

ITEM	3
MANAGER'S REPORT NO.	75
COUNCIL MEETING	93/12/20

TO: CITY MANAGER 1993 DEC 09  
 FROM: OIC BURNABY DETACHMENT FILE: BBY 1630-2  
 SUBJECT: PETER HANSON, 4441 VICTORY ST.  
 PURPOSE: To provide information concerning the answering of non-emergency lines at the Burnaby R.C.M.P.

RECOMMENDATION:

1. **THAT** a copy of this report be sent to Mr. Peter Hanson at 4441 Victory St., Burnaby, B.C. V5J 1R4

R E P O R T

1.0 BACKGROUND

Mr. HANSON forwarded a letter of complaint dated 1993 November 10 to the Mayor and Council expressing his concern regarding the answering of non-emergency lines at the Burnaby R.C.M.P.

All calls are transferred to the Communication Centre from the main switchboard as soon as the caller identifies they wish to make a complaint. It is assumed that Mr. Hanson was put on hold in the Communications Centre. Attempts are made to answer all calls as quickly as possible; however, 9-1-1 calls are answered on a priority basis and this can cause delays for those persons reporting incidents of a non-urgent nature.

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Burnaby Detachment R.C.M. Police  
Re: Mr. Peter Hanson, 4441 Victory Street  
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It is very frustrating for the citizens of Burnaby to be placed on hold when they contact the police office; however, we attempt to respond to all calls as quickly as possible with the resources available to us.

At the time Mr. Hanson placed his call, 0900 hrs., we were operating with two complaint takers as the cover shift of one additional person does not begin work until 1030 hrs. Normally this is not a particularly busy time of day; however due to the nature of the work it can unpredictably become very busy which results in the delay Mr. Hanson experienced.

We do not have enough staff twenty-four (24) hours a day to ensure there are no delays in responding to calls from the public. We try to schedule staff to meet known busy periods.

This report is for the information of Council.



B.A. Beaudreau, Superintendent  
Officer in Charge  
Burnaby Detachment R.C.M Police

PL/bjp