

From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 5/24/2023 12:57:30 PM
Subject: E-Comm May Update for Police and Local Government Partners
Attachments: image001.png
E-Comm May Update for Police and Local Government Partners.pdf

Dear Mayor and Council,

Attached please find E-Comm's May 2023 update, for your information.

This document is not confidential.

Thanks,

Karen

From: Sarah Sidhu <Sarah.Sidhu@ecomm911.ca>
Sent: Wednesday, May 24, 2023 8:59 AM
To: *E-Comm Board of Directors <E-Comm_Board_of_Directors@ecomm911.ca>
Cc: Oliver Grüter-Andrew <Oliver.Gruter-Andrew@ecomm911.ca>; Dave Cunningham <Dave.Cunningham@ecomm911.ca>; Melissa Yeo <Melissa.Yeo@ecomm911.ca>
Subject: E-Comm May Update for Police and Local Government Partners

E-COMM MAY 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.

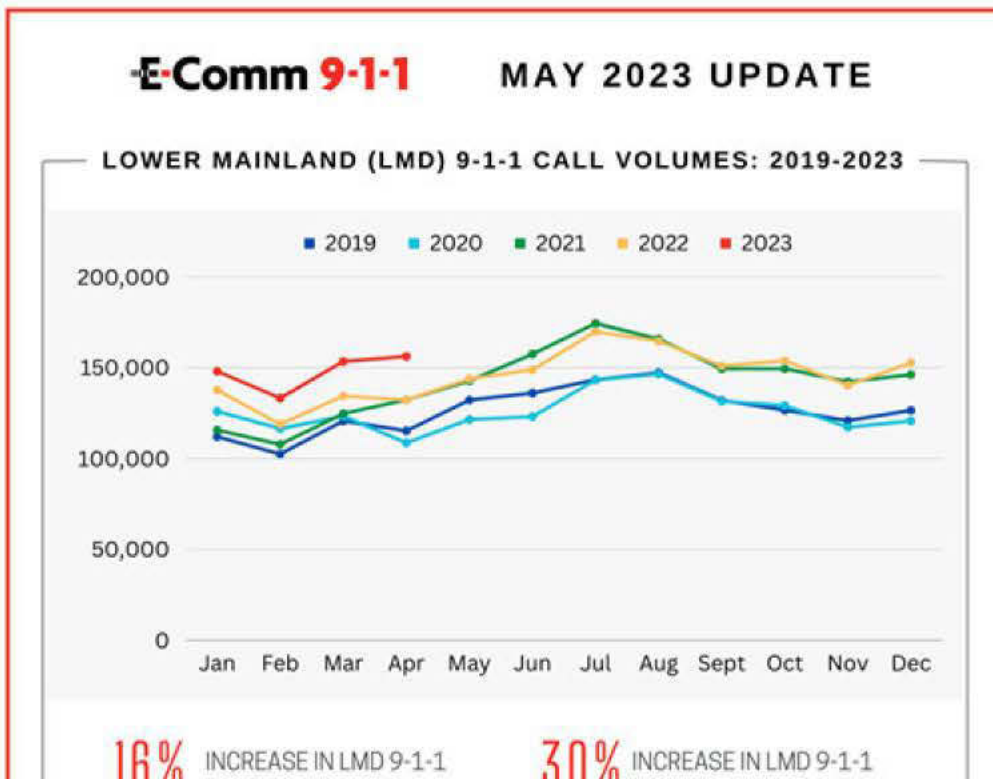
Call volumes and service levels:

- *A significant increase in 9-1-1 call volumes* – Our total 9-1-1 call volumes in B.C. are up 16% in the first four months of 2023 to April 30, relative to the same period last year (see graph). These volumes are placing significant pressure on our call takers.
- *Factors driving call volumes* – Call volumes are typically higher in warmer weather, due to people being more active. An Android operating-system upgrade in April that has caused a spike in abandoned 9-1-1 calls may also be a factor. That said, every month of 2023 so far has been higher than the same month in 2022.
- *Continued focus on Lower Mainland police NER service levels* – Our police non-emergency (NER) service level results in April remained on target on Vancouver Island at 80% (target 80% of calls answered within 3 minutes), and while below target in the Lower Mainland at 65%, continue to show significant improvement from 2022 (34% in April 2022).

