

Calgary (Alb.) Public Safety Communications releases the results of the February 28th Call Inquiry

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Calgary (Alb., Canada) Public Safety Communications Manager Steve Dongworth today released the results of the call inquiry into a 9-1-1 call received on February 28th, 2010.

The 911 call was made by a male who alleged that the accused in a now current police investigation had threatened him.

The Emergency Communications Officer (ECO) who evaluated the call determined there was no immediate risk to the caller and did not dispatch police.

The call inquiry showed that protocol was not correctly followed in this particular call by the Emergency Communication Officer meaning clarifying questions about the allegations were not asked.

Appropriate internal corrective measures have been taken with that ECO. The exact nature of actions taken is subject to employee/employer confidentiality.

Dongworth further stated that, "in conjunction with the Calgary Police Service, we have determined that no changes to Standard Operating Procedures are needed at this time. We continually work with all emergency services to ensure our protocols, policies and standing operating procedures meet their expectations."

Since March of 2010, and the release of the Operational Review recommendations in April 2010, many improvements have been made to PSC, working in conjunction with the Calgary Police Service. These include:

- Updating all police Standard Operating Procedures (SOPs)
- Training all ECOs on updated SOPs
- Recertification program
- Position establishment and hiring of Police Sergeants to start mid September
- Evaluation and update of entire ECO training program

"The City of Calgary and PSC fully supports our Emergency Communication Officers, and the difficult and sensitive role they perform daily to support the citizens of Calgary," said Dongworth.