



Wrightsville Beach Police Department

Office of the Chief of Police

There when you need us... How to Access Police Services

Accessing the right public safety services quickly and efficiently is a crucial step in getting the best outcomes.

Emergency 911: If you believe there is an immediate threat of harm to people or damage to property call 911. Answer the 911 Operator's questions and stay on the line until asked to hang up. If you think you can render aid before help arrives, let the 911 Operator know. Examples:

- "I just saw a car crash in Wrightsville Beach and I can't tell if anyone is hurt".
- "I see two people fighting".

If you are in the area of Wrightsville Beach no matter what area code your phone has, 911 calls will go to the New Hanover County Dispatch Center.

NON-Emergency (910) 452-6120: If the situation does not pose an immediate threat to someone's safety or property but you would like an officer to respond and investigate you should call the non-emergency number. Answer all questions and stay on the line until asked to hang up. Please let the call taker know if you want the officer to speak to you about the situation and leave your contact information. Example

- "I am hearing a loud noise in Wrightsville Beach and think it is a violation of the noise ordinance, please send an officer".
- "My parked car was hit. Nobody is hurt and the driver fled. I want the matter investigated."

Calling from Outside New Hanover County (910) 452-6120: The best option to obtain emergency assistance in Wrightsville Beach when calling from a different state, county or city is to dial the Non-Emergency number.

- Example: A welfare check is needed in Wrightsville Beach but you are calling from Maine.

Using the Dispatch Center is more effective and efficient for a few reasons:

1. 911 Operators are trained professionals. They collect information and dispatch the most appropriate resources across police fire and rescue.
2. 911 Operator's share information in real time with responders about hazardous materials, prior history and known threats at the location.
3. 911 Operator's provide support and instruction to callers when required.
4. All calls are tracked in the New Hanover County's Public Safety Communications Center.

Wrightsville Beach Police Department Front Desk (910) 256-7945: Monday – Friday 8:00 AM -5:00 PM. Used for leaving messages, asking questions, asking for help with an ongoing concern, offer a compliment or register a complaint. If after hours, leave a message and your call will be returned during normal business hours. This number is not used to dispatch calls for service.

1. "I am upset about a pattern of behavior I am noting. I can describe when and where it will likely happen again. I don't need an officer now but I would like to talk to somebody about how the police can help address this persistent problem."