

From: **"Levitt, Karen"**

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

Date: 3/27/2024 5:14:14 PM

Subject: E-Comm March Update

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

Dear Mayor and Council,

Attached is the March 2024 E-Comm update.

Thanks to much hard work by the E-Comm transformation team, the **Lower Mainland police non-emergency service levels surpassed target levels** for the first time since 2016. You'll recall that for a variety of compounding reasons, E-Comm's ability to respond to non-emergency within target levels had greatly deteriorated over the past several years, which was causing significant concern among police partners. This is a notable and laudable achievement.

The attached document contains an overview of service levels and operational updates, for your information.

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, Sḵw̱wú7mesh/Squamish and səliwətaʔ/Tsleil-Waututh nations

E-COMM MARCH 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 update:

- *9-1-1 and police emergency call-taking service levels remain strong* – 9-1-1 service levels were 99% in February (target: 95% of calls answered within 5 seconds). Police emergency call-taking service levels were 95% in the Lower Mainland and 91% on the Island (target: 88% of calls answered within 10 seconds). Overall, both 9-1-1 and emergency call volumes decreased compared to February 2023.
- *Police non-emergency (NER) call-taking service levels met target* – Lower Mainland police NER service levels were 83% in February and 84% on Vancouver Island (target: 80% of calls answered within 3 minutes). NER service levels for YTD February met target for the first time since 2016. While overall non-emergency call volumes continued a downward trend, some police agencies experienced an increase in February (ie. VPD +19% in calls received and +26% in calls answered compared to last year).
- *Note on Q1 service levels:* Historically we see lower call volumes and higher staffing in Q1 (January to March). Service levels will inevitably fluctuate throughout the year, with spring and summer traditionally being the busiest periods.

Operations Updates:

- *Transition of North Vancouver RCMP emergency calls to E-Comm* - On February 21 emergency call takers successfully processed the first North Vancouver RCMP file, as part of a phased transition. Having dispatchers and call takers located in the same place streamlines information flow and speeds service.
- *Extended non-emergency coverage and 12 new fully trained NER call takers* – Our fourth cohort of 12 NER call takers completed their training and are now taking non-emergency calls. With this latest cohort the NER team is staffed to its budgeted strength of 45 FTEs. We can now provide 7 day/week coverage with extended hours of 7 am to 11 pm to address peak call volume times.
- *Finalizing cutover plan for launch of Genesys* – The implementation of our new NER call-handling technology platform is set for early May with the “go live” plans in final stages. We are excited to see how this new system will help improve NER caller experience by offering wait time estimates, call back options and improved call menus.
- *New e-learning training program launched for call takers* - Our interactive e-learning modules for new police call takers was launched in February, to create a more autonomous, modern learning experience, and applies research-based methodology and adult-learning best practices.
- *Streamlined internal recruitment process for Operations positions* – With a goal of increased retention and greater transparency for staff considering full-time police or fire call-taking positions, we have streamlined our internal recruitment process to include set cycles for postings and a condensed assessment/interview timeline.

E-Comm 9-1-1

MARCH 2024 UPDATE

OPERATIONS UPDATES



TRANSITION OF EMERGENCY CALL TAKING FROM NORTH VAN RCMP TO E-COMM



NEW NON-EMERGENCY CALL-TAKERS MEANS EXPANDED HOURS FOR PEAK CALL TIMES

NEW TRAINING & RETENTION INITIATIVES



E-LEARNING MODULES FOR POLICE CALL-TAKING TRAINING



STREAMLINED INTERNAL JOB APPLICATION PROCESS FOR OPS POSITIONS



EXPANDED "RESILIENT MINDS" TRAINING FOR ALL EMPLOYEES

FEB YEAR-TO-DATE SERVICE LEVELS

LOWER MAINLAND

VANCOUVER ISLAND

	Target	2022	2023	2024	2022	2023	2024
9-1-1	95%/5s	94%	99%	99%	94%	99%	99%
Police Emergency	88%/10s	81%	93%	95%	93%	90%	94%
Police Non-Emergency	80%/180s	50%	69%	83%	93%	81%	84%
Fire Emergency	90%/15s	89%	95%	95%			

Note, detailed quarterly service level results will be provided in E-Comm Q1 update.