



# Police Non-Emergency Line: Help Us Help

For assistance with non-urgent police matters, visit [nonemergency.ca](https://nonemergency.ca) to find your local non-emergency number or to check if online reporting is available.

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, the type and complexity of the calls we receive, and even the time of day. Our call takers answer both emergency and non-emergency lines, but we will *always* prioritize 9-1-1 calls. We appreciate your patience as we help people in life-threatening situations first.

While the vast majority of the non-emergency calls we receive are answered in fifteen 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:

- Try to report your non-emergency during the early morning or evening on a weekday to limit your wait time.
- Many non-emergency crimes can be reported online. Check your local police agency's website to see if this service is available in your area.
- Use other sources to find information on issues that are not police matters, such as road conditions and closures, power outages, and local bylaws.

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

If you have a service concern, contact us at [talktoecomm@ecomm911.ca](mailto:talktoecomm@ecomm911.ca)

For more information visit [ecomm911.ca](https://ecomm911.ca)

Follow us on social media [@ecomm911\\_info](https://twitter.com/ecomm911_info)



# Making the right 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 or try reporting the crime online. 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



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