

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

To: "Direct to Mayor and Council - DL"

Date: 9/3/2024 5:48:27 PM

Subject: E-Comm August 2024 Update

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

Dear Mayor and Council,

Attached please find E-Comm's August 2024 update, for your information.

All the best,

Karen

Karen Levitt, Deputy City Manager (she/her)
karen.levitt@vancouver.ca

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x m k y m/Musqueam, S wxwú7mesh/Squamish and s lilw ta /Tsleil-Waututh nations

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

Sent: Wednesday, August 21, 2024 2:55 PM

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

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

Good afternoon,

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 July 31

- *9-1-1 service levels exceed targets* – 9-1-1 service levels for the year to July 31 held at 98%, exceeding our target of 95% of calls answered within 5 seconds. Call volumes have continued to climb, reaching 1,090,494 by the end of July. This is the highest YTD total over the past four years, surpassed only by 2023 when an Android operating system issue caused a spike in accidental 9-1-1 calls.
- *High service levels for emergency call-taking* – In the Lower Mainland, service levels for police emergency call-taking remained strong at 91% for the period from January to July, exceeding our target of 88%. Service levels for police ER call-taking also surpassed our set target on Vancouver Island at 89%. Fire emergency call-taking saw an above-target service level of 94%. Police emergency call volume in the Lower Mainland for the year to July 31 was 15% lower compared to the same period in 2023, with 300,344 calls. However, the volume was still higher than in 2022 or 2021.
- *Non-emergency service levels* – As of July 31 YTD, police non-emergency call-taking service levels in the Lower Mainland and Vancouver Island were at 79%. The abandoned call rate for calls longer than our service target window of three minutes remains at 6% for both the Lower Mainland and the Island. Of note, our average speed to answer has decreased significantly in the Lower Mainland, sitting at just under two minutes. This marks a 48% percent improvement in answering time, year over year. Our new system Genesys is showing early positive results as outlined below.

- *Note regarding service levels*– Summer is traditionally a peak season for call volume, which can impact service levels when combined with seasonal staffing pressures. E-Comm prepares as much as possible for these annual fluctuations by planning for known major events and has been working diligently on shoring up staffing levels through enhanced recruitment and retention measures as part of our ongoing transformation efforts.

Operations Updates

- *Genesys contact centre platform performance*– The month of July saw more than 26,000 police non-emergency calls handled through the Genesys contact centre platform in the Lower Mainland – an increase of 5% over the previous month. Since the platform launched in early May, more than 70,000 calls have now come through Genesys, which represents about 75% of total police non-emergency calls in a 24-hour period. Genesys offers callers more options, including wait time estimates and callbacks. As of July 31, of those callers requesting a callback, 85% were successfully reached and served when we returned their call.
- *Operations training update*– Our Operations Training team has now rolled out revamped training content to new hires in both non-emergency and emergency call-taking and will be further expanding their materials to incorporate dispatchers in the near future. The long-term project is intended to improve training and better prepare employees for success through a more modern, effective and engaging learning experience which accurately reflects the specifics of the job. So far, 195 training seats have been filled this year.
- *Operations staff support first responders over three-day event*– Our Emergency Communications Centre was well-prepared for Vancouver's Celebration of Light fireworks show. The annual event requires a significant amount of public safety resources and planning, both at E-Comm and for our partners. Additional Operations staff were on hand to help support our first responders through three busy evenings in July. This year's event went smoothly with no major incidents reported, while 9-1-1 service levels remained above target.
- *Massive multi-agency fire response in Vancouver*– Fire and police dispatch teams alongside call-taking staff were instrumental in coordinating the extraordinary multi-agency emergency response to several significant fires and a crane collapse on August 6 in Vancouver. E-Comm's fire team was recognized publicly by several fire officials for their outstanding efforts, professionalism and support in what was described as a "firestorm" event with considerable risk to first responders and public safety.
- *New public education campaign targets accidental calls*– July saw the launch of our new digital ad campaign focusing on accidental 9-1-1 calls, which E-Comm continues to receive in the hundreds daily. The online campaign uses impactful images, sound and messaging to remind people to stay on the line if they call by mistake, in order to let our 9-1-1 call takers know they are safe. The ads have been successfully driving people to our E-Comm website for more information and 9-1-1 education.

EComm 9-1-1 AUG 2024 UPDATE

TRANSFORMATION AND OPERATIONS UPDATES



OVER 1 MILLION

9-1-1 CALLS (JAN. - JULY)

#2



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



NON-EMERGENCY AVG SPEED TO ANSWER SHOWS SIGNIFICANT IMPROVEMENT (UNDER 2 MIN)



NEW MODERNIZED TRAINING FOR CALL-TAKING TO EXPAND TO DISPATCH WORKGROUP

MAJOR EVENT SUPPORT



E-COMM SUPPORTED ONE OF THE BUSIEST EVENTS OF THE SUMMER SCHEDULING EXTRA STAFF AND WORKING WITH PARTNERS FOR A SUCCESSFUL THREE-DAY CELEBRATION OF LIGHT IN VANCOUVER

LOWER MAINLAND YEAR-TO-JULY 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%	79%
Fire Emergency	90%/15s	93%	90%	94%	94%

VANCOUVER ISLAND YEAR-TO-JULY 31

	Target	2021	2022	2023	2024
9-1-1	95%/5s	99%	97%	98%	98%
Police Emergency	88%/10s	92%	90%	88%	89%
Police Non-Emergency	80%/180s	88%	84%	79%	79%

E-COMM AUGUST UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

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