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

Date: 1/23/2025 6:23:18 PM

Subject: Update on E-Comm's Governance Review

Attachments: [E-Comm Letter to Shareholders - Governance Review.pdf](#)

Dear Mayor and Council,

Attached is a letter from Doug Campbell, Chair of the E-Comm Board of Directors, announcing that E-Comm will be pausing the internal governance review that is currently underway, due to

due to the recent provincial announcement of an independent review of E-Comm's governance, operations, and financial model. (Noting we had not yet briefed Council on this internal governance review, as it was not yet sufficiently advanced.)

The E-Comm Board and management welcomes the provincial independent review of E-Comm , which is seen as an opportunity to address structural challenges and advocate for greater provincial involvement and funding for 911 services. The review is expected to be completed by summer 2025.

E-Comm's regular operations, implementation of Next Generation 911, and other transformation and service improvement projects will all continue as planned, as the Province undertakes their review.

Thanks,

Karen

Karen Levitt, Deputy City Manager
karen.levitt@vancouver.ca **telephone**

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

Sent via e-mail

January 23, 2025

To: E-Comm Shareholder Representatives

Subject: Update on E-Comm's Governance Review

Dear E-Comm Shareholders,

On behalf of the E-Comm Board of Directors, I am writing to provide an update on E-Comm's Governance Review project following the provincial announcement on December 5, 2024, of an independent review of E-Comm's governance, operations and financial model, as well as the broader structure of 9-1-1 services in B.C.

Pause on E-Comm's governance review project engagement

Given the proposed timing and scope of the provincial review, E-Comm's Board has paused activities related to the governance and financial model changes proposed in 2024 by Deloitte, that you have been engaged with over the past several months. We fully recognize the challenge for you, our shareholders, in being asked to consider governance and financial model changes, without knowing the recommendations and full impact of the provincial review.

As such, previously planned shareholder activities including the February 12, 2025 consultation session and June shareholder vote on proposed changes have been cancelled. It is anticipated E-Comm's Annual General Meeting will proceed as per the usual timing in June 2025.

I want to acknowledge and thank each of you for the thought, effort and engagement you have offered on the governance and financial model changes to date. Your contributions have helped shape and fine-tune the vision of how E-Comm can modernize to best support emergency communications, first responders and public safety in communities across B.C.

While we are pausing further shareholder engagement activities related to E-Comm's Governance Review project for now as the independent review is underway, we will ensure that we are ready to resume work as appropriate, once the provincial review is complete, and depending on its recommendations.

It is important to note that E-Comm's regular operations, implementation of NG9-1-1, and many of the service-improvement projects underway as part of our transformation efforts will continue as planned during the review. Our Finance team will also continue work internally to develop a transparent financial model to guide E-Comm's multi-year financial plan – this is important work that our shareholders and partners have asked for and we view as essential to continue regardless of the outcome of the provincial review. As a result of the financial model being included in the scope of the independent review, the levies and budget for 2026 will be based on the current financial model.



What we know about next steps - provincial independent review

E-Comm welcomes this independent review and has long stated that changes are needed to ensure our governance, operations and financial model are sustainable and efficient. We view this as an opportunity for the province to understand more about the structural challenges E-Comm faces.

In particular, E-Comm has long supported the advocacy of the Union of BC Municipalities and our local government and agency partners that many of you have been involved in, calling for a greater provincial role in, and funding for, 9-1-1 and related emergency communication services in B.C.

Following the December announcement from Minister of Public Safety and Solicitor General Garry Begg, the Province issued an RFP for respondents to conduct the independent review with a deadline for responses of February 14, 2025. The deadline for the report of the independent review to be provided to government is listed as five months from when the contract is issued, with options for extension if required. Accordingly, we are hopeful for a summer 2025 completion of the report to the Province.

E-Comm's Board of Directors and Management team will participate fully in the review and assist in any way we can – including sharing the work done in collaboration with shareholders on governance and financial model changes and impressing the importance of timely communication on next steps following the completion of the report to the Province.

I want to thank you again for all the effort and collaboration undertaken as part of the governance and financial model review, and look forward to the opportunities ahead with the provincial independent review to improve emergency communications in B.C.

Sincerely,



Doug Campbell

Chair, E-Comm Board of Directors

cc: E-Comm Board of Directors

Oliver Grüter-Andrew, President & CEO

