

TO: CITY MANAGER

**2003 SEPTEMBER 02
BP 600, 2003-42021**

**FROM: OFFICER IN CHARGE
BURNABY DETACHMENT RCMP**

**SUBJECT: CORRESPONDENCE OF 2003 AUGUST 17 FROM MR. J. PIHOWICH,
OF 7572 - 18TH AVENUE.**

PURPOSE: To Provide Council with information regarding Mr. J. PIHOWICH's concern regarding a 9-1-1 call to the Burnaby RCMP.

RECOMMENDATION:

1. **THAT** Council receive the attached report for information purposes.

REPORT

BACKGROUND:

On 2003 August 17, Mr. PIHOWICH sent a letter to Mayor Corrigan & City Council concerning a 911 call he had placed to Burnaby RCMP on 2003 August 17 at approximately 0540 Hrs. Mr. PIHOWICH felt that his call to the 911 operator was not handled properly and he believed that the operator was derelict in their duties and should be dismissed.

INVESTIGATION:

Mr. PIHOWICH's call to Burnaby RCMP was retrieved from the archived digital audit master tape and was reviewed by Sgt. M. CARLSON on 2003 August 21. Upon review of the two separate calls to Burnaby Detachment, it was noted that Mr. PIHOWICH did not provide the same details or concerns to our operators as was outlined in his letter to Burnaby City Hall. Due to the information that was provided to our call takers by Mr. PIHOWICH, it was their understanding that he was simply reporting a noise complaint. His initial call to the 911 operator was referred to our non-emergency number as this was not an emergency call. Mr. PIHOWICH then contacted our non-emergency number where his complaint was taken at approximately 0545 hrs. A car was dispatched to the suspected address and at 0618 the member reported that the residence had been checked and that the suspect was no longer at the scene. As indicated in Mr. PIHOWICH'S letter, he observed the male in question leave his neighbours residence at approximately 0600 hrs, shortly before our member arrived on the scene.

On 2003 August 26, Mr. PIHOWICH attended Burnaby Detachment in order to listen to the recorded calls which he had made on 2003 August 17. Upon listening to these calls, Mr. PIHOWICH realized that he had not provided all of the details to the operator as he had initially believed. Mr.

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PIHOWICH indicated that he now understands why his call to 911 was referred to the non-emergency number and also why his call was handled as a noise complaint.

SUMMARY:

Mr. PIHOWICH very much appreciated the opportunity to listen to his 911 and non-emergency call to our office. As a result he was able to better understand the action of our operators and agree that our action was appropriate based on the details he provided to our operator.



C.G. SCHMIETENKNOP, Superintendent
Officer in Charge
Burnaby Detachment

MTC/nh