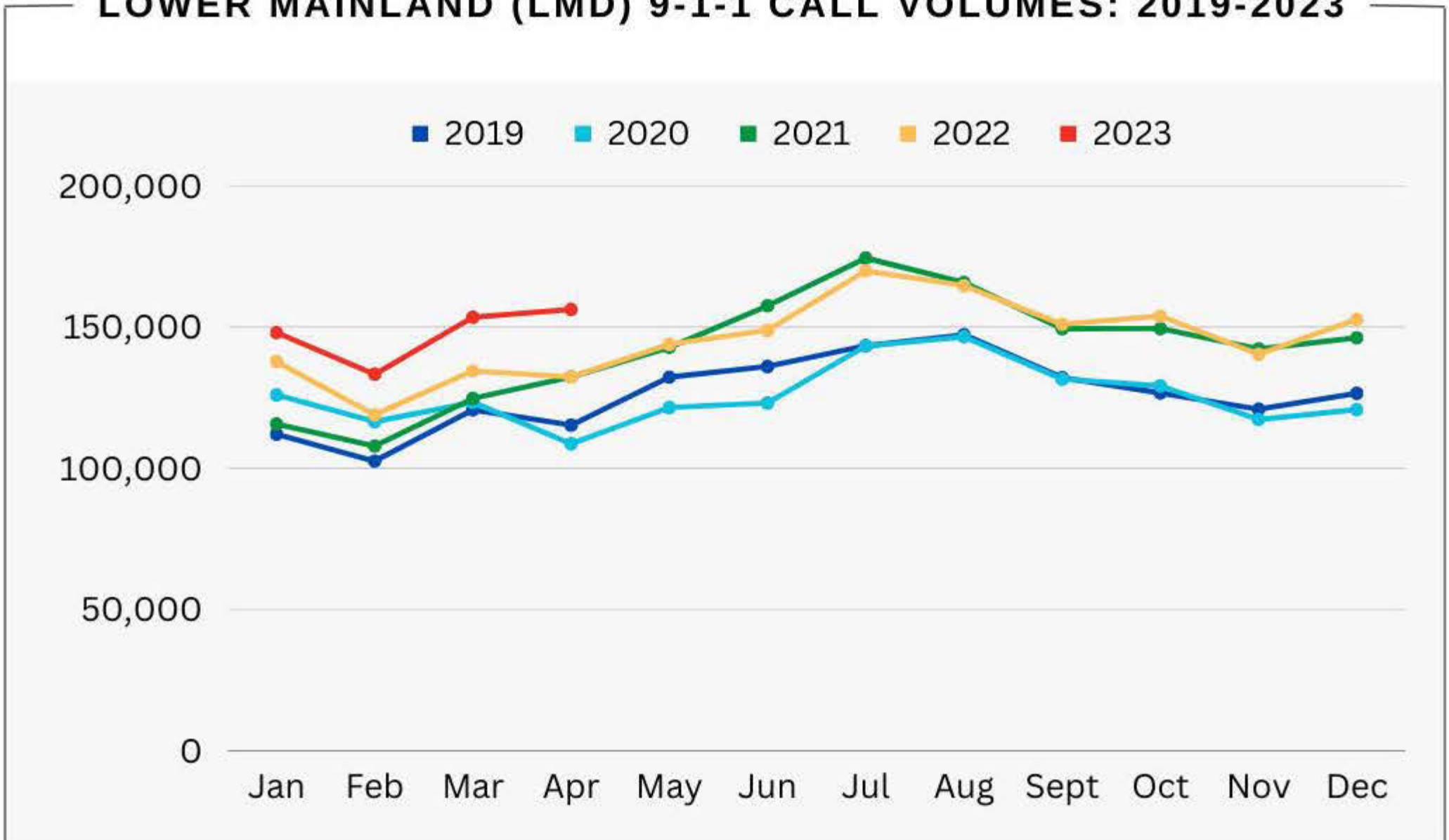
- A caution on service level results – Our historical service levels are typically higher early in the year, due to staff availability and seasonally lower call volumes, and decline as we approach the busy summer period. Lower Mainland NER service levels will fluctuate and remain under challenge, prior to our broader Transformation Plan improvements taking full effect.

