

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

To: "Direct to Mayor and Council - DL"

Date: 11/8/2024 2:20:47 PM

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

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

---

Dear Mayor and Council,

Attached is the November 2024 E-Comm update, for your information.

As you can see, service performance improvements for police emergency and non-emergency are being well-maintained.

Thanks,

Karen

---

From: E-Comm Governance Office <boardandcommittees@ecomm911.ca>

Sent: Thursday, November 7, 2024 3:48 PM

To: \*E-Comm Board of Directors <E-Comm\_Board\_of\_Directors@ecomm911.ca>

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

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

## E-COMM NOVEMBER 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.

### Service Levels to October 31

- *9-1-1 service levels continue to exceed target* –Year-to-date (YTD) 9-1-1 service levels to the end of October remain high at 98% (target: 95% of calls answered within 5 seconds), and 9-1-1 call volumes exceeded 1.7 million provincially – down from 2023's record-breaking volume driven by an Android operating system glitch, but on par with 2021 and 2022 call volumes.
- *Above-target service levels for police emergency call taking*– YTD police emergency call-taking service levels also exceeded targets (88% of calls answered within 10 seconds), both in the Lower Mainland (91%), and on Vancouver Island (90%), despite police emergency call volumes being higher than in previous years, other than 2023's anomalous spike.
- *Improved answer times, decrease in abandoned rates for police non-emergency calls*– Police non-emergency (NER) call taking service levels remain strong YTD at 79% in the Lower Mainland and on-target (80% of calls answered within 3 minutes) on Vancouver Island. The average speed to answer for NER calls is down YTD, from approximately 4 minutes in 2023 to 2 minutes. And the YTD abandoned call rate has dropped from 31% to 16%. The abandoned call rate decreases further to 11% during peak volume hours, when our new Genesys call system provides estimated wait times and call-back options for callers. Of those callers who request a call-back, 84% are successfully reached and able to file a report.

### Other Transformation Updates

- *Dedicated team continues to strengthen non-emergency service*- In October we welcomed our seventh intake of new police NER call takers to fill vacancies, including those from NER call takers being promoted to answer emergency calls. The team, along with other improvements like the new Genesys call system, is helping to

- improve service for the public.
- *Dispatch trainees begin with peer coaches*- Our newest dispatch trainees have moved forward to on-the-job training with peer coaches, after successfully completing the revamped training program incorporating in-class instruction and e-learning. E-Comm presented our modernized training approach to emergency communications professionals across Canada at the Association of Public-Safety Communications Officials (APCO) conference in November.
- *Launch of new self-service dashboard for police agencies*- As part of an ongoing initiative to modernize our data and analytics capabilities, a new interactive dashboard has been finalized and rolled out to our policing partners. This allows our police agency partners direct access to key metrics such as service levels, call answer times, call volumes, and more, for both emergency and non-emergency calls.
- *Ongoing outreach to shareholders and partners on governance and financial model*- We continue to actively meet with shareholder organizations and agency partners on our proposed governance and financial model changes.

**NOVEMBER 2024 UPDATE**

**TRANSFORMATION AND OPERATIONS UPDATES**



Service levels exceeded for 9-1-1 and emergency call taking



+1.7 million 9-1-1 calls year to Oct 31



NER improvements: answer times cut in half and abandoned calls down significantly



Self-service data & analytics dashboard launched for police agencies



Ongoing outreach on proposed governance review & financial model changes



New dispatch trainees start on-the-job training

**NON-EMERGENCY PUBLIC EDUCATION**



**KNOW HOW TO #MAKETHERIGHTCALL**

Public education campaign launched on reporting non-emergency crimes in partnership with policing agencies and community groups.

