

ITEM 7

MANAGER'S REPORT NO. 55

COUNCIL MEETING July 23/73

7. Re: Letter dated July 14, 1973 from Mr. A.F. Francis, 6659 Telford Avenue
Motorcycle Speeding in Lane

Appearing on the Agenda for the July 23, 1973, Council meeting is a letter dated July 14, 1973, from Mr. A.F. Francis, 6659 Telford Avenue, regarding excessive speed by a motorcycle in the lane from Sussex to Silver Avenue and the response his wife had received from the R.C.M.P. when she called to register a complaint.

The following letter dated July 19, 1973, from Supt. Lambert outlines the action taken by his staff on the complaint and the fact that Mr. Francis has been contacted in this respect. No further action appears to be required at this point in time.

RECOMMENDATION:

THAT a copy of this report be forwarded to Mr. A.F. Francis.

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Royal Canadian Mounted Police,
Burnaby Detachment,
6355 Gilpin Street,
Burnaby 2, B.C.,
July 19, 1973.

YOUR NO. 20-2
VOTRE N°

OUR NO.
NOTRE N°

The Municipal Manager,
Corporation of the District of Burnaby,
4949 Canada Way,
Burnaby 2, B.C.

JUL 19 1973

MUNICIPAL MANAGER'S
OFFICE

Dear Sir:

Re: Lane Between Sussex Avenue and Silver Avenue

This has reference to the Deputy Municipal Clerk's letter of July 17, 1973 with copy of correspondence received from Mr. Albert Francis concerning the excessive speed of a motorcycle in the above lane.

Our records show Mrs. Francis' call on July 12th was received at 6:37 P.M. and made the subject of a complaint report. A police car was dispatched at 6:39 P.M. and the attending Constable subsequently reported he patrolled the area but did not see any motorcycle at that time so no further action could be taken without any identifying data.

Unfortunately there is no record of Mrs. Telford's call the following day, Friday, 13th July, and I have been unable to ascertain if it was received or who answered the phone. The complaint N.C.O. on duty that day says he does not recall it but it was a particularly busy day as evidenced by the number of complaints received; on such occasions any overload calls could be taken by anyone of several people. Mr. Francis has been contacted and this information passed to him with an apology, but he was unable to offer any further clue which would help us confirm the call was received here and what was said in reply.

Our members are customarily polite and guarded in their remarks; and if this comment was made, I know from an absence of similar complaints it would be an isolated instance. The continuing need for politeness and diplomacy has been again stressed to our complaint centre personnel.

Yours truly,

W. G. Lambert

(W. G. Lambert) Supt.
Officer in Charge
Burnaby Detachment