

9-1-1 caller

Primary Public Safety Answer Point (PSAP)

E-Comm 9-1-1

"Do you need police, fire or ambulance?"

Caller is then transferred by E-Comm to the agency they request (known as a Secondary PSAP)

Police

Secondary PSAPs

Metro Vancouver/ Fraser Valley

E-Comm

- Abbotsford*
- Bowen Island*
- Burnaby*
- Delta*
- New Westminster*
- Port Moody*
- RCMP Freeway Patrol*
- Richmond*
- Ridge Meadows*
- Squamish*
- Stl'atl'imx Tribal Police*
- Sunshine Coast*
- UBC*
- Vancouver*
- West Vancouver*
- Whistler & Pemberton*

Coquitlam/Port Coquitlam

- Anmore/Belcarra

Langley

North Vancouver

Surrey

- White Rock

Other B.C. areas

Courtenay

Kelowna

Prince George

Upper Fraser Valley

Fire

Secondary PSAPs

Metro Vancouver

E-Comm

- Coquitlam*
- Delta*
- New Westminster*
- Port Moody*
- Richmond*
- Squamish*
- Squamish-Lillooet*
- Sunshine Coast*
- Vancouver*
- Whistler/Garibaldi*

Burnaby

Surrey

- Anmore/Belcarra
- Bowen Island
- Langley
- Maple Ridge
- North Vancouver
- Pitt Meadows
- Port Coquitlam
- West Vancouver
- White Rock

Other B.C. areas

Campbell River

Cranbrook

Dawson Creek

Fort St. John

Kamloops

Kelowna

Nanaimo

Prince George

Surrey

Trail

Upper Fraser Valley

Vernon

Ambulance

Secondary PSAPs

Metro Vancouver

BC Emergency Health Services

- Anmore/Belcarra
- Bowen Island
- Burnaby
- Coquitlam/
Port Coquitlam
- Delta
- Langley
- Maple Ridge
- New Westminster
- North Vancouver
- Pitt Meadows
- Port Moody
- Richmond
- Squamish
- Squamish-Lillooet
- Sunshine Coast
- Surrey
- Vancouver
- West Vancouver
- White Rock
- Whistler/Garibaldi

Other B.C. areas

Kamloops

Victoria

*E-Comm is the Secondary PSAP/dispatch centre for these municipalities/agencies.
E-Comm does not dispatch ambulances.