



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.

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](https://twitter.com/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



This document was printed with vegetable-based inks on acid-/chlorine-free, 100% post-consumer waste recycled paper.