



## 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: February 6, 2025

**Subject: Chief Officer's Report [Police Board Report No. 2025-12]**

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## INFORMATION REPORT

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### PURPOSE

To inform the Police Board about the status of key projects and initiatives undertaken at Transit Police since the last public meeting in November 2024.

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### UPDATE

The following reports covering the period of early November 2024 – early January 2025 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's Operations Planning Unit completed unprecedented preparation and coordination with the TransLink Operating Companies for the Taylor Swift concert series at BC Place, December 6-8. Transit Police Explosive Detection Dog Teams conducted sweeps of the stadium and security check in area. The additional services arranged by TransLink, the police presence at the SkyTrain Stations adjacent to the event and the pre-event explosive detection patrols contributed to a successful, safe event each night.
- On December 20<sup>th</sup>, the Capstan Station opened on the Canada Line in Richmond. Transit Police members attended the opening and continue to conduct patrols in and around the station.

## **2. Patrol Section – Training**

- Transit Police staff assisted with one-day Neuro-Divergent training development in collaboration with the Pacific Family Autism Network ("PFAN"), which includes training being delivered to Transit Police officers in Q1 2025.
- Internal training was developed for Transit Police officer response to SkyTrain guideway intrusions and station containment, reflecting recently updated Standard Operating Procedures. The training was delivered during the mandatory officer training day in Q4 2024. Guideway intrusion incidents have the potential for serious harm and to cause major transit service disruptions that can impact thousands of transit passengers and increase demands on various transit resources including Transit Police and BC Rapid Transit Company employees. The training advances proficiency of Transit Police officers' coordinated response with our partners and safe outcomes for incidents, while helping Transit Police officers become subject matter experts on these transit-specific incidents.

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

- On December 19 and 20, Transit Police officers participated in a joint forces' operation, assisting Burnaby RCMP with targeting retail theft at Metrotown Mall. Four retail outlets were focused on due to their high occurrence of thefts leading up to the holiday season. Transit Police were successful in arresting seven theft suspects and recommending charges against two of these suspects, with one suspect also breaching court ordered conditions.
- Transit Police assisted West Vancouver Police Department (WVPD) with traffic control around Park Royal Mall on seven days in December. The area of Marine Drive at Taylor



Way and the bus stops adjacent to the mall parking lots become overly congested during the holidays, resulting in safety concerns for bus operators and pedestrians. Two Transit Police officers were deployed each day, which resulted in increased safety for transit buses, transit passengers and all vehicles at the intersection of Taylor Way and Marine Drive.

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

- Between January and October 2024, a series of a series sexual assaults were occurring on Canada Line and SkyTrain, which were determined to be committed by the same suspect. Crime Analysts provided a person of interest, which GIU corroborated with an extensive CCTV canvass. A search warrant was obtained for crime clothing and the suspect was arrested in November. The suspect was then released pending further investigation, as requested by Crown Counsel. Four counts of sexual assault charges were forwarded to Crown Counsel.
- Between July and November 2024, a series of sexual assaults occurred on a bus, where a suspect was identified from a previous investigation in 2012 (due to similar modus operandi and unique description). Late in November, the suspect was arrested and released with conditions not to be on SkyTrain. GIU recommended three counts of sexual assault for charge approval.
- In 2024, GIU had an 87% solvability rate while also handling a 28% increase in files from 2023 to 2024.

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

- Since the last report in 2024, CST has conducted extensive proactive enforcement in and around busy transit stations and loops with a number of partnering police agencies, including: Surrey Crime Reduction Unit, Delta Police Patrol Support Section, New Westminster Street Crimes Unit and North Vancouver RCMP. CST has made 68 arrests, seized 24 weapons and large quantities of illicit drugs from the last reporting period.
- In 2024, CST was involved in 144 arrests, and items seized included 110 weapons (including 31 firearms), 4996 grams of Fentanyl, 970 grams of Cocaine and 1146 grams of other drugs including cannabis.

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



- Since the last reporting period, the Transit Police Crime Analysts have identified a Person of Interest ("POI") in 20 separate Transit Police investigations, resulting in three investigations forwarded for charges and seven suspects currently under investigation. The Crime Analysts have also provided a POI in 16 external police investigations. Most recently, our Crime Analysts provided a POI that contributed to GIU solving a series of sexual assaults on SkyTrain and Canada Line.
- Overall, in 2024, Transit Police's Crime Analysts were able to identify 143 Persons of Interest from files in the Lower Mainland. This included identifying 48 Persons of Interest sought by other police agencies across the Lower Mainland (i.e., Burnaby RCMP, Coquitlam RCMP, New Westminster Police Department, Port Moody Police Department, Ridge Meadows RCMP, Surrey RCMP, Surrey Police Service and Vancouver Police Department). The Transit Police Intelligence Officer (or other members of CIU) represented Transit Police in 158 external meetings with jurisdictional police partners.

