

From: **"Levitt, Karen"**

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

Date: 2024-05-09 4:48:01 PM

Subject: New E-Comm Automated Call Answer System, Genesys

Dear Mayor and Council,

Below please find a note from E-Comm CEO Oliver Grüter-Andrew, concerning yesterday's successful implementation of Genesys, an automated call-taking system for non-emergency police calls.

We're sharing this with you just 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 x̱m̱əθḵw̱əy̱əm/Musqueam, Sḵw̱x̱w̱ú7mesh/Squamish and səllilw̱ətaʔ/Tsleil-Waututh nations

Good afternoon,

As of 7:17 on Wednesday morning, we have successfully introduced our new answering software for non-emergency calls to our Lower Mainland police agencies, Genesys. It will initially be used between 7am and 9pm to guide callers through menu options to provide help in the most expedient way. Expansion later into the evening will be considered once the service is proven to be stable, in alignment with our newly extended hours for the dedicated non-emergency team of 7am to 11pm. Our preferred response is the fast pick-up by one of our call-taking staff, or the re-direction of a call to an alternate third party, such as by-law services. In addition, Genesys now provides callers with estimated wait times and offers a call-back feature during periods of high demand, as well as SMS texting of alternate service contact information.

I am happy to say the transition to the new solution went very smoothly. In the first day of launch we handled 863 calls through Genesys, which represents 86% of all non-emergency calls in the 24-hour period. Service levels were at 89% of all calls answered in three minutes or less, with a call abandon rate of 7%. We will continue to monitor the system closely over the coming days, to ensure technical and operational performance is as planned.

Genesys is one piece of E-Comm's Transformation Plan to improve non-emergency call-taking services, alongside initiatives such as the creation of a dedicated non-emergency call-taking team and the harmonization of standard operating procedures. Our staff were well prepared for the change and there was a positive energy among our non-emergency call-takers at the launch. The planning and execution of Genesys go-live was truly a collective effort between E-Comm and all our partner police agencies, for which the engagement of your liaison officers and your personal support as Chiefs was instrumental.

I am excited to see this latest step in our service transformation journey take hold and deliver an improved experience for the public when interacting with your agencies. I look forward to working with you and your teams on further such opportunities, especially as emerging technologies offer new ways to help keep the public safe.

If you have any immediate questions about Genesys and its positive effect in your community, please reach out to me or to Tracy Lim, our Executive Director Operations Transformation & Enablement.

Oliver

Oliver Grüter-Andrew, President & CEO

E-Comm 9-1-1

Helping to Save Lives and Protect Property ecomm911.ca

E-Comm's Vancouver Emergency Communications Centre resides on the unceded traditional territories of the m̱əθḵw̱əy̱əm (Musqueam), Sḵw̱x̱w̱ú7mesh Úxwumixw (Squamish), and səllilw̱ətaʔ (Tsleil-Waututh) peoples.