



## Media Backgrounder: TransLink's Front Line Personnel

*There are often calls for increased "human presence" at SkyTrain stations, if only to enhance the feeling of security among our customers. A TransLink market research survey recently found that, while most customers rate safety "good to excellent", a majority of those who don't say that say they would feel safer with a person in uniform close to hand; however, most of those people would rather it were a SkyTrain Attendant (STA) rather than a Transit Police officer.*

*It's important, then, for people to understand that there are different kinds of front-line personnel on the TransLink system, how their jobs vary, and how to recognize them by their uniforms.*

### ***SkyTrain Attendants (STAs)***

STAs are **our front-line Customer Service staff** on SkyTrain, so you'll most often find them helping out passengers with information, help, medical aid, and so forth. They're also a first point of contact in dealing with station alarms and incidents, calling in additional resources, as needed.

STAs may check fares, but ***do not enforce rules and regulations.***

STAs may request compliance with rules and regulations, and will call police if necessary. ***But they have no powers of arrest or enforcement.***



***When it's warmer, they'll doff the jacket, and they also have black "SkyTrain" sweaters for "in-between" weather.***

STAs are also trained to drive the trains, so if there is a train fault or failure, they're the ones who determine what the cause of the problem is, and eventually drive the train manually or re-set the computer system, as appropriate.

In the winter, you'll find STAs sitting in the "driver's seat" at the front of the train, monitoring the track and preparing to override the automatic emergency brake system, in case a sudden snowfall or blown branch lands in the guideway.



***STAs generally wear the blue ski jacket***

### *Marine Attendants*

Marine Attendants serve a number of functions on SeaBus. At the terminals, they provide general information to customers on routes and schedules and how to use the Ticket Vending Machines. They are not security officers, but work with them (see below) if need be. They are trained in crowd management, for times when passenger loads are particularly heavy.

On the water, Marine Attendants are certified by Transport Canada in a variety of areas, including marine firefighting, rescues and oil spill response. They perform weekly drills, as well as one major exercise each year.

### *Transit Security*

Transit Security officers provide private corporate security for TransLink and its subsidiaries. They can be found throughout the system, particularly at transit exchanges and on the buses.



*Marine Attendants' sweaters and trousers are black, with the SeaBus shoulder patch; when it's warm, they might wear shorts and/or sleeveless white shirts.*



*Transit Security officers wear blue-grey shirts and black pants; their jackets are also black, with TRANSIT SECURITY on the back.*

The uniformed General Security Patrol officers work in pairs, providing 24/7 first response to situations around the system. Fare Inspection Officers are also uniformed and conduct fare audits and follow-up investigations.

There are also plain clothes Crime Prevention Officers who do follow-up investigations to a variety of transit-related issues.

These officers have **powers to arrest without warrant** anyone they observe committing a criminal offence on or in relation to TransLink property. They can also **inform and enforce Transit Safety Regulations**. They **cannot** write or issue violation tickets and **are not** Special Constables or police officers.

### ***Transit Police***

The South Coast British Columbia Transportation Authority Police Service (Transit Police) is a fully constituted police force. Up until December 2005, they were Special Constables, but because of increasing concerns for safety on and around the transit system – particularly SkyTrain – the Transit Police were created – the first transit police force in Canada.

Transit Police carry guns and other “tools of the trade” for police. They have full powers of enforcement and arrest both on and off the transit system, which means they can respond to crime situations away from stations.

Their jobs involve checking fares and issuing violation tickets if necessary, and in the course of this, they have captured people wanted for other, much more serious offences: people wanted on federal warrants, and so forth.

Often, Transit Police are called on to assist local jurisdictional police forces with arrests and investigations, securing a scene or backing up the local force. They have the authority to ask for identification: failing to produce identification may result in a charge of “obstruction”.



***Transit Police uniforms are black, with POLICE across the back of the jackets in silver/grey. Their trousers have a medium blue stripe on the outside seam and their shoulder patches reading, “SAFELY LINKING COMMUNITIES”.***