

# Who should I call to report my issue?

## If it is an emergency or immediate threat to safety:

- Call **911**

## When it is not an immediate emergency, but you need to speak to the RCMP:

- Call the RCMP non-emergency line at **250.561.3300**
- For example, to report a crime that is not in progress such as vandalism, drug use, a break in, or theft.

## When it is not an immediate emergency, but you need to speak to the fire department:

- Call the Prince George Fire Department non-emergency line at the time of the event at **250.561.7664**
- For example, to report a burning or smoke complaint. If you have concerns about the service that was provided after reporting a fire, please call and ask for the Duty Chief at **250.561.7667** (available during office hours).

## If your issue is related to a City bylaw:

- Call bylaw services at **311, 250.561.7622**, or email [bylawstaff@princegeorge.ca](mailto:bylawstaff@princegeorge.ca)
- You can also report a bylaw issue using the CityofPG mobile app or online at [princegeorge.ca/online-services](http://princegeorge.ca/online-services)

- For example, to report a noise complaint, wildlife attractant concern, animal control issue, etc.

## If you want to report a pothole, a watermain leak, your street not being plowed, graffiti, streetlight outages, or something else related to City infrastructure:

- Submit a service request by calling **311**, using the CityofPG mobile app, or online at [princegeorge.ca/online-services](http://princegeorge.ca/online-services)

## If you need to report an aggressive bear:

- Call the Conservation Officer Service (COS) Report All Poachers and Polluters (RAPP) hotline at **1.877.952.7277** to report a bear conflict, aggressive bear behaviour, or a bear in an urban area.

## Download the CityofPG app on:

