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Abbotsford Police Department
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E-Comm 9-1-1 and Abbotsford Police Partner on New Video to Build Public Understanding of Emergency Calls

Abbotsford, BC – May 12th, 2026 – When people call 9-1-1, they're often experiencing one of the most stressful moments of their lives, and uncertainty about what happens next can add to that stress. E-Comm 9-1-1 and the Abbotsford Police Department (AbbyPD) have partnered on a new public education initiative to help residents better understand how emergency calls are handled and what to expect when they reach out for help.

Timed with National Police Week (May 10–16, 2026), the initiative includes a short video designed to address common misconceptions about the 9-1-1 process - particularly the concern that answering questions may delay emergency response.

In reality, emergency response begins immediately.

“When you call 9-1-1 in Abbotsford, a team of professionals at E-Comm starts working right away to get you the help you need,” said Sergeant Paul Walker of the Abbotsford Police Department. “In urgent situations, officers are often dispatched while you're still on the line.”

Information provided by callers is shared in real time between call takers, dispatchers, and responding officers. This continuous flow of communication allows first responders to assess risks, prepare for the situation, and respond as effectively as possible before arriving on scene.

Even after dispatch, call takers remain on the line whenever possible to gather additional details and provide reassurance. This ongoing communication plays a critical role in ensuring responders have the most accurate and up-to-date information.

“When people dial 9-1-1, it's often during one of the most difficult moments of their lives,” said Carly Paice, Communications Manager for E-Comm 9-1-1. “The goal of this initiative is to provide clarity and reassurance, so callers know there is someone on the other end guiding them through the situation while help is already on the way.”

The initiative also highlights the accessibility of emergency services for Abbotsford's diverse community. Interpretation services are available for callers who require



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language support, ensuring that language barriers do not prevent people from getting the assistance they need.

The accompanying video provides a behind-the-scenes look at the coordination between call takers, dispatchers, and police officers, reinforcing how quickly and collaboratively emergency response unfolds.

For more information about when to call 9-1-1 and what to expect, visit **[ecomm911.ca](https://www.ecomm911.ca)**.

Video Link: <https://youtu.be/TncoOcBz2PA>

Media Contacts:

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