

Item	7
Manager's Report No.	05
Council Meeting	97/02/10

TO: CITY MANAGER

**FROM: OFFICER IN CHARGE
BURNABY DETACHMENT R.C.M.P.**

**1997 JANUARY 21
96-66324, x-ref BP 600**

**SUBJECT: PAGEMART CANADA - COMPLAINT OF BREAK AND ENTER
BURNABY, B.C. 96-11-09
BURNABY FILE 96-66324**

**PURPOSE: TO REPLY TO A LETTER, DATED 1996 NOVEMBER 11, WRITTEN TO
BURNABY CITY MAYOR COPELAND, FROM MR. LES TAYLOR**

RECOMMENDATION:

1. THAT Council receive the attached report for information purposes.
2. THAT a copy of this report and Council's resolution be forwarded to Mr. Les Taylor, President and CEO, PageMart Canada, 155 Gordon Bake Road, Suite 105, North York, Ontario, M2H 3N7.

REPORT

In reference to Mr. TAYLOR's remarks concerning the delay in police attendance at the alarm call on November 9th, 1996 at his Burnaby Company's office, at 4010 Regent Street, Burnaby: please be advised that our office does not handle these type of calls by way of emergency response. This means responding units observes all traffic regulations and proceeds to the call at the posted speed limit. The rational for having such a policy is due to our experience with the criminal element, the sheer number of alarm related calls for service and tragic accidents that have occurred in the past.

In 1996 Burnaby Detachment attended 10,843 false alarms. This statistic is over above actual break-ins. From our experience, thieves involved in most commercial break-ins are in and out of the premise, within one or two minutes. Rapid response to the volume of alarm calls is impractical as it would place the public at peril from emergency vehicles continually superseding traffic regulations. Experience has taught us that proceeding to alarm calls - in a safe manner - is far more important than providing a life and death type of response to what might be a false alarm.

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The times outlined in Mr. Taylor's letter, are essentially correct. Our office was advised of the alarm at 6:03 pm. and the call for service was dispatched to the only patrol unit available in the North Burnaby area at 6:04. Unfortunately, this unit was at the other end of the City, in the area north of Lougheed Mall and did not arrive on scene till 6:32 pm.

Our Responding Unit immediately proceeded to Lougheed Highway and travelled west, encountering heavy traffic. Attendance was further delayed when our member attempted to take a short cut and proceeded to the area of Regent Street and Douglas Road, under the assumption Regent Street connected to Willingdon Avenue. Upon realizing this in not the case, the Constable immediately proceeded to the most direct route, which is along the Lougheed Highway. Progress was again impeded by heavy traffic on Douglas Road and in the area of the intersection of Willingdon and Lougheed.

Police attendance was not delayed due to the need for a back-up unit. For the officer's safety, two response units, if available, are usually dispatched to alarm calls. Members attending these types of calls are cautioned against entering buildings without another unit on scene. However, the ultimate decision rests with the attending officer.

In this incident, our member proceeded directly to the call without a back-up unit. As the first attending member was at the end of the shift, an officer from the succeeding shift was dispatched from our office, to take over the investigation.

PageMart Ltd first lodged a complaint of break and enter with Burnaby Detachment on the 12th of August 1996, wherein \$22,500 worth of computer equipment was stolen. Since, this date they have taken considerable steps in "target hardening" such as installing an alarm system, adding bars over windows, installing more durable security glass, modifying locking devices, developing an internal secure inventory safe room, adding heavier internal doors and most important, installing computer safe shells, at work stations.

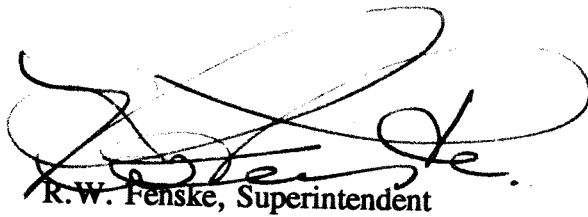
A security review of the premise was conducted by our Neighbourhood Constable with the on-site manager, Mrs Mary HITZ, during the early part of January 1997. Further security up-grades have been recommended and should provide the required security and deterrent to thieves.

The repeated break-ins at the PageMart premises is not a unique situation in the City of Burnaby. Theft of computer equipment from businesses throughout the city is a persistent problem and plagues many other industrial zones. In 1996 business break-ins for the entire city of Burnaby are up over twenty percent from 1995. Much of this increase can be directly attributed to the lucrative black market for computer chips.

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Preventative courses of action such as fortification and/or an on-site night watchman appears to be having the most success in reducing business break-ins. For example in the Willingdon/Dawson area a number of businessmen have formed an alliance and hired a private security company to provide night patrols within a restricted small area. This has had a dramatic effect in reducing business break-ins within the area of patrol.

Burnaby Detachment's Community Policing Initiative focuses on the creation of partnerships between various elements of society and the police. The creation of such partnerships is necessary as police resources simply are being over loaded due to calls for service and the public demand for a reduction in crime. The police cannot do the job alone! Prevention is a critical element in reducing crime. A necessary component of the police-community partnership is for citizens and businesses to take a pro-active part in assuming their responsibilities of crime prevention.



**R. W. Fenske, Superintendent
Officer in Charge
Burnaby Detachment RCMP**

DCW/del

