

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

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

Date: 5/15/2025 4:53:21 PM

Subject: Vancouver E-Comm Update

Dear Mayor and Council,

Attached is the May 2025 E-Comm update, for your information.

Thanks,

Karen

Karen Levitt, Deputy City Manager
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

E-Comm Update

May 2025

We're pleased to share our monthly update highlighting key activities at E-Comm as we enhance our services for first responder partners and the public.

This month's highlights include strong service level results, transformation updates, and a look back at 9-1-1 Week.

[VIEW FULL UPDATE](#)

Service Levels Update

Strong Service Performance for Police Emergency Call-Taking, 9-1-1

Police emergency call-taking service levels remained strong, reaching 92% year-to-date in the Lower Mainland and 91% on Vancouver Island. Both regions surpassed the set target of 88% of police emergency calls answered in 10 seconds. For 9-1-1, 98% of calls were answered within 5 seconds or less.

Police Non-Emergency Service Levels Remain Strong, Call Volumes Rise

Non-emergency service levels remained strong at 87% in the Lower Mainland, and 85% on Vancouver Island (target: 80% of calls answered in three minutes or less). Lower Mainland year-to-date non-emergency call volumes rose 8.5% versus the same period in 2024, while police emergency call volumes decreased over the same period, by 3%. This may be an early sign that our ongoing public education efforts around service improvements are having a positive impact on reporting.

Transformation Updates

New Westminster Police Resume Full Non-Emergency Service with E-Comm

On April 15, E-Comm reassumed full-time non-emergency call-taking for the New Westminster Police Department. The reintegration went smoothly with no service level impacts expected.

New Emergency Call Takers Begin On-The-Job Training

Four of our non-emergency call takers successfully completed their classroom training to become emergency call takers in April and moved to on-the-job learning on our Operations floor in the Lower Mainland.

Major Critical Incident in Vancouver

Mass Casualty Incident at Vancouver Lapu Lapu Festival

On April 26, our Lower Mainland call takers and dispatchers responded to a mass casualty incident at the Lapu Lapu Festival in Vancouver. Extra staff came in to offer help and our Peer Support teams were engaged for those handling incredibly difficult calls with professionalism and compassion. Our hearts are with the family and friends of the victims, and our first responder partners who attended the scene.

Financial Forecasting for 2026

2026 Levy Forecast

Our Finance Unit is working to prepare early levy forecast guidance to share with partners in the coming months. As engagement work on our new financial model has paused during the Province's independent review of E-Comm, the existing methodology will be used to calculate the 2026 levy forecast.

Communications & Public Affairs

Emergency Service Dispatchers and 9-1-1 Awareness Week

The critical work of our employees was acknowledged throughout 9-1-1 Week (April 13 – 19) with internal events and a social media campaign. Staff greatly appreciated visits from police and fire agencies, as well as online expressions of gratitude and support from partners, local governments, and the Province.

[VIEW FULL UPDATE](#)

[Click here to download the full update as a PDF](#)

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.

E-Comm 9-1-1 | Emergency Communications for British Columbia Incorporated
3301 E. Pender Street
Vancouver, B.C. V5K 5J3
Canada

This message was sent to you by [E-Comm 9-1-1](#)

3301 E Pender St
Vancouver, BC, V5K 5J3
Canada

You can [change your communication preferences or unsubscribe](#) from future mailings.