Police Non-Emergency Line: Help Us Help

For assistance with non-urgent police matters, please call your local non-emergency number found at nonemergency.ca.

Answering police non-emergency calls is an important part of the work we do at E-Comm. Our goal is to answer these calls as quickly and efficiently as possible. Sometimes our ability to do so is impacted by call volumes, staff availability (emergency calls are always the priority), the type and complexity of the calls we receive, and even the time of day.

While the vast majority of the non-emergency calls we receive are answered in five minutes or less, we know that at certain times of the day the wait can be much longer. We are working to minimize wait times on the police non-emergency line through a variety of measures, with a strong focus on hiring additional staff.

You can Help Us Help by sharing this important information with your friends and family:

- Non-emergency lines are busiest Monday-Friday during business hours – try to report your non-emergency during the early morning or evening to limit your wait time.
- If call takers are busy, please remain on the line to keep your place in the queue – if you must hang up do not call back right away, try calling during off peak hours.
- Use other sources to find information on issues that are not police matters, such as road conditions and closures, power outages, and local services.

"E-Comm 9-1-1
Help us help.

If you have a service concern, contact us at talktoecomm@ecomm911.ca
For more information visit ecomm911.ca
Follow us on social media @ecomm911_info
Making the call

YOU NEED IMMEDIATE HELP FROM THE POLICE: CALL 9-1-1
9-1-1 is for police, fire, or medical emergencies when immediate action is required: someone’s health, safety or property is in jeopardy or a crime is in progress.

YOU NEED HELP FROM THE POLICE, BUT IT’S NOT URGENT: CALL NON-EMERGENCY
Your situation is a valid police matter but does not require immediate attention, call the non-emergency line. For example:

• Reporting a crime with no suspect (example: theft of a licence plate or bicycle)
• Reporting a crime with a suspect, but the suspect is not on the scene (example: fraud)
• Reporting a serious crime with a suspect, but with a lengthy delay (example: assault that occurred “last night” at a bar)
• Non-emergency in progress (example: noisy party)
• Ongoing crime issues not in progress (examples: graffiti or ongoing drug dealing with no suspect on scene)
• A suspicious circumstance that may indicate an ongoing criminal activity (example: suspected drug lab)

YOU NEED INFORMATION: USE ALTERNATE SOURCES

• Contact your municipality for ongoing traffic concerns, including traffic lights, or questions about local bylaws
• For civil complaints contact the appropriate governing office (i.e. municipality, BC Residential Tenancy Branch, Government of BC, trusted legal advisor)
• Contact the BCSPCA and/or Department of Fisheries and Oceans for concerns related to animals that do not cause concern for public safety
• Contact Passport Canada for lost Canadian passports

WHO SHOULD YOU CALL?

Residential Tenancy Branch  BC Hydro  Drive BC  Passport Canada  City Services

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