*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.*

#### **4. Operational Support Section – Community Engagement Team ("CET")**

- The Neighbourhood Police Officers ("NPOs") were involved with a wide variety of events and presentations over the past six weeks, including but not limited to: attending the Surrey Justice Working Group meeting facilitated by Correctional Services Canada, assisted with the Government of BC Compliance and Enforcement Secretariat to provide



employee training on Indigenous relationship building, attending Britannia Elementary School to engage with youth and Charles Tupper Secondary to speak with 85 students who observed an incident involving an intoxicated man on a SkyTrain fieldtrip, attended AIDE Canada's presentation on Neurodiversity, attended Collingwood Community Police Centre with Vancouver Police to assist with the Lotus Light Temple event, and assisted Coquitlam RCMP with pedestrian safety awareness and crowd control at the Christmas Train.

- The Indigenous Liaison Officer ("ILO") facilitated Indigenous Scenario Training at the Police Academy for Police Recruits, visited Lu'ma Native Housing Society to discuss holding Transit Safety Seminars and future collaborations, visited Musqueam with Vancouver Police and Semiahmoo First Nations Reserve with the RCMP ILO for a 'meet and greet' and tour of the reserves, and attended the Fraser Region Aboriginal Centre Association. The Blue Eagles Program held 13 weekly cadet sessions and two events during the reporting period.
- The Mental Health Liaison Officer ("MHL") attended a quarterly Police Leadership meeting with Royal Columbia Hospital, assisted a client having mental health issues in getting setup at Pathways Clubhouse, and provided mental health support in multiple apprehensions under the *Mental Health Ac.*
- The Community Policing Centre ("CPC") volunteers measured their largest attendance of 2024 in December, with 506 volunteer hours. These deployment hours included 190 interactions with people requiring assistance around transit hubs, 150 cold weather items handed out (toques, socks, gloves, parkas) and one Naloxone deployment. CPC volunteers attended numerous events over the past six weeks, such as Tree Lighting Ceremony, Kerrisdale Oakridge Marpole Hillcrest Safety event, Lotus Light Charity, three-days assisting the Toys for Tots Program in collecting over 5,000 toys and then dropping them at the Christmas Bureau, assisting the Transit Police's Targeted Mobile Enforcement Team with the 'Light up the Highway' campaign, and multiple ICBC Road Safety events throughout the Lower Mainland.

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

- On January 14, 2025, the Transit Police front switchboard received a call stating there was a bomb at King George Station. Members attended and evacuated the station and held containment points until the arrival of Cst. Campagne and Police Service Dog ("PSD") Strider from the Transit Police K9 Unit. The dog team subsequently searched the entirety of King George Station. PSD strider gave no indications of an improvised explosive device and the station was quickly cleared and reopened to the public within 35 minutes.



- On January 16, 2025, a Security Guard assigned to the entry gate at a transit operating maintenance centre received a suspicious package in the mail. Upon opening the package, the guard found an interior envelope containing an unidentified substance. A Transit Police K9 Team attended, and searched and cleared the security booth. Patrol Officers dealt with the suspicious substance through RCMP channels.
- The Transit Police K9 Unit and Delta Police K9 Unit are co-hosting the 2025 Canadian Police Canine Association 2025 Detection Dog Seminar from April 14-16, 2025. This three-day seminar will bring together police and customs detection dog teams from across all of western Canada for both lectures and practical exercises. Top canine trainers from across North America will be present to focus on best practices in the training and deployment of these dogs in their respective profiles. The training will take place at various venues across the lower mainland, with Transit Police K9 Unit focusing on the explosive portion of the seminar and Delta K9 Unit focusing on the drug portion of the seminar. This is the first time the Transit Police K9 Unit has coordinated an event of this magnitude.
- Police Service Dog "Dexter", named after late Inspector Dexter Huber, has completed his training and is now fully deployable. Police Service Dog Diesel has retired and has found a new home with a loving family.
- Cst. Smith received certification as a Canine Law Enforcement Accreditation Registry ("CLEAR") detection dog trainer. Now that Transit Police has a CLEAR Master Trainer (certified in training both patrol and detection dogs) and a CLEAR detection dog trainer in the K9 Unit, Transit Police has applied for CLEAR certification the Unit. The application is pending approval.
- The Transit Police K9 Unit and Strategic Services Section – Communications Team has been working with e BCRTC's videographer to develop a training video for transit staff on the Hidden, Obvious, Typical ("HOT") Principal as well as response protocols when locating suspicious packages across the transit system (including the resource of the Transit Police K9 Unit). Completion is expected in Q1 2025.

