

From: **"Levitt, Karen"**

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

Date: 2024-06-21 3:33:06 PM

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

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

Dear Mayor and Council,

Attached is E-Comm's June 2024 update for your information. You can see that, thanks to persistent transformation efforts and focused investments, performance continues to trend in the right direction for all services.

All the best,

Karen

Karen Levitt, Deputy City Manager (she/her)

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x m k y m/Musqueam, S w x w u 7 mesh/Squamish and s l i l w t a /Tsleil-Waututh nations

E-COMM JUNE 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.

Call volumes and service levels

- *Second-highest year-to-date 9-1-1 call volumes* – As happens each year, 9-1-1 calls increased in May with the warmer weather and so far this year are the second-highest on record, after 2023.
- *Police emergency service levels continue to exceed target* – Year-to-date police emergency call-taking service levels remain above target (88% of calls answered within 10 seconds), at 92% in the Lower Mainland, and 91% on the Island. YTD police emergency call volumes decreased from 2023 by 14% on the Mainland, and 21% on the Island, but are still up relative to 2022.
- *Police non-emergency (NER) call-taking service levels also above target* – YTD NER service levels are exceeding our service level target (80% of calls answered within 3 minutes) at 83% in the Lower Mainland, and 81% at ECVI. The YTD NER abandoned call rate for calls longer than our service-target window of 3 minutes is just 5%, in both regions.
- *Service levels will be impacted during busier summer months* – In spite of the positive year-over-year progress in our service levels from transformation improvements underway, performance is always impacted in summer by increased call volumes and staffing pressures.

Operations and transformation updates

- *Successful launch of "Genesys" non-emergency contact centre platform* – Our dedicated NER team began taking calls through Genesys on May 8. The new platform provides enhanced functions for callers such as: wait time estimates, SMS text capabilities and call-back features. It is currently being used for our Lower Mainland police agencies between 7 am and 9 pm, when most calls occur, with possible extension into the evening once the service is established.
- *Enhanced call data insights* – Only 40% of NER calls to Genesys in May resulted in police files created, highlighting the many other reasons the public calls police NER lines, which we can now better track, such as referrals to other agencies like ICBC, city services or the anti-fraud centre.
- *Transition of North Vancouver RCMP NER calls* – May 22 marked the completion of the transition of

- emergency communications services from North Vancouver RCMP to E-Comm.
- *Governance Review rollout* – We are presenting the Deloitte E-Comm governance review report and recommendations to our shareholders at our AGM this week, and will distribute it to our shareholders and police agency partners in the coming days.
- *5-Year Financial Plan* – We are meeting individually with our police agency partners to provide them with an overview of our 5-Year Financial Plan, discuss priorities and seek their input on options for consideration. This feedback will be incorporated into our 2025 financial planning.
- *E-Comm celebrates 25 years of service and partnership* – On June 8, 1999, E-Comm officially opened its doors, receiving and dispatching the first 9-1-1 call. We are grateful to our local government and police agency partners for 25 years of service and partnership.

E-Comm 9-1-1 JUNE 2024 UPDATE

TRANSFORMATION AND OPERATIONS UPDATES



812,557

9-1-1 CALLS JAN. - MAY



SECOND-HIGHEST 9-1-1 CALL VOLUMES ON RECORD YEAR-TO-DATE



NEW, IMPROVED "GENESYS" NON-EMERGENCY CALL SYSTEM SUCCESSFULLY LAUNCHED



NORTH VANCOUVER RCMP NON-EMERGENCY CALLS SUCCESSFULLY ONBOARDED



NEW CYBER-SECURITY TRAINING LAUNCHED



ALL YEAR-TO-DATE SERVICE LEVEL TARGETS MET

RECOGNIZING 25 YEARS



E-COMM CELEBRATES 25 YEARS OF SERVICE AND PARTNERSHIP WITH PUBLIC SAFETY AGENCIES SINCE OUR FIRST 9-1-1 CALL ON JUNE 8, 1999

YEAR TO DATE SERVICE LEVEL TARGETS ALL MET

LOWER MAINLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024
9-1-1	95%/5s	99%	97%	99%	98%
Police Emergency	88%/10s	89%	83%	89%	92%
Police Non-Emergency	80%/180s	66%	44%	66%	83%
Fire Emergency	90%/15s	93%	90%	94%	94%

VANCOUVER ISLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024
9-1-1	95%/5s	99%	97%	98%	98%
Police Emergency	88%/10s	92%	90%	88%	91%
Police Non-Emergency	80%/180s	88%	84%	79%	81%

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	NEW CYBER-SECURITY TRAINING LAUNCHED		ALL YEAR-TO-DATE SERVICE LEVEL TARGETS MET

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YEAR TO DATE SERVICE LEVEL TARGETS ALL MET LOWER MAINLAND YEAR-TO-MAY 31

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