



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 Unit Board ("Police Board")

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

Date: April 2, 2025

Subject: Chief Officer's Report [Police Board Report No. 2025-15]

INFORMATION REPORT

PURPOSE

To inform the Police Board about the status of projects and initiatives undertaken at Transit Police since the last public meeting in February 2025.

UPDATE

The following reports covering the period of early February 2025 to early March 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

- In March 2025, Transit Police was informed that its submission was granted for \$175,000 in funding under Public Safety Canada's Community Resilience Fund (CRF), facilitated by the Province. This funding will support capacity building and operations, to address public order challenges and enhance hate crime reporting. The funding will be advanced for the 2024/25 fiscal year.
- In February 2025, Transit Police supported the Surrey Police Service ("SPS") and played a lead role in responding to a weapons call that was close to a busy transit station. To build on the developing relationship a joint debrief between SPS and Transit Police was conducted related to the incident, where valuable information was shared for both agencies, furthering training and interagency cooperation.

2. Patrol Section – Training

- In February 2025, five new Transit Police Acting Sergeants participated in week long Supervisor School Training facilitated by Transit Police and the Delta Police Department. Topics covered included Case Law updates, Critical Incident Response, Human Resource management, administrative programs, sworn member services and file management.
- In February and March 2025, Transit Police partnered with TransLink and its operating companies for two Emergency Operations Center ("EOC") training sessions. BC Rapid Transit Company ("BCRTC"), Coast Mountain Bus Company ("CMBC") and Transit Police each sent two representatives for the two-day training at the City of Vancouver EOC. The attending Transit Police Sergeants learned to use the Incident Command System principles to effectively build capacity for site-level support and management for large scale or complex incidents.

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

- The Transit Police Operations Planning Unit continued to use Special Investigation and Targeted Enforcement ("SITE") funding to support Enhanced Visibility Patrols. This initiative allows Transit Police to dedicate Officers, when required, to respond to emerging public order issues such as recent demonstrations and protests occurring proximate to Downtown Vancouver SkyTrain Stations. In 2024, Transit Police initiated eight different projects using SITE funding, including but not limited to enhanced visibility patrols in Downtown Vancouver and several uniformed/plainclothed Officer projects at Metrotown Station.



- In March, students at UBC held a two day demonstration which included a march and protestor presence in and around the UBC Bus Loop, impeding transit access. Transit Police attended the bus loop and worked with University RCMP and CMBC Supervisors to divert transit bus service to a non-impacted route. Officers remained on site for safety and security surrounding the demonstration.

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

- Between January and February 2025, there were two break and enters that occurred at the West Coast Express station in Coquitlam. A suspect had broken through the exterior glass window to enter the station and steal money from inside the Ticket Vending Machine. Transit Police’s Crime Analyst, assisted by CMBC staff, provided a person of interest, which GIU confirmed as the suspect after a thorough investigation. The suspect was arrested and released with conditions. GIU is currently working on the disclosure package, after which charges will be recommended to Crown Counsel.

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

- Between February and March 2025, CST initiated a SITE-funded project where proactive enforcement was conducted at the Langley Bus Exchange. The five-day project involved collaboration between Transit Police Patrol Section, Surrey RCMP Crime Reduction Unit, Langley Special Response Team, CFSEU-BC Gang Enforcement Team and BC Municipal Undercover Program. The results of this initiative included 50 files, 54 arrests, 12 charges forwarded, 31 weapons seized, 92 boxes of unstamped tobacco, \$3,000 cash seized and a large amount of drug seizures.

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

- Since the last reporting period, Transit Police’s Crime Analysts have identified a Person of Interest (“POI”) in 19 separate Transit Police investigations, resulting in 5 investigations forwarded for charges and seven suspects currently under investigation. The Crime Analysts also provided a POI in six external police investigations. Most recently, our Crime Analysts provided a POI which contributed to GIU solving a series Break and Enters at the West Coast Express in Coquitlam.



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”)

- The Neighbourhood Police Officers (“NPOs”) have attended a wide variety of events and presentations over the past six weeks, including but not limited to: consulting with Tri-Cities Progressive Housing Society; providing Critical Incident Stress Management (“CISM”) Peer Support Orientations; attending Safe Spaces walks with SkyTrain Attendants; attending numerous ICBC Pedestrian Awareness Campaigns; continuing Elementary School Transit/Pedestrian Safety presentations, and assisting Coquitlam RCMP with addressing issues at and around the Lincoln SkyTrain Station.
- The Indigenous Liaison Officer (“ILO”) attended the annual Hoobiyee event at the PNE, an Open House event hosted by BC Indigenous Justice Council, the Vancouver Aboriginal CPC monthly Board of Directors meeting, interacted with various community members while attending the MMIWG Memorial Walk, and attended the Semiahmoo First Nation Pow Wow. The Blue Eagle program hosted 11 weekly sessions and participated in two team building activities.
- The Mental Health Liaison Officer (MHL) had the opportunity to liaise and connect the lead for the TransLink Mental Health / Crisis Response Team for further collaboration between Transit Police and TransLink. The MHL also liaised with TransLink enterprise partners to address the ongoing concerns with a client with neurodiverse issues and



used Transit Police's recent cycle training on assisting individuals with autism spectrum disorders and understanding how to support them, to apply effective strategies and reach a resolution.

