



When do I call Montreal West Public Security?

We would like to thank our residents for helping to reduce the number of non-emergency calls made to the Montreal West Emergency Dispatch number at 514-630-1234. However we would like to remind you that the Dispatch Centre receives almost 6,000 calls a year from Montreal West residents, many of which are for non-emergencies. This not only ties up the Centre with non-essential calls but it is contributing to rising costs for dispatch services.

Temporary Overnight Parking

Please avoid calling dispatch for a temporary overnight parking permit, and register online at www.montreal-west.ca/en/parking-permit. This method is much faster than calling and more economical for the Town. This service is not to be considered an alternative to purchasing an overnight parking permit. It is intended for overnight guests, driveway repairs, etc.

The Town reserves the right to refuse temporary parking permits to abusers of the system.

This following information was prepared to help residents properly direct their calls.

Here are some examples of valid Montreal West Public Security emergency calls:

- *"I see water flowing from below the pavement onto Ballantyne."*
 - This is a valid Montreal West Public Security emergency call. Should this occur during office hours, **please call Public Works at 514-485-8597**. If it is after office hours, **please call Public Security Dispatch at 514-630-1234**.
- *"I see that my neighbour's car door is open and they are out of Town."*
 - This is a valid Montreal West Public Security emergency call. **Please call Public Security Dispatch at 514-630-1234**.
- *"There is a car broken down at the corner of Westminster and Sherbrooke and the traffic is backed up."*
 - This is a valid Montreal West Public Security emergency call. **Please call Public Security Dispatch at 514-630-1234**
- *"There are kids breaking bottles in the park."*
 - This is a valid Montreal West Public Security emergency call. **Please call Public Security Dispatch at 514-630-1234**

PLEASE BE ADVISED THAT THE PUBLIC SECURITY DISPATCH NUMBER (514-630-1234) SHOULD ONLY BE USED FOR EMERGENCY CALLS.

Here are some examples of non-emergency calls to help you determine where to direct your call:

- *“I am calling to report that the street light at the corner of Curzon and Strathearn is out.”*
 - This is a non-emergency call. **Please call Public Works at 514-485-8597.** If it is after hours, please leave a message and your call will be returned the next business day.
- *“My driveway is being repaved and I need a temporary permit to park on the street overnight.”*
 - This is a non-emergency call. **Please register for temporary overnight street parking on the Town’s website at www.montreal-west.ca/en/parking-permit or call the Town Hall at 514-481-8125 during regular business hours (8:30am to 4:30pm).**
- *“There is a pothole in front of my house that is becoming more of a problem.”*
 - This is a non-emergency call. **Please call Public Works at 514-485-8597.** If it is after hours, please leave a message and your call will be returned the next business day.
- *“My garbage/recycling did not get picked up.”*
 - This is a non-emergency call. **Please call Public Works at 514-485-8597.** If it is after hours, please leave a message and your call will be returned the next business day.
- *“With this rain, is the event in the park still on?”*
 - This is a non-emergency call. **Please call the Recreation Department at 514-484-6186.**

If you are uncertain who to contact in the case of a non-emergency, please call the Montreal West Town Hall at 514-481-8125 and they can further direct you.

Here are examples of Police, Fire and Medical emergency calls for which you should dial 9-1-1 :

- *“There is smoke coming out of my neighbour’s home.”*
 - **This is a Fire Department emergency call. Dial 911.**
- *“There is someone breaking into my neighbour’s home.”*
 - **This is a Police emergency call. Dial 911.**
- *“There has been a car accident and someone is injured.”*
 - **This is a Police emergency call. Dial 911.**
- *“I think my mother is having a heart attack.”*
 - **This is a Medical emergency call. Dial 911.**