

Chief Officer Dave Jones
Metro Vancouver Transit Police
300-287 Nelson's Court
New Westminster, B.C.
V3L 0E7

October 5, 2022

Stephen Thatcher
Vice President, Operations
E-Comm 911
3301 E. Pender Street
Vancouver, B.C.
V5K 2C8

Dear Chief Officer Jones:

Please find enclosed with this letter, a hand-written 'Thank You' note from one of our Vancouver Police Department CDs who worked the night of the PNE concert riot on September 18, 2022. Behind the words on the note is profound appreciation and gratitude for the dispatchers from your OCC who stepped up without being asked and offered to coordinate and send assistance to help manage this major event if required.

Your staff had the leadership presence of mind and took the initiative to work with their NCOs and came to the table with help. This was tremendously reassuring and impactful for many of our VPD dispatchers who, in the moment, were dealing with a highly stressful and volatile event that posed significant risk to the public, police officers, and property.

To sum it up, in short: 'our partners at GVTAPS [Metro Vancouver Transit Police] were truly awesome.'

Would you please take a moment to ensure that your OCC staff get the thank you card and let them know the positive impact they had on our staff and how much it is truly appreciated.

On behalf of our VPD dispatchers and E-Comm, thank you very much.

Sincerely,
Stephen Thatcher

Vice President, Operations





Thank You

To whom it may concern,
I just wanted to personally thank
each & everyone of you who
reached out to help during the riot
at the PNE. Your support &
assistance was amazing.
At possible peril to yourselves,
you didn't think twice about
stepping up, without being asked.
Thank you so much,
Cecelyn