

From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 4/21/2023 6:24:54 PM
Subject: E-Comm April 2023 Update
Attachments: E-Comm April Update.pdf

Dear Mayor and Council,

E-Comm has started to produce standard monthly updates that includes their performance statistics, and initiatives/activities underway focused on transformation and service improvements.

Below please find their April 2023 update ... all is public information (as in, not confidential).

All the best,

Karen

Karen Levitt, Deputy City Manager (she/her)
karen.levitt@vancouver.ca

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x̱məθḵʷəy̱əm/Musqueam, Skwxwú7mesh/Squamish and səilwətaʔ/Tsleil-Waututh nations.

E-COMM APRIL 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 and local government partners, and the public we serve.

Police Non-Emergency (NER) improvements:

- Progress on Lower Mainland police NER service levels* – Our first quarter results indicate early progress in stabilizing NER service levels. Our Lower Mainland consolidated NER service level was 71% (target: 80% of calls answered within 3 minutes), up from 48% in Q1 2022, and our highest Q1 result since 2018. Likewise, our Lower Mainland NER call abandon rate improved to 23%, down from 43% in Q1 2022, and our strongest Q1 result since 2020.
- A caution on first-quarter service levels* – Our historical service levels are typically higher in Q1, due to staff availability and seasonally lower call volumes, and decline as we approach the busy summer period. Lower Mainland NER service levels will fluctuate and remain under challenge, prior to our broader Transformation Plan improvements taking full effect.

- *Dedicated NER call taker recruitment ongoing* – We have completed hiring of our first intake of 12 new dedicated NER call takers, beginning April 20. The hiring of 12 more is underway. These 24 new NER call takers will help improve staffing levels during busy daytime hours. Together with the 18 Report Agents trained last year to answer NER calls, these two new measures will result in a total of 42 additional dedicated NER call takers on staff by the end of Q2.
- *Other police call taker hiring, including new dedicated 9-1-1 call taker role* – We have hired 11 out of 12 call takers for our May intake, and have also posted our newly-created dedicated 9-1-1 call taker role, to help increase our pool of qualified candidates – over 150 applications have been received to date, with onboarding scheduled for June.
- *NER digital agent pilot on track* – Our “Amelia.ai” NER digital agent pilot with VPD is on-track to be implemented in May, with design work now complete and user testing underway. The digital agent will help improve NER caller experience and provide better data on reasons for calls.
- *Standard Operating Procedure (SOP) harmonization* – We have now consolidated 98% of our 103 different “event type” SOPs for police NER calls, and of these 10 have been reviewed with our working group of police agency partners and are ready to implement.
- *Contact centre technology platform development* – We are completing vendor demos for the new platform and finalizing RFP timing with vendors. The platform will help improve NER wait times and service functionality for callers, including call backs and notification of wait times.

Other updates:

- *Dedicated resource to expedite security clearances* – A candidate has now been selected by VPD, to provide dedicated support to help expedite security clearances for new hires to E-Comm.
- *Emergency Service Dispatchers’ 9-1-1 Awareness Week, April 9-15* – E-Comm was grateful to receive visits from several police and fire agency partners, recognizing our staff.

E-Comm 9-1-1

APRIL 2023 UPDATE

QUARTERLY SERVICE PERFORMANCE UPDATE, Q1



545,291

9-1-1 CALLS IN Q1



63.2%

POLICE



5.5%

FIRE



31.3%

AMBULANCE



Lower Mainland Q1

Vancouver Island Q1



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Other updates:

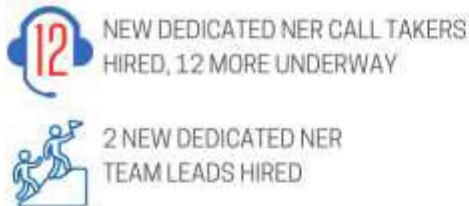
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E-Comm 9-1-1 APRIL 2023 UPDATE

QUARTERLY SERVICE PERFORMANCE UPDATE, Q1



NON-EMERGENCY (NER) CALL TAKERS:



NER CALL POLICY HARMONIZATION:



Q1 NON-EMERGENCY PERFORMANCE, LOWER MAINLAND