Operations Transformation updates:

- *Dedicated NER call takers in place* – Our first cohort of 11 new dedicated NER call-takers has completed training, and the second cohort will onboard in June. The 24 call takers will improve staffing levels during busy daytime hours.
- *NER digital agent pilot on track* – Our “Amelia.ai” Non-Emergency digital agent pilot with VPD has completed testing and is ready to go live on May 24. The digital agent will help improve NER caller experience by answering calls right away, enabling better data on reasons for calls, and deflecting calls that do not require a call taker, reducing wait times to speak with an agent.
- *Ongoing progress on NER Standard Operating Procedure (SOP) harmonization* – Our first batch of six harmonized NER SOPs has now been rolled-out to Lower Mainland call takers, and a second batch of 22 SOPs will roll out by end of the month. These harmonized SOPs, developed with our working group of police agency partners, will help to reduce NER call taking complexity and call-handling times, thereby helping to reduce wait-times.
- *Contact centre technology platform development* – We have now issued the RFP for a new contact centre technology solution, to help improve NER wait times and service functionality for callers, including providing call backs and notification of wait times. The RFP deadline is May 31.
- *New dedicated 9-1-1 call taker role* – We are in the process of onboarding our 12 new dedicated 9-1-1 call takers, with training to begin in June.



LOWER MAINLAND (LMD) 9-1-1 CALL VOLUMES: 2019-2023



16%



INCREASE IN LMD 9-1-1 CALL VOLUME (JAN-APR 2023) COMPARED TO JAN-APR 2022


30%



INCREASE IN LMD 9-1-1 CALL VOLUME (JAN-APR 2023) COMPARED TO JAN-APR 2019

EMERGENCY CALL-TAKING/DISPATCH



NEW LMD STUDENT CALL TAKERS (FOCUSED ON 9-1-1) HIRED IN 



NEW LMD POLICE CALL TAKERS HIRED IN 



FORMER EMPLOYEES REHIRED AS LMD POLICE DISPATCHERS IN 



NEW LMD FIRE CALL TAKERS HIRED IN 



NEW VANCOUVER ISLAND POLICE CALL TAKERS HIRED IN 

POLICE NON-EMERGENCY (NER) IMPROVEMENTS



NER DIGITAL AGENT PILOT "AMELIA.AI" LAUNCHING MAY 24



NER CALL TAKERS COMPLETED TRAINING



NEW DEDICATED NER CALL TAKERS ONBOARDING IN 

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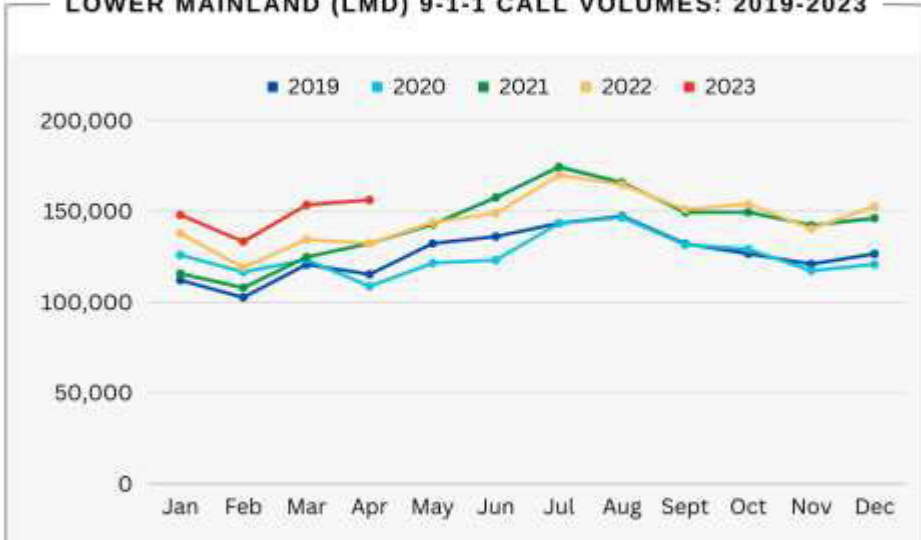
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E-Comm 9-1-1 MAY 2023 UPDATE

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EMERGENCY CALL-TAKING/DISPATCH

- 12** NEW LMD STUDENT CALL TAKERS (FOCUSED ON 9-1-1) HIRED IN **MAY**
- 9** NEW LMD POLICE CALL TAKERS HIRED IN **MAY**
- 2** NEW LMD FIRE CALL TAKERS HIRED IN **MAY**
- 2** FORMER EMPLOYEES REHIRED AS LMD POLICE DISPATCHERS IN **MAY**
- 2** NEW VANCOUVER ISLAND POLICE CALL TAKERS HIRED IN **APR**

POLICE NON-EMERGENCY (NER) IMPROVEMENTS

- NER DIGITAL AGENT PILOT "AMELIA.AI" LAUNCHING **MAY 24**
- NER CALL TAKERS COMPLETED TRAINING
- 12** NEW DEDICATED NER CALL TAKERS ONBOARDING IN **JUN**