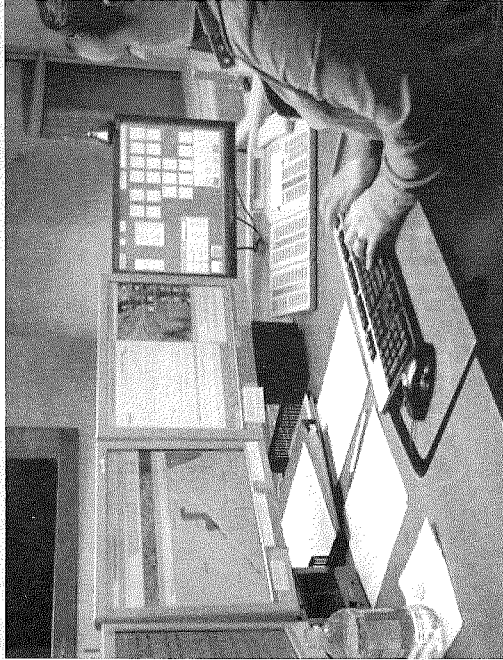


# When Should I Call Police?

## Call 911 for all Emergencies:

- When someone's life is in danger or there is an immediate threat to person or property
- When a crime is in progress (e.g., a break and enter, assault, robbery, spousal dispute, etc)
- When a serious crime has just occurred and the suspect may not be far or may return to the scene of the crime
- When there is a good chance of arresting a crime suspect or preventing the development of a serious crime or public safety situation



These types of calls are assigned a high priority and police are dispatched to respond according to the severity of the call.

## When Making a 911 call:

- Dial 911 and wait for an operator
- Ask for Surrey RCMP
- Briefly state the reason for the call ( e.g., "I want to report a break and enter in progress")
- Let the operator control the conversation. The questions are important to assist the officers who are attending. Be prepared to answer the following questions:
  - location of the emergency - include street name, building number, direction of travel (north, south, etc). If you live in a gated complex, give your intercom code
  - personal information - name, date of birth, address and phone number. Date of birth helps police to differentiate between people with the same name and assists in combating identity theft
  - incident check list - review the items on the attached incident check list to assist you in answering questions

## Things to Remember:

- Remain calm
- Stay on the phone until you are told to hang up
- Give all the information requested
- Call takers do not dispatch police. Police will be dispatched to you by a dispatcher while you continue to speak to the call taker
- If you dial 9-1-1 accidentally, stay on the line and advise the call-taker. If that call-taker cannot reach you or a busy signal is heard, the call-taker will send police
- Misdialed calls tie up emergency lines and police resources

## Non-Emergency Calls

Dial 604-599-0502 for all non-emergency calls. You should only use 911 when an immediate police response is required. Non-emergency calls may include:

- Reporting a crime that has already been committed and no suspects are present (e.g., theft of your license plate, vehicle or home break-in, vandalism, fraud, etc)
- Reporting suspicious activity or circumstance or less serious nuisance behavior
- When you want follow-up information on a report you have previously made (Have your police file number available)

## Call your District Office

- To discuss on-going neighbourhood problems or concerns that may not require the police to attend (e.g., drug activity)
- To obtain general information about community policing programs and services or enquire about how to become more involved in crime prevention

