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**Police 'took too long,' brass orders 911 probe;
ASSAULT: WOMAN BRUTALLY ATTACKED IN AN APARTMENT**

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Something went wrong.

London police now say they'll look at how a 911 call about loud bangs in an apartment went unanswered for almost six hours after a woman was brutally attacked in her unit Tuesday evening.

"When I see it at first blush, it took too long," Deputy Chief Ian Peer said Thursday. "We're definitely pulling it apart to see what the delays were . . . If there was a failure, was it a systemic failure or is it individual? What could we have done differently?"

Peer's comments were in stark contrast to what police said Wednesday, when officials said they believed proper procedures were followed during the incident.

Police have not released the identity of the woman attacked in her apartment at 370 Wonderland Rd. South.

The Free Press has learned she is 45-year-old Anne Marie Wells, who was born and raised in London. Wells remains in a coma in the critical-care unit at Victoria Hospital, her brother Jim Wells said Thursday.

"It was an extremely vicious attack. She's in a coma and she's got broken limbs. It's pretty bad," he said.

"Anne Marie is a beautiful, incredible woman. We're all very concerned for her."

Wells was addicted to drugs about a decade ago but had been sober for 10 years and went to school to become a social worker, her brother said.

"Eight months ago, she had a bad breakup and it threw her. She really spiralled and we tried to get her help."

Peer didn't release any new details about the investigation into the attack, but did say the initial 911 call to police about loud bangs, made at 6:30 p.m. Tuesday, was logged as a "check welfare" call -not as the lower-priority noise complaint call police reported Wednesday.

"It would appear it was put in as a 'check welfare' call and should have gone as urgent. Why did it take 90 minutes from the time the call was received to when it was dispatched?" Peer said.

Officers didn't start driving to the building until 8 p.m., but they were pulled off to go check on a break-in in progress, Peer said.

"We have to look at the availability of officers and at what else was going on around the city . . . Officers can be pulled off and others can be put on. We have people with the technical expertise to see if it was dispatched properly. That's why every 911 call is recorded, so we can take a look at this."

Officers and paramedics didn't arrive at Wells' apartment building until about 11:20 p.m., when her roommate came home and found her on the floor.

Police spokesperson Const. Dennis Rivest said Tuesday night was busier than usual.

It's important that dispatchers and officers don't make assumptions about the seriousness of 911 calls, said Barb MacQuarrie, community director of the Centre for Research and Education on Violence Against Women and Children.

The centre spearheaded a campaign called Families, Friends and Neighbours that encourages people to get involved if they suspect domestic abuse.

"Everything we say in our training assumes that (the police) are coming out right away because you've made an emergency call," MacQuarrie said.

Perhaps 911 operators should tell callers what priority they're being placed in, MacQuarrie said.

Meanwhile, Jim Wells said his family would like police to make sure nothing similar happens to anyone else.

"I don't want to blame the police, because for all they knew, there were loud noises in our Annie's apartment," he said.

"But we have more than two officers in this city. I just wish someone would have gone by that apartment to see if she was OK."

His sister has been through a lot in her life and is a fighter, he said.

"It doesn't matter who you are, no one deserves to have that happen to her. No one, but especially not a woman.

"She's a super person, though, and she's a survivor."

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POLICE RESPONSE TIMELINE

6:30 p.m. Tuesday: A resident of an apartment building at 370 Wonderland Rd. S. calls 911 to report loud bangs in the unit of Anne Marie Wells. Police log call as "check welfare."

8 p.m.: Officers start to drive to the building, but are redirected to a break-in in progress.

11:20 p.m.: Wells' roommate arrives home and finds her unconscious on the floor. Roommate calls 911. Police and paramedics respond.