

E-COMM DECEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

We are writing to share with you our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of our police partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

All service levels met or exceeded year-to-November 30

- **Strong service levels for 9-1-1, police emergency call taking** – From January to November 30th, E-Comm exceeded service levels for police emergency call-taking in the Lower Mainland at 91% and 90% on Vancouver Island (service level target of 88% of calls answered in 10 seconds), 9-1-1 call-taking service levels were at 98% for January to November (target: 95% calls in 5 seconds).
- **Significant decrease in abandoned call rate for non-emergency** – In the Lower Mainland, the YTD abandoned call rate for non-emergency was 15%, which represents a decrease of over half from 2023 levels, and is the lowest level recorded for this period in 4 years. Our average speed to answer non-emergency calls in the Lower Mainland is now 2 minutes YTD, a drop of 50% from 2023. Service levels for non-emergency call-taking remain on target.

Provincial announcement

- **Minister announces independent review** – On December 5, B.C.'s Minister of Public Safety and Solicitor General announced the Province is initiating an independent review of E-Comm's governance, financial and operational models. E-Comm has long supported calls by UBCM, local governments, police chiefs and others for the Province to take a larger role in the governance and funding of 9-1-1 services in B.C. We welcome this step as an opportunity for the Province to gain a deeper understanding of E-Comm and identify options to further strengthen emergency communications in B.C. E-Comm will continue all services and strategic priorities underway during the review period, and will keep our agency partners updated as the review progresses.

Operations Transformation

- **Strengthening our workforce** – Last month we welcomed new non-emergency and emergency call takers to fill vacancies largely as a result of internal promotions. Most new hires in Q3 have been Operations positions (84%), and Technology (11%) in support of our service level commitments and building technology resiliency.
- **Planning for digital advancement** – Work is continuing to develop a digital strategy roadmap for our Operations department, which will determine how to best leverage technology and data advancements to support staff in serving callers and first responders.
- **Non-emergency call-taking for WVPD** – E-Comm will resume non-emergency call-taking for West Vancouver Police on January 14, 2025. This change follows a request from West Vancouver to return to E-Comm for non-emergency after transitioning service to Transit Police in 2022. The transition is expected to be a smooth integration, as WVPD's call volumes are relatively low and E-Comm already provides their emergency call-taking and dispatch services.
- **FIFA 2026 planning underway** – We officially launched our FIFA 2026 project focused on internal planning and preparations as a member of the Vancouver Host City Integrated Safety & Security Unit (ISSU). We are working on assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

DECEMBER 2024 UPDATE

TRANSFORMATION AND OPERATIONS UPDATES



Service levels exceeded for 9-1-1 and emergency call taking



+1.8 million 9-1-1 calls year to Nov 30



NER abandoned call rate decreased by over half from 2023 levels



Developing a digital strategy roadmap for our Operations department



Resuming non-emergency call-taking for West Vancouver Police Department



Welcomed new non-emergency and emergency call takers



FIFA 2026 PLANNING UNDERWAY

Launched our FIFA 2026 project focused on internal planning & preparation. Assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

LOWER MAINLAND YEAR-TO-NOV 30

	Target	2021	2022	2023	2024
9-1-1	95%/5s	92%	98%	98%	98%
Police Emergency	88%/10s	83%	84%	89%	91%
Police Non-Emergency	80%/180s	56%	44%	62%	80%
Fire Emergency	90%/15s	90%	88%	93%	94%

VANCOUVER ISLAND YEAR-TO-NOV 30

	Target	2021	2022	2023	2024
9-1-1	95%/5s	92%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	87%	80%	80%	81%

E-COMM JANUARY UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

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All service levels met or exceeded in 2024

- **Highest overall year-to-date service levels in 8 years** – 2024 saw E-Comm’s highest year-end service levels in years, with all service level targets met or exceeded, including non-emergency for the first time since 2016. Several factors contributed to these results, including ongoing investments as part of the 5-year Transformation plan, improved staff retention and recruitment, and an overall reduction in 9-1-1, police emergency and non-emergency call volumes compared to previous years.
- **Significant reduction in abandoned non-emergency calls, faster answering time** – The non-emergency abandoned call rate in the Lower Mainland dropped to 15% in 2024, a 50% reduction from 2023. Transformation improvements such as our dedicated non-emergency team and the introduction of Genesys contact centre technology in May 2024 have also led to faster answering times of two minutes average, down from 4 minutes in 2023.

Operations Updates

- **Continued progress in hiring and training for key positions** – We continued to strengthen our Operations workforce in December 2024 with a new cohort of police call takers at our Vancouver Island centre. We also had additional call takers successfully complete our revamped dispatch fundamentals training course designed for those pursuing the dispatch career path.
- **Experienced first responder joins E-Comm in Operations role** – We are pleased to welcome Tyler Moore as our new Director of Operations Relationship Management. Moore recently retired as Deputy Chief of Vancouver Fire and Rescue Service after 30 years. We look forward to benefitting from his extensive public safety expertise in this role as a key conduit between E-Comm and the 70+ police and fire agencies we provide services for.
- **Re-integration of West Vancouver Police’s non-emergency calls** – On January 14th, one of our non-emergency call takers took West Vancouver Police’s first non-emergency call through Genesys, following their transition back to E-Comm from the Transit Police. Thanks to diligent planning efforts from our Technology and Policy, Support & Implementation Team, the transition went smoothly for the non-emergency call-taking team.
- **Public safety support to major events** – Our Operations team had extra staff on hand to support police and other partners in Vancouver during a busy three days in early December with the Taylor Swift concerts. E-Comm employees took part in the related activation of the Vancouver Emergency Operations Centre (EOC), as part of FIFA 2026 preparations. The events went smoothly with no major incidents, and 9-1-1 service levels remained above target.
- **Annual 9-1-1 call campaign reaches wide audience** – The annual “top ten” calls that did not belong on 9-1-1 highlighted the importance of keeping emergency lines free for urgent calls. The campaign received a large amount of media coverage, social media engagement and web traffic.

JANUARY 2025 UPDATE

LOWER MAINLAND 2024

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Police Non-Emergency	80%/180s	55%	44%	63%	80%
Fire Emergency	90%/15s	90%	88%	93%	94%

VANCOUVER ISLAND 2024

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Police Emergency	88%/10s	90%	88%	88%	91%
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TRANSFORMATION AND OPERATIONS UPDATES



Highest overall year-to-date service levels in 8 years, all targets achieved



+2 million 9-1-1 calls in 2024



Significant reduction in abandoned non-emergency calls, faster answering time



Operations staff support first responders as large crowds attend Vancouver concerts



Re-integration of West Vancouver Police's non-emergency calls



Continued progress in hiring and training for key positions like dispatch

ANNUAL 9-1-WHAT CAMPAIGN



Launched annual campaign sharing a list of top ten calls that do not belong on 9-1-1, highlighting the proper use of 9-1-1 and importance of keeping emergency lines free for urgent calls. Resulted in significant media coverage, social media engagement, and increased website traffic.