

From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 7/24/2023 11:35:47 AM
Subject: E-Comm July Update

Dear Mayor and Council,

Sharing with you E-Comm's latest update.

You can see below that, while 911 call volumes have substantially increased over this time last year, E-Comm has made meaningful improvements in time to answer both emergency and non-emergency calls for the Lower Mainland.

Thanks,

Karen

Karen Levitt, Deputy City Manager (she/her)
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Skwxwú7mesh/Squamish and səliłwətaʔ/Tsleil-Waututh nations

E-COMM JULY 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.

Quarterly service level update:

- *Positive police emergency year-to-date service levels* – Year-to-date police emergency service levels to June 30 were above target at 89.2% in the Lower Mainland (target 88% of calls answered within 10 seconds), our highest level in five years, and on target at 88.0% on Vancouver Island. These results were achieved in spite of significant increases in call volumes.
- *Continued progress on Lower Mainland police NER service levels* – Our Lower Mainland police non-emergency (NER) service levels continued to strengthen, due to improvements detailed below. Year-to-date service levels were 68.0% (target 80% of calls answered within 3 minutes) – up from 41.0% for the same period in 2022, and our highest result in four years – while average speed to answer improved to 196 seconds, compared to 772 seconds in 2022.
- *Dramatic and continued increases in 9-1-1 call volumes* – 9-1-1 call volumes in B.C. continue to grow at unprecedented rates, having increased 23% in January to June over the same period in 2022, with May and June representing our highest and second-highest months on record. Contributing factors include the Android operating system upgrade in April that has led to significant increases in abandoned 9-1-1 calls worldwide, and the May heat wave. These increases are resulting in higher overtime rates and significant pressures on our staff.

Operations Transformation updates:

- *Dedicated NER call takers in place* – Our two new cohorts of dedicated police NER call-takers completed training in June and are now fully onboarded, helping to improve NER staffing levels during busy daytime hours. The new call-takers answered approximately 45% of all NER calls in June, and we expect this share to increase as they gain experience.
- *NER digital agent pilot* – Our “Amelia.ai” NER digital agent pilot with Vancouver Police continued to show positive results in June, with a call deflection rate of 27%, by answering calls right away, identifying the reasons for calls, and helping to deflect those that do not require a call taker, allowing staff more time to focus on police matters.

- *NER Standard Operating Procedure (SOP) harmonization* – We have now implemented 23 standardized SOPs, developed in collaboration with our police partners, with more underway in the coming months. These are helping to improve caller experience by reducing call taking complexity and call-handling times.
- *Contact centre technology platform development* – We have now completed our short list and a selection of a new contact centre technology solution provider, to help improve NER wait times and service functionality for callers, by providing call backs and notification of wait times.
- *Other staffing improvements* – Our July police call-taking class has 11 of 12 positions full, with recruitment underway for August and October intakes.

E-Comm 9-1-1

JANUARY – JUNE 2023 CONSOLIDATED SERVICE LEVELS

LOWER MAINLAND (LMD) JAN-JUN PERFORMANCE (%)

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	97.0%	98.3%	96.7%	97.2%	98.2%
Police Emergency	88%/10s	80.7%	87.0%	87.6%	83.5%	89.2%
Police Non-Emergency	80%/180s	62.7%	71.1%	61.6%	41.0%	68.0%
Fire Emergency	90%/15s	83.9%	91.9%	91.7%	89.8%	93.8%

VANCOUVER ISLAND (VI) JAN-JUN PERFORMANCE (%)

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	96.9%	98.3%	96.6%	97.4%	98.2%
Police Emergency	88%/10s	75.5%	86.5%	91.2%	89.7%	88.0%
Police Non-Emergency	80%/180s	71.4%	78.1%	87.2%	82.8%	79.8%