



VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

November 9, 2017

***I&P Unit Reference: 17-2669A***

**VIA EMAIL**

Dear [REDACTED]

***Re: Records Access Request***

We are replying to your request for information that was received in our office on September 26, 2017. In that request, you sought access to the following data from January 1, 2016 to present:

- 1) "The number of total police calls;
- 2) The number of emergency police calls;
- 3) The number of non-emergency police calls;
- 4) The number of calls police attended;
- 5) The response time for the previously stated requested statistics, as well as policy or procedure documents pertaining to how calls are categorized by the police".

Attached please find the responsive data.

Please note that the figures in items 2) and 3) do not total the figures in item 1). There are a number of police-generated calls which are administrative in nature and can be classified neither as "emergency" nor "non-emergency". These calls account for the difference between the total figures.

Please also be advised that call categorization is mandated by Police Services of BC. We respectfully request you contact that office for documents responsive to the policy portion of question 5).

If you have any questions regarding the information we have enclosed, please contact the Information and Privacy Unit at (604) 717-3071 or email [foi@vpd.ca](mailto:foi@vpd.ca).

Yours truly,

Civilian Analyst (VA9426)  
Information and Privacy Unit

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**Police Calls from January 1, 2016 to October 24, 2017**

1) The number of total police calls

2016	257,624
2017	218,833

2) The number of emergency police calls

2016	22,487
2017	17,832

3) The number of non-emergency police calls

2016	230,633
2017	197,023

4) The number of calls police attended

2016	188,870
2017	162,985

5) Response time for the above

	2016	2017
Priority 1	0:09:44	0:09:48
Priority 2	0:32:14	0:38:23
Priority 3	1:29:57	1:32:49
Priority 4	3:45:29	4:14:26

Priority 1 – Requires urgent attention, life threatening;

Priority 2 – Requires immediate attention, serious, may not be life threatening;

Priority 3 – Routine attention, no current threat to life or property; and

Priority 4 – Event must be documented, may or may not require police attendance.