

From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council"
Date: 4/8/2025 3:29:32 PM
Subject: FW: Vancouver E-Comm April Update

Dear Mayor and Council,

Please find below the April 2025 E-Comm performance and activity update, for your information.

Thanks,

Karen

From: E-Comm Updates <updates@ecomm911.ca>
Sent: Tuesday, April 8, 2025 1:15 PM
To: Levitt, Karen <karen.levitt@vancouver.ca>
Subject: Vancouver E-Comm April Update



E-Comm Update

April 2025

We are pleased to share our monthly update on key activities at E-Comm, highlighting our ongoing efforts to enhance services for our first responder partners and the public.

See below for this month's highlights including strong service level results, workforce development, provincial review update, and public outreach efforts.

[VIEW FULL UPDATE](#)
[\[e1.envoke.com\]](#)

Service Levels Update

Strong Performance Results for Emergency Call-Taking, 9-1-1

Our service results for the first quarter of 2025 (Q1) were among the strongest for this period in five years. Police emergency call-taking saw 93% of calls answered in 10 seconds in the Lower Mainland (target: 88%), and 92% on Vancouver Island. For 9-1-1, 98% of calls were answered in 5 seconds or less (target: 95%). > **Learn more** [\[e1.envoke.com\]](#)

Five-Year High for Non-Emergency Service Level in Lower Mainland

Police non-emergency (NER) service performance in the Lower Mainland achieved a five-year high for Q1 at 89% (target: 80% of calls answered in three minutes or less). Vancouver Island also exceeded the performance target at 87%. Call volumes for police non-emergency in the Lower Mainland increased slightly over Q1 2024 (up 5% to 83,692 calls). > **Learn more** [\[e1.envoke.com\]](#)

A cautionary note on service levels:

Service levels fluctuate through the year, based on call volumes and staffing levels. Traditionally, we see increased pressures on these key variables as we get closer to the busy summer period, whereas the winter months tend to be more stable.

Transformation Updates

New Westminster Police Non-Emergency Service

On April 15th, E-Comm will reassume full non-emergency call-taking service for the New Westminster Police. E-Comm already provides dispatch and emergency call-taking service for New Westminster, as well as after-hours non-emergency call-taking. We expect a smooth transition with no service impacts. > [Learn more](#) [e1.invoke.com]

Developing New Call Taker Training

E-Comm is continuing to develop police agency-specific training to help streamline learning for in-demand dispatch roles. We also completed a training pilot project for 9-1-1 operators and are planning courses for Vancouver Island call-taking. > [Learn more](#) [e1.invoke.com]

Provincial Review

Update on Independent Provincial Review

The Province has selected professional services and accounting firm EY (Ernst & Young) to oversee their independent review of E-Comm. Representatives from EY have met with our Leadership team to discuss the timeline, approach, and how they will be connecting with stakeholders as part of the process. > [Learn more](#) [e1.invoke.com]

Public Education & Outreach

Honouring our First, First Responders

On Emergency Service Dispatchers and 9-1-1 Awareness Week (April 13 to 19) we'll be recognizing the work of our staff through internal activities, social media content, and a new public education video with Richmond RCMP.

Connecting with Lower Mainland Media Relations Officers

On March 13th, we hosted a meeting of Lower Mainland Media Relations officers attended by more than 20 agencies, and discussed multiple topics of shared interest, including Next Generation 9-1-1.



APRIL 2025 UPDATE

QUARTERLY SERVICE PERFORMANCE UPDATE, Q1 2025



448,007
9-1-1 calls in Q1



98%
of 9-1-1 calls answered
in 5 seconds or less

LOWER MAINLAND YEAR-TO-MAR 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	96%	99%	98%	98%
Police Emergency	88%/10s	90%	82%	92%	95%	93%
Police Non-Emergency	80%/180s	67%	50%	69%	86%	89%
Fire Emergency	90%/15s	92%	89%	95%	93%	97%

VANCOUVER ISLAND YEAR-TO-MAR 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	96%	99%	98%	98%
Police Emergency	88%/10s	92%	91%	89%	92%	92%
Police Non-Emergency	80%/180s	88%	88%	81%	81%	87%

TRANSFORMATION AND OPERATIONS UPDATES



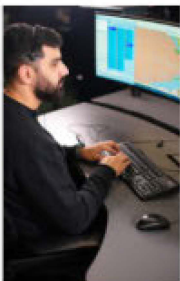
All service level targets achieved for Q1 – among the highest results for this period in 5 years



E-Comm to reassume full non-emergency service provision for New Westminster Police



More police agency specific training for dispatch in development to streamline learning



HONOURING OUR TEAM ON 9-1-1 WEEK

On Emergency Service Dispatchers and 9-1-1 Awareness Week (April 13 to 19) we'll be recognizing the work of our staff through internal activities, social media content, and a new public education video with Richmond RCMP showcasing how our call takers support officers and the public.

VIEW FULL UPDATE
[e1.invoke.com]

Click here to download the full update as a PDF [e1.invoke.com]

Questions? Reply to this email or email **talktoecomm@ecomm911.ca**.



E-Comm is the first point of contact for 9-1-1 callers in 25 regional districts in British Columbia and provides dispatch services for more than 70 police agencies and fire departments across the province. E Comm also owns and operates the largest multi jurisdictional, tri service, wide area radio network in the province used by police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley.



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