

From: ["Levitt, Karen" <karen.levitt@vancouver.ca>](mailto:karen.levitt@vancouver.ca)

To: ["Direct to Mayor and Council - DL"](#)

Date: 12/20/2024 2:39:48 PM

Subject: E-Comm December Update

Attachments: E-Comm December Police and Local Government Partner Update.pdf

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Dear Mayor and Council,

Attached is E-Comm's December 2024 update, for your information.

Thanks,

Karen

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

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm/Musqueam, Skwxwú7mesh/Squamish and səliłwətał/Tsleil-Waututh nations

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**From:** E-Comm Updates <updates@ecomm911.ca>

**Sent:** Thursday, December 19, 2024 3:47 PM

**To:** E-Comm Updates <updates@ecomm911.ca>

**Subject:** E-Comm December Update for Police and Local Government Partner Update

Dear E-Comm 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.

**All service levels met or exceeded year-to-November 30**

- **Strong service levels for 9-1-1, police emergency call taking** – From January to November 30<sup>th</sup>, E-Comm exceeded service levels for police emergency call-taking in the Lower Mainland at 91% and 90% on Vancouver Island (service level target of 88% of calls answered in 10 seconds), 9-1-1 call-taking service levels were at 98% for January to November (target: 95% calls in 5 seconds).

- **Significant decrease in abandoned call rate for non-emergency** – In the Lower Mainland, the YTD abandoned call rate for non-emergency was 15%, which represents a decrease of over half from 2023 levels, and is the lowest level recorded for this period in 4 years. Our average speed to answer non-emergency calls in the Lower Mainland is now 2 minutes YTD, a drop of 50% from 2023. Service levels for non-emergency call-taking remain on target for both the Lower Mainland and Vancouver Island.

### **Provincial announcement**

- **Minister announces independent review** – On December 5, B.C.'s Minister of Public Safety and Solicitor General announced the Province is initiating an independent review of E-Comm's governance, financial and operational models. E-Comm has long supported calls by UBCM, local governments, police chiefs and others for the Province to take a larger role in the governance and funding of 9-1-1 services in B.C. We welcome this step as an opportunity for the Province to gain a deeper understanding of E-Comm and identify options to further strengthen emergency communications in B.C. E-Comm will continue all services and strategic priorities underway during the review period, and will keep our agency partners **updated as the review progresses**.

### **Operations Transformation**

- **Strengthening our workforce** – Last month we welcomed new non-emergency and emergency call takers to fill vacancies largely as a result of internal promotions. Most new hires in Q3 have been Operations positions (84%), and Technology (11%) in support of our service level commitments and building technology resiliency.
- **Planning for digital advancement** – Work is continuing to develop a digital strategy roadmap for our Operations department, which will determine how to best leverage technology and data advancements to support staff in serving callers and first responders.
- **Non-emergency call-taking for WVPD** – E-Comm will resume non-emergency call-taking for West Vancouver Police on January 14, 2025. This change follows a request from West Vancouver to return to E-Comm for non-emergency after transitioning service to Transit Police in 2022. The transition is expected to be a smooth integration, as WVPD's call volumes are relatively low and E-Comm already provides their emergency call-taking and dispatch services.
- **FIFA 2026 planning underway** – We officially launched our FIFA 2026 project focused on internal planning and preparations as a member of the Vancouver Host City Integrated Safety & Security Unit (ISSU). We are working on assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

## DECEMBER 2024 UPDATE

### TRANSFORMATION AND OPERATIONS UPDATES



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



+1.8 million 9-1-1 calls year to Nov 30



NER abandoned call rate decreased by over half from 2023 levels



Developing a digital strategy roadmap for our Operations department



Resuming non-emergency call-taking for West Vancouver Police Department



Welcomed new non-emergency and emergency call takers



### FIFA 2026 PLANNING UNDERWAY

Launched our FIFA 2026 project focused on internal planning & preparation. Assessing operational and staffing needs alongside our public safety partners, with the shared goal of ensuring a safe and successful event.

### LOWER MAINLAND YEAR-TO-NOV 30

|                      | Target   | 2021 | 2022 | 2023 | 2024 |
|----------------------|----------|------|------|------|------|
| 9-1-1                | 95%/5s   | 92%  | 98%  | 98%  | 98%  |
| Police Emergency     | 88%/10s  | 83%  | 84%  | 89%  | 91%  |
| Police Non-Emergency | 80%/180s | 56%  | 44%  | 62%  | 80%  |
| Fire Emergency       | 90%/15s  | 90%  | 88%  | 93%  | 94%  |

### VANCOUVER ISLAND YEAR-TO-NOV 30

|                      | Target   | 2021 | 2022 | 2023 | 2024 |
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| Police Emergency     | 88%/10s  | 90%  | 88%  | 87%  | 90%  |
| Police Non-Emergency | 80%/180s | 87%  | 80%  | 80%  | 81%  |

## E-COMM DECEMBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

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