

From: "Levitt, Karen" <karen.levitt@vancouver.ca>

To: "Direct to Mayor and Council - DL"

Date: 8/2/2024 4:51:57 PM

Subject: E-Comm July Update

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

Dear Mayor and Council,

Sharing with you here E-Comm's July 2024 update, fyi.

Apologies for the late distribution.

Karen

From: Carly Paice <Carly.Paice@ecomm911.ca>

Sent: Monday, July 22, 2024 1:43 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>

Subject: E-Comm July 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

- **9-1-1 call volumes climb heading into the summer season** – Our YTD call volume for 9-1-1 totalled 992,480. This was the second highest call volume on record for this period over the past four years, only surpassed by last year when an Android operating system issue led to a temporary spike. Despite these pressures, our call takers maintained 9-1-1 service levels of 98% YTD, exceeding our target of 95% of calls answered in 5 seconds.
- **Emergency call-taking service levels remain strong** – Service levels for police emergency call-taking year-to-June 30 continued to exceed our target of 88% of calls answered within 10 seconds. Police emergency service levels remained strong at 92% in the Lower Mainland and 90% on Vancouver Island. Police emergency call volumes in the Lower Mainland decreased by 16% and by 22% on Vancouver Island from 2023 but are up relative to 2022.
- **Improvements in abandoned call rates for police non-emergency (NER) calls** – Our YTD abandoned call rate for calls longer than our service target window of 3 minutes continues to show improvement over the same period last year, sitting at 6% for the Lower Mainland and 5% for Vancouver Island. Those percentages represent decreases of 40% for the Lower Mainland year over year and 17% for the Island. Service levels for police non-emergency call-taking in the Lower Mainland remain steady as a result of strong Q1 service levels, with 81% of calls answered within 3 minutes.
- **Service level impacts over summer season** – In spite of the positive YTD progress in service levels from transformation improvements underway, performance is always impacted in summer by increased call volumes and staffing pressures. We plan year-round to mitigate these challenges to the best of our ability by hiring and training additional staff and pausing non-mandatory activities until the fall. We will continue to staff over the summer, with 10 non-emergency call takers and 12 9-1-1 call takers training in July.

Operations and transformation updates

- **Genesys NER contact centre platform provides insights, enhanced service** – Since the launch of Genesys on May 8, nearly 44,000 calls have been handled through the contact centre platform through to the end of June. Genesys offers callers more options, including wait time estimates, SMS text capabilities and callback requests. We are seeing a decrease in the number of abandoned calls as a result of these options. Of those who requested a callback from the time Genesys launched to the end of June, 85% were reached successfully, ensuring their matter was dealt with and the call completed. Data from Genesys is also providing ongoing insights into call

10/22/2024

- patterns, reasons and behaviours, which will assist with future public education efforts relating to non-emergency and alternative resources.
- **Digital strategy and roadmap** – We are developing a multi-year strategy to drive digital advancement in key areas of emergency communication services and public safety, like crime reporting options and the use of new technology to enhance operational efficiency.

E-Comm 9-1-1 JULY 2024 UPDATE

TRANSFORMATION AND OPERATIONS UPDATES



992,480
9-1-1 CALLS JAN. - MAY



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



GENESYS NER PROVIDES ADDITIONAL DATA INSIGHTS AND ENHANCED SERVICE



ANTICIPATED PRESSURE ON SERVICE LEVELS DURING PEAK SUMMER SEASON

9-1-1 PUBLIC EDUCATION



E-COMM LAUNCHES ITS SUMMER PUBLIC EDUCATION CAMPAIGN WITH A FOCUS ON PREVENTING ACCIDENTAL 9-1-1 CALLS

LOWER MAINLAND YEAR-TO-JUNE 30

	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%	81%
Fire Emergency	90%/15s	93%	90%	94%	94%

VANCOUVER ISLAND YEAR-TO-JUNE 30

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

E-COMM JULY UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

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