

## 61016: British Transport Police's non-emergency text number

You can text 61016 to tell us about non-emergency incidents. In an emergency you should always dial 999.

You can text us on 61016 to report non-emergency incidents, similar to the ones you would report to the 101 phone number provided by your local police.

The text number is watched 24/7 and, while it is not for reporting emergencies, we will be able to send officers if required.

### When to use the text service:

Text 61016 (or call 0800 40 50 40) when you want to contact us about an issue that doesn't require an emergency response. For example, you can text when:

- You want to tell about an incident that has already happened
- You want to tell us about issues affecting your rail journey or your local station
- You have a general police enquiry

If your enquiry concerns buses or roads, you can contact local police anywhere in the country by dialling 101.

### When to call 999:

Always dial 999 when you need an urgent police response such as:

- A crime is happening
- Someone suspected of a crime is nearby
- Someone is injured, being threatened or in danger

Your mobile service provider may issue a small charge to text 61016. The exact cost will depend on your network and tariff.

