

From: ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)
To: ["Direct to Mayor and Council - DL"](#)
Date: 12/20/2023 5:38:00 PM
Subject: E-Comm December Update
Attachments: E-Comm Dec Update for Police and Local Government Partners.pdf

Dear Mayor and Council,

Attached here is E-Comm's December 2023 update, for your information.

Thanks,

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 xʷməθkʷəy̓əm/Musqueam, Sḵwxwú7mesh/Squamish and səliłwətał/Tsleil-Waututh nations

From: Dave Cunningham <Dave.Cunningham@ecomm911.ca>
Sent: Friday, December 15, 2023 4:11 PM
To: *E-Comm Board of Directors
Cc: *Executive Leadership Team
Subject: E-Comm December Update for Police and Local Government Partners

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 and local government partners, and the public we serve.

Service level and call volume update:

- Lower Mainland police emergency call taking service levels remain highest in over 5 years* – Despite significant call volume increases, year-to-date service levels to end of November for police emergency call-taking remain above target (88% of calls answered within 10 seconds) in the Lower Mainland for the first time in five years at 88.6%, and 87.4% on Vancouver Island.
- Lower Mainland police non-emergency (NER) service levels continue to improve* – Year-to-date police NER results remain on target on Vancouver Island (80% of calls answered within 3 minutes), and significantly improved in the Lower Mainland at 62.3%, from 44.0% in 2022.
- Decreased Lower Mainland NER abandoned call rates* – Our abandoned call rate for police NER calls over 3 minutes is 13.2% year-to-date in the Lower Mainland, down from 26.7% in 2022; and 5.7% on Vancouver Island, versus 6.1% in 2022. Lower Mainland average speed to answer has improved to 4 minutes, from nearly 12 minutes last year, and we have answered nearly 59,000 more calls. These improvements are directly due to the transformation initiatives underway.
- 9-1-1 call volumes continue to stabilize* – After record increases in the first nine months of 2023, 9-1-1 call volumes stabilized in October and November, in line with 2022 levels. However, year-to-date volumes are still up 13%, placing significant pressure on our staff and financial outlook.

Other Transformation updates:

- NER digital agent continues provide better call data* – Our “Amelia.ai” digital agent pilot with Vancouver Police continues to deliver a better caller experience by answering calls right away, deflecting calls that do not require personal support, and providing better data on reasons for calls. Almost half of calls to Amelia in

October and November were repeated calls, a finding we are investigating. Top NER calls are theft, lost or mis: property, missing persons and fraud.

- *New NER contact centre platform to go live January 31, 2024* – Our new Genesys “Contact Centre as a Service” technology platform remains on track to go live next month. The platform will improve the caller experience by enabling wait-time estimates and call-back options, improved call menus and information, SMS and call-transfer capabilities, and better crime data for police agencies.
- *NER Standard Operating Procedure (SOP) harmonization continues* – We implemented our sixth batch of harmonized NER SOPs on November 21, developed with our police partners, helping to simplify call handling by harmonizing how our 103 different NER “call types” are managed.
- *More call takers to strengthen service levels* – We onboarded 12 new dedicated NER call takers and 12 new police call takers in November, with another 12 of each to be hired in February.
- *North Vancouver RCMP transition* – Per our shareholder updates on December 7 and 14, the transition of North Vancouver dispatch services to E-Comm has been accelerated to December 18th. Emergency call taking will not transition to E-Comm until April.

TOTAL B.C. 9-1-1 CALL VOLUME UP

13%


INCREASE IN 9-1-1 CALLS
JAN. - NOV. 2023
VS. JAN. - NOV. 2022



2,174,533

TOTAL 9-1-1 CALLS JAN. - NOV.

MORE POLICE CALL TAKERS



12 NON-EMERGENCY CALL
TAKERS HIRED IN NOV.
12 MORE IN FEB. 2024



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POLICE NON-EMERGENCY IMPROVEMENTS



NEW CONTACT CENTRE
TECHNOLOGY PLATFORM
ON-TRACK FOR JANUARY



58% OF CALL-TYPE "STANDARD
OPERATING PROCEDURES" NOW
HARMONIZED AND IMPLEMENTED

BEST PERFORMANCE IN 5 YEARS

LOWER MAINLAND, JAN. - NOV.

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	96.8%	98.0%	92.1%	97.7%	98.2%
Police Emergency	88%/10s	81.1%	85.4%	83.4%	84.2%	88.6%
Police Non- Emergency	80%/180s	60.6%	67.4%	55.7%	44.0%	62.3%
Fire Emergency	90%/15s	86.7%	91.5%	90.3%	88.1%	93.2%

VANCOUVER ISLAND JAN. - NOV.

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	96.7%	98.1%	92.5%	97.9%	98.2%
Police Emergency	88%/10s	78.3%	87.8%	90.1%	87.9%	87.4%
Police Non- Emergency	80%/180s	67.7%	80.7%	86.6%	79.7%	80.0%

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E-Comm 9-1-1 DECEMBER 2023 UPDATE

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