**LOWER MAINLAND YEAR-TO-OCT 31**

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	85%	84%	88%	91%
Police Non-Emergency	80%/180s	57%	43%	62%	79%
Fire Emergency	90%/15s	91%	89%	93%	94%

**VANCOUVER ISLAND YEAR-TO-OCT 31**

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	86%	80%	80%	80%

Legal and Governance Department  
[boardandcommittees@ecomm911.ca](mailto:boardandcommittees@ecomm911.ca)

please immediately contact the sender by return email and delete all copies of this email and any attachments.

## E-COMM NOVEMBER 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.

### Service Levels to October 31

- **9-1-1 service levels continue to exceed target** – Year-to-date (YTD) 9-1-1 service levels to the end of October remain high at 98% (target: 95% of calls answered within 5 seconds), and 9-1-1 call volumes exceeded 1.7 million provincewide – down from 2023’s record-breaking volume driven by an Android operating system glitch, but on par with 2021 and 2022 call volumes.
- **Above-target service levels for police emergency call taking** – YTD police emergency call-taking service levels also exceeded targets (88% of calls answered within 10 seconds), both in the Lower Mainland (91%), and on Vancouver Island (90%), despite police emergency call volumes being higher than in previous years, other than 2023’s anomalous spike.
- **Improved answer times, decrease in abandoned rates for police non-emergency calls** – Police non-emergency (NER) call taking service levels remain strong YTD at 79% in the Lower Mainland and on-target (80% of calls answered within 3 minutes) on Vancouver Island. The average speed to answer for NER calls is down YTD, from approximately 4 minutes in 2023 to 2 minutes. And the YTD abandoned call rate has dropped from 31% to 16%. The abandoned call rate decreases further to 11% during peak volume hours, when our new Genesys call system provides estimated wait times and call-back options for callers. Of those callers who request a call-back, 84% are successfully reached and able to file a report.

### Other Transformation Updates

- **Dedicated team continues to strengthen non-emergency service** - In October we welcomed our seventh intake of new police NER call takers to fill vacancies, including those from NER call takers being promoted to answer emergency calls. The team, along with other improvements like the new Genesys call system, is helping to improve service for the public.
- **Dispatch trainees begin with peer coaches** - Our newest dispatch trainees have moved forward to on-the-job training with peer coaches, after successfully completing the revamped training program incorporating in-class instruction and e-learning. E-Comm presented our modernized training approach to emergency communications professionals across Canada at the Association of Public-Safety Communications Officials (APCO) conference in November.
- **Launch of new self-service dashboard for police agencies** – As part of an ongoing initiative to modernize our data and analytics capabilities, a new interactive dashboard has been finalized and rolled out to our policing partners. This allows our police agency partners direct access to key metrics such as service levels, call answer times, call volumes, and more, for both emergency and non-emergency calls.
- **Ongoing outreach to shareholders and partners on governance and financial model** – We continue to actively meet with shareholder organizations and agency partners on our proposed governance and financial model changes.

**NOVEMBER 2024 UPDATE**

**TRANSFORMATION AND OPERATIONS UPDATES**



Service levels exceeded for 9-1-1 and emergency call taking



+1.7 million 9-1-1 calls year to Oct 31



NER improvements: answer times cut in half and abandoned calls down significantly



Self-service data & analytics dashboard launched for police agencies



Ongoing outreach on proposed governance review & financial model changes



New dispatch trainees start on-the-job training

**NON-EMERGENCY PUBLIC EDUCATION**



KNOW HOW TO  
#MAKETHERIGHTCALL

Public education campaign launched on reporting non-emergency crimes in partnership with policing agencies and community groups.

**LOWER MAINLAND YEAR-TO-OCT 31**

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	85%	84%	88%	91%
Police Non-Emergency	80%/180s	57%	43%	62%	79%
Fire Emergency	90%/15s	91%	89%	93%	94%

**VANCOUVER ISLAND YEAR-TO-OCT 31**

	Target	2021	2022	2023	2024
9-1-1	95%/5s	93%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	90%
Police Non-Emergency	80%/180s	86%	80%	80%	80%