

Non-emergency Calls Made Easier

911 calls are your lifeline to reach police, fire or ambulance. In 2023, people in British Columbia called that number 2,342,892 times!

Less dramatic – but still important – are the calls made to non-emergency lines, and those calls have now been made easier for callers in Hastings Sunrise and across the Lower Mainland and Sea to Sky region.

A new interactive software system has been launched by E-Comm, the agency that handles 911 calls here. Callers to non-emergency have more options when they call during peak hours of 7 am to 9pm:

- Estimated wait times are now provided
- Callers can request a call back instead of waiting on hold
- Call takers can send police file numbers to callers via SMS text.

Since the new system was launched in May, E-Comm has seen many callers using the call back feature and fewer abandoned calls. (After peak hours, police call takers handle both emergency and non-emergency calls.)

The public is encouraged to report all non-urgent crimes through non-emergency, even those that do not require a police officer to attend:

- Crime analysts working with police can use information provided in non-emergency reports to track crime patterns and trends.
- Police can use the data from non-emergency reports to help them direct proactive patrols in your area.

In Vancouver, the non-emergency number is **604-717-3321**.

Many non-emergency matters can also be reported online at vpd.ca/report-a-crime

For more information, see www.nonemergency.ca



When to Call 911?

- Whenever your—or another person's—health, safety or property is compromised
- Domestic disputes, attacks, gunshots, fires and/or smoke, hazardous goods incidents, downed power lines, car accidents with injuries or any other medical emergency that is a threat to life or health
- An in-progress crime such as theft, break and enter or vandalism (if there is a suspect on scene) or to report an impaired driver
- A serious crime that has just occurred (sexual or other assault, robbery, child abduction)
- Suspicious activity (example: a stranger trying to open car doors)

Thank You!

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More than \$12,000 was raised at our 5th annual Dine-for-Safety Dinner, held Oct. 22 at Tamam Restaurant.

All funds will go toward providing crime prevention and safety programs to Hastings Sunrise residents and businesses.

Forty companies and individuals supported the event. Guests enjoyed delicious food, a silent auction and a live auction, all in a good cause!

Working together for a safe community

The Hastings Sunrise Community Policing Centre works in partnership with the Vancouver Police Department



Other Partners:

