

From: **"Levitt, Karen"**

To: **"Direct to Mayor and Council - DL"**

Date: 1/23/2024 11:09:42 AM

Subject: E-Comm January Update for Police and Local Government Partners

Attachments: E-Comm Jan Update for Police and Local Government Partners.pdf

Dear Mayor and Council,

Attached is E-Comm's January 2024 update, for your information – noting that this is a public document, and is not confidential.

You will see that over 2023, E-Comm's performance has substantially improved in several important areas:

- Province-wide, 98% of **911 calls** met/exceeded target of 95% of calls answered within 5 seconds
- For the first time in five years, **police emergency call-taking** were above target in the Lower Mainland, with 88% of calls were answered within 10 seconds
- For **non-emergency police calls**, improved to 63% on target in 2023 vs 44% on target over the prior year (target is 80% of calls answered within 3 minutes)
- Also for **non-emergency police calls**, the abandoned call rate in the Lower Mainland decreased from 49% in 2022 to 31% in 2023

In addition to providing these and other performance metrics, the update also outlines key initiatives underway to continue to improve E-Comm's service and efficiency.

Thanks,

Karen

Karen Levitt, Deputy City Manager (she/her)

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Sḵwxwú7mesh/Squamish and səliłwətaʔ/Tsleil-Waututh nations

E-COMM JANUARY 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:

- *Best 9-1-1 service levels in 5 years* – Despite a significant 11% increase in 9-1-1 call volumes in 2023, E-Comm’s service level for 9-1-1 call taking exceeded our target (95% of calls answered within 5 seconds), at 98% provincewide.
- *Best Lower Mainland police emergency service levels in 5 years* – Our 2023 service levels for police emergency call-taking were above target (88% of calls answered within 10 seconds) in the Lower Mainland for the first time in five years, at 89%, and on target on Vancouver Island.
- *Significantly improved Lower Mainland police non-emergency (NER) service levels* – Year-end police NER results remained on target on Vancouver Island (80% of calls answered within 3 minutes), and significantly improved in the Lower Mainland at 63%, from 44% in 2022.
- *Reduction in Lower Mainland NER abandoned call rates* – Our abandoned call rate for police NER calls improved to 31% in the Lower Mainland, from 49% in 2022, and was just 13% for calls over our service level target of 3 minutes. Average speed to answer improved to 4 minutes, from 11 minutes in 2022, and we answered 61,000 more calls. Our Vancouver Island abandoned call rate also improved to 19%, from 20% in 2022, and was just 6% for calls over 3 minutes.

Other Transformation updates:

- *NER Standard Operating Procedure (SOP) harmonization nearly complete* – E-Comm is nearing a major milestone, with the seventh and final batch of 20 harmonized NER SOPs ready for implementation in late January. At the start of this project a year ago, E-Comm identified 1,536 different SOPs for the calls we answer on behalf of our 33 police agency partners, creating significant complexity for our call-takers. Working with our police partners, we harmonized and reduced SOPs across agencies to just 96 different NER “call types,” simplifying call handling, which in turn will help to reduce handling times and improve speed to answer. The successful completion of this complex project is a testament to the commitment of our staff to innovate.
- *Progress continues on new NER contact centre platform* – Our new Genesys “Contact Centre as a Service” technology platform is nearly ready to implement. It will help to improve the caller experience by enabling wait-time estimates and call-back options, improved call menus and information, SMS and call-transfer capabilities, and provide better crime reporting data.
- *Amelia.ai NER digital agent pilot update* – Our ongoing NER digital agent pilot with Vancouver Police Department continues, helping to answer NER calls right away, and provide better data insights on caller activity and reasons for NER calls.
- *Additional 9-1-1, police emergency and NER call takers to strengthen service levels* – Our most recent class of 12 police emergency call takers completed their training in December, as has our third intake of dedicated NER call takers.
- *North Vancouver RCMP transition* – The transition of North Vancouver RCMP dispatch services to E-Comm was successfully completed on December 18. Planning is ongoing for the transition of emergency call taking.

E-Comm 9-1-1 JANUARY 2024 UPDATE

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



INCREASE IN 9-1-1 CALLS
 IN 2023, VS. 2022



2,342,892

9-1-1 CALLS IN 2023

BEST OVERALL SERVICE LEVELS IN 5 YEARS

LOWER MAINLAND YEAR-END

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	97%	98%	92%	98%	98%
Police Emergency	88%/10s	81%	86%	83%	85%	89%
Police Non-Emergency	80%/180s	61%	67%	55%	44%	63%
Fire Emergency	90%/15s	87%	92%	90%	88%	93%

VANCOUVER ISLAND YEAR-END

	Target	2019	2020	2021	2022	2023
9-1-1	95%/5s	97%	98%	92%	98%	98%
Police Emergency	88%/10s	79%	88%	90%	88%	88%
Police Non-Emergency	80%/180s	68%	81%	87%	79%	80%

POLICE NON-EMERGENCY IMPROVEMENTS



NEW CONTACT CENTRE
 TECHNOLOGY PLATFORM
 NEARLY READY FOR GO-LIVE



ALL 96 CALL-TYPE "STANDARD
 OPERATING PROCEDURES"
 NOW HARMONIZED

MORE CALL TAKERS



12 NEW EMERGENCY POLICE
 CALL TAKERS NOW TRAINED



12 9-1-1 QUEUE CALL TAKERS
 TO BE HIRED IN FEBRUARY