

From: **"Levitt, Karen"**

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

Date: 2024-05-03 10:54:17 AM

Subject: E-Comm Update, May 2024

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

Dear Mayor and Council,

Attached is an update on E-Comm's performance, for your information.

As you can see, as the result of substantial transformation efforts and investment over the past couple of years, performance continues to trend in the right direction, particularly notable with respect to Lower Mainland emergency and non-emergency police call-taking.

Also of note, the E-Comm management and Board are currently undertaking a governance review, supported by an external consultant. It is widely recognised that the current governance model needs updating, as the organisation has changed very significantly since E-Comm was first established in the 1990s. We will report out the decisions/directions that arise from this work, once that has been established.

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 x̱m̱əθḵ'əy̱əm/Musqueam, S̱ḵw̱x̱w̱ú7mesh/Squamish and səliwətaʔ/Tsleil-Waututh nations

From: Dave Cunningham <Dave.Cunningham@ecomm911.ca>

Sent: Thursday, May 2, 2024 5:08 PM

To: *E-Comm Board of Directors <E-Comm_Board_of_Directors@ecomm911.ca>

Cc: *Executive Leadership Team <ExecutiveLeadershipTeam@ecomm911.ca>; Devon Gunderson <Devon.Gunderson@ecomm911.ca>; Carly Paice <Carly.Paice@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.

Service Levels to April 30 – Best year to date, and first to exceed targets in every category, since 2016

- *Best police emergency call-taking service levels since 2016* – Police emergency service levels were 93% year-to-date in the Lower Mainland, the strongest result since 2016, and 91% on the Island (target: 88% of calls answered within 10 seconds). Police emergency call volumes decreased by 11% in the Lower Mainland from the same period last year, and 17% on the Island.
- *Police non-emergency (NER) call-taking service levels exceed target for first time since 2016* – Police NER service levels to April 30 were 87% in the Lower Mainland, the first year to date to exceed target since 2016, and 81% on Vancouver Island (target: 80% of calls answered within 3 minutes). The NER abandoned call rate declined to 13% in the Lower Mainland from 24% last year, with an average speed to answer of 72 seconds,

- and held flat on the Island at 17%. Lower NER call volumes and stronger staffing for the dedicated NER team were contributing factors.
- *A caution on service levels: Service levels are typically higher at the start of the year, as a result of lower call volumes and higher staffing, then decline as warmer weather approaches, and will likely remain under pressure until our transformation plan improvements are fully implemented.*

Operations and Technology updates

- *New Genesys NER contact centre platform to be launched May 8* – Our new contact centre platform for Lower Mainland NER police agencies is set to launch May 8. We are compiling a communications plan for partner agencies regarding Genesys. The timing of the Genesys launch coincided with the end of our Amelia digital agent pilot on the Vancouver Police Department NER line, which will now also transition to Genesys.
- *Transition of North Vancouver RCMP NER calls to E-Comm* – On May 22, E-Comm will begin taking non-emergency calls on behalf of the North Vancouver RCMP. While it was not our plan or preference to assume responsibility for North Vancouver’s services, including NER calls, having dispatch, emergency and NER call-taking all housed at E-Comm will ensure a more streamlined service. With higher staffing levels, the dedicated NER team during core hours, and the upcoming launch of Genesys, we believe we are in a good position to assume this additional work given North Vancouver RCMP’s relatively low call volumes.
- *Review of technology outage underway* – In response to the March 16 technology outage, E-Comm is participating in a full incident debrief and review by PwC, with preliminary findings expected in May. A separate independent health assessment of our data centre equipment identified no impacts on hardware as a result of high temperatures in the data centre.
- *Emergency Service Dispatchers and 9-1-1 Awareness Week (April 14-20)* – **We are grateful to our many police agency partners who recognized our employees throughout 9-1-1 Week.**
- *Governance Review* – Our board has received the independent consultant’s report, and has discussed implications and next steps. We are now developing a communications plan for rollout of the recommendations, for review at our June board meeting and for information for our shareholders at our Annual General Meeting in June.

OPERATIONS TRANSFORMATION



LAUNCH OF NEW NON-EMERGENCY CONTACT CENTRE PLATFORM MAY 8, TO IMPROVE CALLER EXPERIENCE



NEW DISPATCH PEER COACH ROLE CREATED TO IMPROVE TRAINING

EMPLOYEE ENGAGEMENT & SUPPORT



E-COMM EMPLOYEES RECOGNIZED DURING 9-1-1 AWARENESS WEEK



NEW ATTENDANCE SUPPORT PROGRAM INTRODUCED

BEST YEAR-TO-DATE SERVICE LEVELS SINCE 2016

LOWER MAINLAND YEAR-TO-APRIL 30

	Target	2019	2020	2021	2022	2023	2024
9-1-1	95%/5s	98%	98%	99%	97%	99%	98%
Police Emergency	88%/10s	82%	87%	89%	83%	91%	93%
Police Non-Emergency	80%/180s	69%	72%	66%	46%	68%	87%
Fire Emergency	90%/15s	86%	92%	92%	90%	95%	94%

VANCOUVER ISLAND YEAR-TO-APRIL 30

	Target	2019	2020	2021	2022	2023	2024
9-1-1	95%/5s	98%	98%	99%	97%	99%	98%
Police Emergency	88%/10s	78%	86%	92%	91%	89%	91%
Police Non-Emergency	80%/180s	83%	77%	88%	86%	81%	81%

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E-Comm 9-1-1

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