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

- Completed the first CSO cycle training day of 2025, similar to police officer cycle training in December 2024. The team will be planning two full-day CSO training dates a year.
- A review of the tenders for the evaluation of the CSO Program is underway and confirmation of the request for proposal should be completed in February 2025.



- CSO Class 4 is expected to commence in March of 2025, where Transit Police intends to train 10 new CSOs.

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

- In January 2025, two Casual Operator roles were filled by experienced Call Takers. One additional Dispatcher role was filled and they will join the team in February.
- One Casual Call Taker has completed info training and is currently being trained as a dispatcher. One Full-Time Regular employee has completed info training and is scheduled to start dispatch training in March.
- A committee was created to explore shift patterns to enhance operational needs and reduce overtime. The OCC Manager is also exploring other options to enhance flexibility when scheduling.

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

- TMET, along with Transit Security and CSOs, have taken part in three large-scale fare enforcement initiatives at Scott Road, Surrey Central and Broadway-Commercial Stations. The initiative was conducted to increase the feeling of safety for the travelling public during the later evening hours. The initiatives involved deployment of both uniform and plain clothes police officers. This initiative resulted in issuing of 401 Fare Infraction Notices and Violation Tickets, five police files and one warrant arrest. The initiatives also showed that team work between Police, CSOs and Transit Security can increase the successful outcomes of such fare checks.
- Over the month of December, during the impaired driving winter campaign, TMET took 24 impaired drivers off Metro Vancouver roads. Two prohibited drivers were also taken into custody. The joint impaired driving projects were in done in conjunction with police from Surrey, West Vancouver, North Vancouver and Burnaby. Such initiatives help maintain safer roads for the transit staff and passengers across the transit system.
- Transit Police also took part in ‘Light up the Province,’ a roadblock covering all exits along Hwy #1 from Chilliwack to West Vancouver. Over 35,000 vehicles were checked. 1421 ASD (portable Breathalyzer) tests were conducted, which resulted in 74 impaired drivers being removed from BC roads. This initiative involved 19 police agencies, ICBC, Road Safety BC, MADD Canada, and the BC Coroners Service. BC Highway Patrol was very appreciative of the significant role the Transit Police played in making this event a success.





**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.*

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

- The contract for the renovation for the Bridgeport Deployment office has been granted. Work on the office space will start in Q1 of 2025 and is expected to take several months.
- The lease agreement for the Metrotown hub-office has been signed and the Transit Police Facilities Unit is currently supporting the permit application process with the City of Burnaby.

## **10. Administrative Services Division – Recruiting**

- The Recruiting Unit was successful in hiring six Recruit Constables, who are now attending the January Police Recruit training class at the Police Academy. Further, the Recruiting Unit hired three experienced Police Officers, who started with police service on January 6, 2025.

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





- The Transit Police Training Unit partnered with British Columbia Rapid Transit Company ("SkyTrain") and delivered system specific simulation training to police officers related to response to a variety of common calls for service on the transit system.
- The Training Unit organized Respectful Workplace training for the Senior Leadership Team, building on training that was delivered to frontline supervisors in Spring 2024.

## **12. Administrative Services Division – Information Management ("IMS")**

- The Inspector Administrative Support Section, along with Subject Matter Experts within the Information Management Section ("IMS"), continued to support the Municipal Police Disclosure Committee by actively reviewing processes and forwarding recommendations to the Committee on police disclosure.
- IMS is refining electronic processes for the submission of a number of court documents in order to create efficiencies for Court Liaison personnel and sworn members. (The aim is to reduce paper submissions and generate efficiencies)

## **13. Administrative Services Division – People and Culture ("P/C")**

- Three sworn officers were promoted to the rank of Sergeant and one sworn officer was promoted to Staff Sergeant as a result of the 2024 promotional process.
- Over 2024, People & Culture was responsible for reviewing over 3000 job applications, conducting 75 interviews and processing 54 hires/transfers for vacant positions (both sworn officers and civilian professionals).
- The initial stages of planning are underway for the 2025 Morale Survey, which will launch in May to all Transit Police employees.

## **14. Administrative Services Division – Information Technology ("IT")**

- The Service Level Agreement between Transit Police and TransLink's Business Technology Services ("BTS") division was updated. This agreement outlines service level expectations, roles and responsibilities for the internal IT team and shared services provided by BTS.
- The IT Security Governance Framework for Transit Police was completed, which outlines the structure, roles, and responsibilities for Transit Police's information technology, operational technology, digital assets, data, applications, and networks.



## **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 April 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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