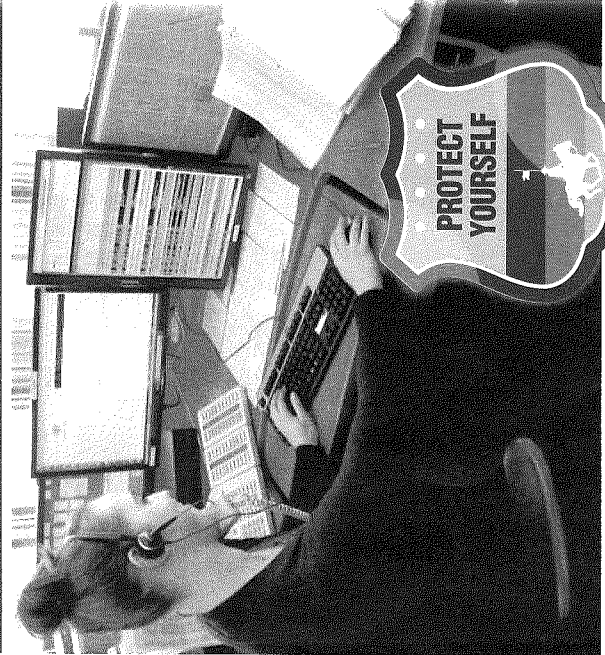
## Facts About Cell Phones

A cell phone will not provide the police with any information regarding your location. Know your location when using a cell phone.

Please note: Police can obtain cell phone owner information should a caller not be able to provide it, but the process may cause very long delays in a response for service.



# When Should I Call Police?



## Public Safety Concerns



Royal Canadian Mounted Police  
Gendarmerie royale du Canada

### Contact Surrey RCMP

- Emergency: 911**  
Non-Emergency: 604.599.0502
- Main Detachment**  
14355 57 Avenue, Surrey, BC V3X 1A9  
T: 604.599.0502
- District 1: City Centre/Whalley**  
10720 King George Boulevard, Surrey, BC V3T 2X3  
T: 604.502.6390  
citycenter@rcmp-grc.gc.ca
- District 2: Guildford/Fleetwood**  
10395 148 Street, Surrey, BC V3R 6S4  
T: 604.502.6500  
fleetwood@rcmp-grc.gc.ca
- District 3: Newton**  
7235 137 Street, Surrey, BC V3W 1A4  
T: 604.502.6233  
newton@rcmp-grc.gc.ca
- District 4: Cloverdale/Port Kells**  
5732 - 176A Street, Surrey, BC V3S 4H2  
T: 604.502.6266  
cloverdale@rcmp-grc.gc.ca
- District 5: South Surrey**  
100 - 1815 152 Street, Surrey, BC V4A 9Y9  
T: 604.599.7810  
southsurrey@rcmp-grc.gc.ca

B201-0219

### Incident Checklist

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location: \_\_\_\_\_

**Suspect Vehicle**

License # \_\_\_\_\_ Colour: \_\_\_\_\_

Vehicle Model: \_\_\_\_\_ Direction of Travel: \_\_\_\_\_

**Suspect Description**

Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Height: \_\_\_\_\_

Ethnicity: \_\_\_\_\_ Complexion: \_\_\_\_\_

Eye Colour: \_\_\_\_\_ Eye Shape: \_\_\_\_\_

Hair Colour: \_\_\_\_\_ Length: \_\_\_\_\_

Hair Style: \_\_\_\_\_ Build: \_\_\_\_\_

Beard/Moustache: \_\_\_\_\_ Tattoos/Scars: \_\_\_\_\_

Jewelry/Body Piercing: \_\_\_\_\_ Glasses: \_\_\_\_\_

Accent: \_\_\_\_\_

**Suspect Clothing**

Hat: \_\_\_\_\_ Emblem/Logo: \_\_\_\_\_

Shoe Style/Colour: \_\_\_\_\_

Jacket /Shirt Style/Colour: \_\_\_\_\_

Pants/Shorts Colour: \_\_\_\_\_

**Type of Weapon:** \_\_\_\_\_

### Other Resources

- Crime Stoppers | 1-800-222-8477 (TIPS)  
www.solvecrime.ca
- City of Surrey Bylaws | 604-591-4370  
www.surrey.ca
- City of Surrey Graffiti Hotline | 604-591-4291  
graffiti@surrey.ca
- ICBC Fraud Tip line | 604-661-6844  
www.icbc.com

[www.surrey.rcmp.ca](http://www.surrey.rcmp.ca)

@SurreyRCMP  /SurreyRCMP