

O.P.P. - Non-Emergency Reporting

When you spot a problem, have a concern, or have a tip to an existing matter, you may report these through the **NON-EMERGENCY** reporting service. This can be done either by phone or online.

To Report By Phone, call the toll-free number at:

1-888-310-1122

To Report online, go to website:

<http://www.opp.ca>

Examples of non-emergency calls

- Reporting a crime with no suspect (example: theft of a licence plate or bicycle)
- Reporting a crime with suspect, but the suspect is not on the scene (example: fraud)
- Reporting a serious crime with suspect, but with a lengthy delay (example: assault that occurred “last night” at a bar)
- Non-emergency in progress (example: noisy party)
- On-going crime issues or crimes that are 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)
- Calls about Amber Alerts (Do NOT dial 911 for these calls)
- Complaints about snowplows on the highways during snow storms

Tips for making your non-emergency call

- Avoid peak times – the busiest time for non-emergency calls is during the 9-5pm time frame
- If possible, try calling in the early morning or evening to make your report as it tends to be less busy during those times
- Be ready with all relevant information when you call about your situation such as your exact address, driver’s licence number or vehicle licence plate number
- Have a pen and paper ready when you call

When To 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.

If you need police assistance that is not of an emergency nature (for example, your situation is a valid police matter but does not require immediate attention), please use your local non-emergency number.

If you are unsure if your situation is an emergency, dial 9-1-1. Emergency call takers will help determine if immediate action is required or if you should hang-up and dial the non-emergency line.

Examples of when to call 9-1-1

- Events that involve an immediate threat to a person or property: screams for help (domestic dispute), 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)
- A suspicious circumstance that *may* indicate an imminent criminal act (proowler, suspicious person, vandal)

Remember, calling 9-1-1 for a non-emergency situation ties up important lifelines meant for people or property in immediate jeopardy or when a crime is in progress.

If you call 9-1-1 for a non-emergency matter, it will not result in a faster response as emergency operators will not take non-emergency reports on 9-1-1. Please also note that **9-1-1 call takers cannot transfer your call to the non-emergency line**. You will be asked to hang-up and dial the ten-digit non-emergency number directly. Help us keep 9-1-1 lines free for emergencies that require immediate response by looking up your [local non-emergency number](#).