



# Abbotsford Police Department

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**Bob Rich**  
Chief Constable

*"Protecting with Pride"*

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## NEWS RELEASE

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### APD NEWS RELEASE:

APD FILE #

RELEASE # 1

DATE OF RELEASE: September 15, 2017

### **Incident: 911 Service Temporarily Interrupted in Abbotsford**

#### **Abbotsford – September 15, 2017**

On Thursday, September 14, 2017, at 11:32 pm, BC Ambulance Service detected a problem with the 911 Service in Abbotsford and contacted E-Comm. The Abbotsford Police Department was advised of the situation by E-Comm and both agencies then worked to resolve the technical issue which was identified. At 12:54 am on Friday, September 15, the 911 Service was restored. The last Abbotsford specific 911 call that was successfully completed prior to that service restoration occurred at 10:52 pm.

From the time that the Abbotsford Police Department was notified of the problem with the 911 service until the point of system restoration, the APD deployed all available units onto the road to provide higher visibility access to citizens who may have needed assistance. In addition, all neighbouring jurisdictions as well as Fire and Ambulance were notified in the event a 911 situation in Abbotsford was identified to them during the system outage.

The Abbotsford Police Department and E-Comm are working to ascertain if any 911 calls went unanswered. Currently one incident where the complainant unsuccessfully attempted to reach 911 but subsequently called the non-emergency number for assistance has been identified. That incident was dispatched and successfully resolved via the use of the non-emergency system.

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*Our Mission:  
To make Abbotsford the safest city in B.C.*