Compliments Report

METRO VANCOUVER TRANSIT POLICE

Transit Police Board

Date Received	From	Members	Synopsis	Excerpt
12-Feb-25	Members of the public	General	Facebook comments - texting service at Transit Police is effective and response time is quick	"In my case re my other comment - after reporting it, I had a transit police officer meet me right on the platform at Sapperton and they took care of me and everything after the point. Two female officers took me home and walked me to my door." "You can text transit police at 87-77-77, they can respond quicker." "I have used this a couple of times. They are super quick to text back and can usually be at a station within minutes. I've used it so they could do wellness checks on a couple individuals."
14-Feb-25	Member of the public	Cst Randhawa	Letter from a client - thank you for the support.	This is a preliminary celebration letter. This was the first time meeting you and I was very nervous. You talked to me me gentle. Thank you for understanding neurodivergent and my struggles. Also your kindness and help.
13-Mar-25	Member of the public	Cst Martin and Cst Hervias	Instagram Story - Thank you for helping recover lost property left on a bus.	Huge thank you to the incredible @transitpolicebc members who helped rescue my dad's lost bag (which had an expired passport inside) from the bus and then delivered it to their house!
28-Mar-25	Member of the Public	Cst Domingo and Cst Chambers	Email - Thank you for your compassion and care	Yesterday I was on the Canada Line train travelling north from Cambie W Broadway to Granville. Two officers were attending a man who was quiet but confused. It was very crowded. The presence of the officers was reassuring. One officer repeatedly drew a blanket over the person's shoulders in a fatherly gesture. His kindness and attentiveness moved me. The other officer conversed quietly with me about homeliness, mental illness and substance use. Their compassion and care were palpable. It was an honour to thank them for their exemplary service in a troubled city.