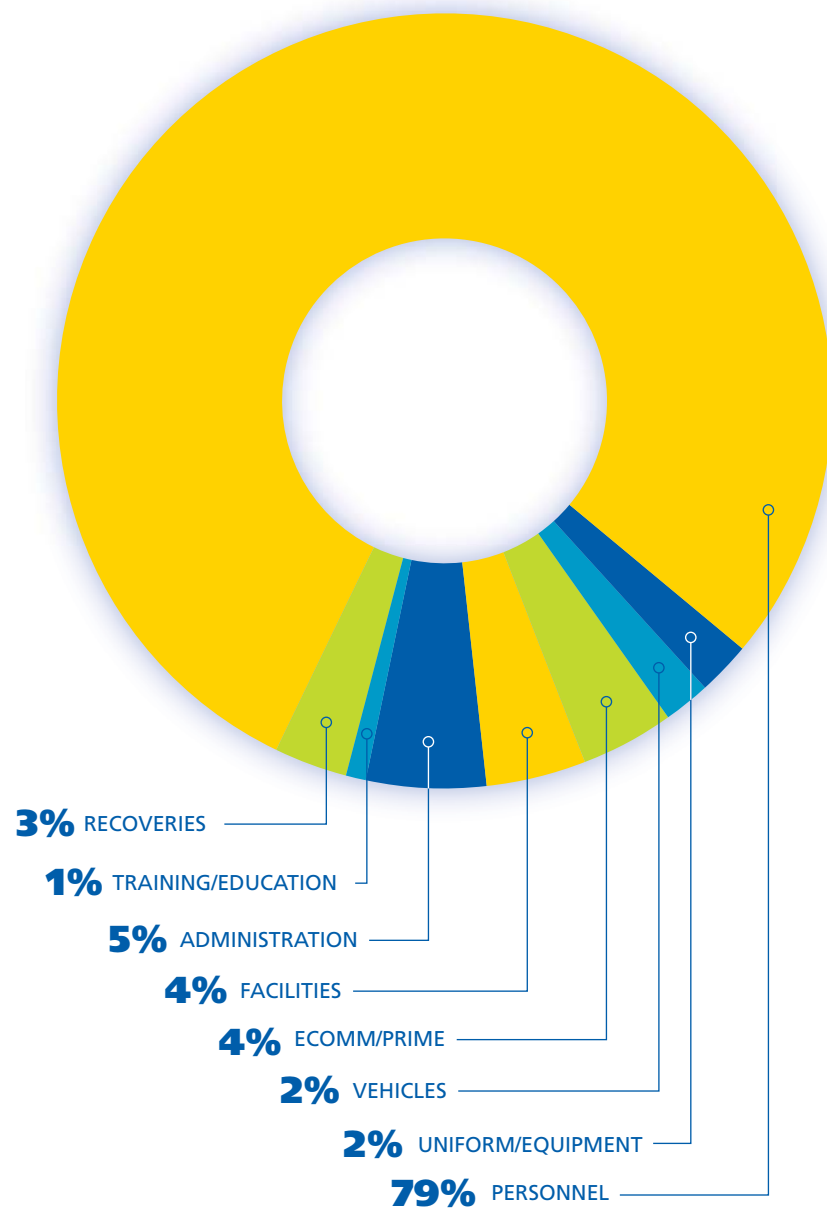


Note: Files generated with the location of Transit Police Headquarters (307 Columbia Street, New Westminster) are NOT included in the New Westminster incident statistics.



Finances

The Transit Police had an approved 2010 base budget of \$28.38 Million. Actual operating expenses for 2010 totaled \$27.20 Million. There were \$1.18 Million in savings due to unfilled vacancies, deferred hiring and reduced overtime. Legal and consulting costs were slightly higher than budgeted. See the following chart for the financial expenditures by category.



Note: One-time only overtime costs were incurred with transit policing operations related to the 2010 Olympics. The additional costs were covered by special funding from the 2010 Integrated Security Unit and not included in the 2010 base budget and expenditures noted above.

Our Police Board

The Transit Police is governed by a provincially appointed Police Board. The Police Board's mandate and authority is set out by legislation and its responsibilities include:

- Appointing of designated constables to the Transit Police;
- Establishing goals and priorities;
- Establishing rules respecting: the standards, guidelines and policies for the administration of the Transit Police; the prevention of neglect and abuse by Transit Police officers; and the efficient discharge of duties and functions by the police service and its officers;
- Ensuring that the Transit Police is carrying out its responsibilities in accordance with the Police Act, regulations and Minister's orders; and
- Acting as the Discipline Authority for complaints concerning the Chief Officer and Deputy Chief Officer.

The 2010-2011 Police Board is composed of six members. The Transit Police extend their sincere thanks to Chief Executive Officer Ian Jarvis/TransLink and Deputy Chief Constable Doug LePard/Vancouver Police Department who completed their 2009-2010 Police Board terms in June 2010. Their tremendous support and guidance to the Transit Police is appreciated.

For more information on the Police Board, please visit www.transitpolice.bc.ca



2010-2011 Transit Police Board – Dale Parker, Virginia Hasselfield, Peter W. Webster (Chair), Bill Brown, Baj Puri and Peter German (not present)





Transit Police

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