

Useful tips on how 9-1-1 works in relation to the police

Non Emergency Reporting

- The police non-emergency number in Maple Ridge and Pitt Meadows is **604-463-6251**
- The non-emergency line is for situations where immediate response or dispatch of police is **NOT REQUIRED**
 - **Examples:** Reporting crime with no suspect, reporting ongoing drug use, loud parties
- The call-taker has a bit more time to gather more information

What is a non-emergency call?

- No immediate **Threat to life or property**
- Less of a chance of an **escalation (e.g. noisy party)**
- Is after the fact - **Crime already happened (stolen vehicle), suspect no longer on scene**

RCMP File Numbers

- Once a report is taken by a Report Agent, they will issue you a file number. Example: **RM13-12345**
 - o RM - for Ridge Meadows
 - o 13 for the year 2013
 - o 12345 - number of files created to date.

Emergency Calling 9-1-1

When to call 9-1-1

- Something "in progress" - e.g. fights, break and enters (if suspects on scene), impaired driver report.
- Something that has "just occurred" - e.g. serious crime such as sexual assault, robbery
- Something "about to occur" - e.g. vandal, prowler
- **Any** threat to life and/or property - e.g. screams, attacks, gunshots, fire, accident with injuries/medical

What to expect when you call 9-1-1:

- A call-taker will answer by saying: "9-1-1: do you need police, fire, or ambulance?"
- Tell the call-taker which service you require and for which City.
- You will then be transferred to the requested agency where they will answer with, for example, " Ridge-Meadows RCMP emergencies"

Event in progress or "just occurred"

- A call-taker will obtain the initial information
- They will pass on pertinent information to the **dispatcher through the computer system**
- The **dispatcher** will broadcast the event to all units (cars), or to a specific channel based on the type of call

Calling 9-1-1 using the 7 W's

- What is happening or just happened?
- Where is your location and the location the incident is occurring?
- When did it happen, has there been a time delay?
- What are you observing? a crime in progress or is it about to happen?
- Where did the suspect flee? On foot or in a vehicle?
- What kind of vehicle was involved? Description and plate # if known?
- Where is the suspect's direction of travel?