

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

To: "Direct to Mayor and Council - DL"

Date: 10/9/2024 4:26:22 PM

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

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

Dear Mayor and Council,

Attached is the October 2024 E-Comm update, for your information. As you can see, E-Comm performance continues to trend positively.

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

Sent: Friday, October 4, 2024 4:16 PM

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

Dear E-Comm police and local government partners,

Please find below and attached our E-Comm October Update. Please feel free to share this update with interested colleagues. We welcome any feedback and requests for additions or changes to our distribution.

Dave Cunningham (he/him), *VP Communications & Public Affairs*
C: 604-603-7245

E-Comm's Vancouver Emergency Communications Centre resides on the unceded traditional territories of the x m k y m (Musqueam), S wxwú7mesh Úxwumixw (Squamish), and s lilw ta (Tsleil-Waututh) peoples.



E-COMM OCTOBER 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 partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

Strong Service Levels for Year-to-September 30

- *Best Q3 summer service levels in years* - Overall, E-Comm saw its best summer season performance for service levels in recent history, with strong service levels across the board, including 9-1-1, and police emergency and non-emergency call-taking – despite the warmer months typically being a period of higher volumes and service challenges. Lower call volumes comparative to record high volumes in 2023, combined with transformation improvements resulting in higher staffing levels and lower attrition, were all factors.
- *Exceeded service levels for emergency call taking* – Our year-to-September 30 service levels for police emergency call-taking held above target (88% of calls answered within 10 seconds) at 91% in the Lower Mainland, and 90%

- on Vancouver Island.
- *Improvements in police non-emergency (NER) service* – Police NER call-taking service levels for the year-to-September 30 remain strong in the Lower Mainland (79%), and on target (80% of calls answered within 3 minutes) on Vancouver Island. Our year-to-date abandoned call rates are down to 16% in the Lower Mainland (from 31% in 2023), and 18% on the Island (from 19%).

Other Transformation Updates

- *Improved dispatcher development through enhanced training*– We have improved our dispatcher training, combining modernized e-learning with in-class instruction and peer supported on-the-job training. An agency-specific e-learning pilot project will be used as a template for developing future courses to be applied to dispatch practices of other police partners. Finding innovative and efficient solutions to increase our dispatch work group remains a priority, as dispatchers are in high demand across public safety agencies.
- *Non-emergency public education campaign* -Following a summer campaign on accidental 9-1-1 calls, we are working with our police partners to launch a campaign to enhance public education around non-emergency calls. The campaign includes information to “Make the Right Call” to direct non-urgent calls to the correct resources. We are engaging with our police partners to help amplify the message around the importance of reporting all crime, and improvements like our new Genesys call centre platform for our Lower Mainland police agencies launched in May.
- *Provincial review of E-Comm* - E-Comm is very supportive of efforts to strengthen the governance and funding of 9-1-1 services in B.C. and has worked for several years to build support for a [provincial mandate \[ecomm911.ca\]](#). We welcomed the Premier’s announcement on September 19 at UBCM, in support of a resolution calling for a provincial review of the current 9-1-1 model.
- *FIFA 2026 Steering Committee*– Planning is underway for FIFA 2026, and we have formed an internal steering committee of leaders to oversee E-Comm’s preparations for this major event, including working with organizers and agency partners to determine operational requirements.

Our mid-year [Transformation Update \[ecomm911.ca\]](#) provides more detail on these and other initiatives.

E-Comm 9-1-1 OCT 2024 UPDATE

TRANSFORMATION AND OPERATIONS UPDATES



BEST SUMMER ON RECORD FOR SERVICE LEVELS



MODERNIZED DISPATCH TRAINING PROGRAM LAUNCHED

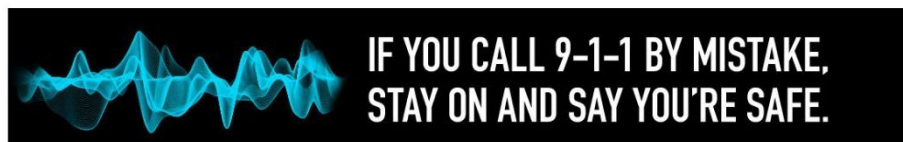


SIGNIFICANT DECREASE IN NON-EMERGENCY ABANDONED CALLS



NEW DATA AND ANALYTICS DASHBOARDS ENHANCE OPERATIONS & STAFFING

SUMMER PUBLIC EDUCATION CONCENTRATED ON **ACCIDENTAL CALLS**. FALL FOCUS WILL BE REPORTING **NON-EMERGENCY CRIMES** IN PARTNERSHIP WITH OUR POLICING AGENCIES



LOWER MAINLAND YEAR-TO-SEPT 30

	Target	2021	2022	2023	2024
9-1-1	95%/5s	94%	98%	98%	98%
Police Emergency	88%/10s	86%	84%	88%	91%
Police Non-Emergency	80%/180s	58%	43%	63%	79%
Fire Emergency	90%/15s	91%	89%	93%	94%

VANCOUVER ISLAND YEAR-TO-SEPT 30

	Target	2021	2022	2023	2024
9-1-1	95%/5s	94%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	86%	81%	80%	80%

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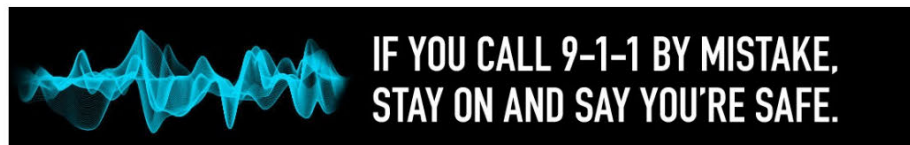


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