- Transit Police's Community Policing Centre ("CPC") volunteers had an impressive month in February, nearly doubling their volunteer hours from 220 hours in Feb 2024 to 399 hours in Feb 2025, despite being a cold month. The volunteers assisted with checking persons in circumstances that were on/around the transit system and distributed cold weather items and hot chocolate. The CPC volunteers also attended a wide variety of events over the past six weeks, including but not limited to: the Lunar Parade in Chinatown, Special Olympics BC Polar Plunges, and several ICBC Pedestrian Safety Campaigns throughout the Lower Mainland.

8. Operational Support Section – Transit Police Explosive Detection Dog Service ("Canine Unit")

- Planning and preparation commenced for the Canadian Police Canine Association Detection Dog Seminar that is being co-hosted by Transit Police and the Delta Police Department in April 2025. There will be eight Canadian agencies represented. These teams will receive training in Narcotic / Explosive / Human Remains detections throughout various locations within Delta and the transit system.

9. Operational Support Section – Community Safety Officer ("CSO") Program

- Commencing in 2025, CSO Cycle will occur twice a year, with the first session occurring in June 2025. The first full day session will consist of the same neurodivergent training provided to all Police Officers in Q1 2025.
- A vendor has been selected to conduct an evaluation of the three-year CSO Pilot Program. The contract has been signed and initial meetings between Transit Police and the evaluation team are scheduled for Q2 2025.

10. Operational Support Section – Targeted Mobile Enforcement Team ("TMET")

- In March, TMET joined the Richmond RCMP Road Safety Unit for a one-day distracted driving operation involving ICBC, the City of Richmond, B.C. Highway Patrol, and volunteers, at multiple locations. Many of these were outside busy SkyTrain stations, contributing to safe pedestrian corridors for transit passengers and employees. The operation resulted in 75 charges and \$36,000 in fines and penalty point premiums.



- TMET hosted three modified vehicle / dangerous driving enforcement projects at Surrey Central to address concerns that continued to be received into 2025 from members of the public, transit users and bus drivers. The concerns pertain to dangerous driving around the station, making the area potentially unsafe to pedestrians accessing the SkyTrain Station. During the course of the projects, TMET issued 90 Violation Tickets for a variety of infractions.

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

- Renovations on the Bridgeport Deployment Office have commenced in preparation for the Broadway Subway Project expansion and expanded Officer deployments daily. The Bridgeport renovations are anticipated for completion by Q4 2025.
- Permits for a front-facing hub office in the Metrotown area have been granted. Hub offices are located at the busiest transit hubs where major bus and SkyTrain lines intersect. Transit Police is currently working on a Request for Proposal to identify a general contractor for the project.



12. Administrative Services Division – Recruiting

- The Recruiting Unit has worked hard and processed a significant number of Community Safety Officer (CSO) applications over the past few months. Ten new CSOs were hired and they start their training in April 2025. These CSOs will help ensure that the CSO Program operates with its full complement 24, after a number of CSOs had previously transitioned to become Police Officer Recruits in 2024, with others anticipated to make a similar transition in 2025.
- On March 14, 2025, six Transit Police Recruit Constables graduated from the Police Academy and they have now subsequently joined their Patrol Squads. One of the Transit Police recruits was awarded the Oliver Thomson Memorial Trophy for Physical Fitness.

13. Administrative Services Division – Training

- The Training Unit has been working on planning Supervisor Training for the spring, including identifying trending topics. (e.g. legal updates and a review of police/court processes).
- Transit Police has wrapped up full-day training on persons with dementia for all front line Officers. This training provides Officers the skills they need to identify and help support a person living with dementia, in the event they require assistance on the transit system.
- CSO Class 4 is scheduled to commence in April 2025.

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

- Internal Subject Matter Experts have provided valuable feedback to the Municipal Police Disclosure Committee, which have been incorporated into updated drafts of disclosure procedures when forwarding Recommendations to Crown Counsel. This included updated parameters that meet the MOU set by Crown, and guidelines for disclosure and naming conventions. Transit Police will continue to support the refining of these procedures, along with partner agencies.

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

- The bi-annual 2025 Transit Police Employee Morale Survey will be internally launched in May 2025.



- Six employees three Police Officers and three Civilian Professionals) have participated in the TransLink enterprise wide UBC Leadership Development program. This program consists of four full days of in person learning and results in expanded understanding and application of skills related to recognizing emotional intelligence, critical thinking and problem solving, decision making and coaching/mentoring.

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

- Work continues on the IT Roadmaps. With preparations underway for facilities expansion, such as the recently opened Brentwood Station sub office and the upcoming Metrotown Station hub office, IT is working closely with Facilities on ensuring that all appropriate technologies are in place for employees.

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 2025 is provided as part of the semi-annual Strategic Planning report process. The next Chief Officer Report is anticipated as part of the June 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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