

From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council"
Date: 6/12/2025 9:23:28 AM
Subject: June 2025 E-Comm Update

Dear Mayor and Council –

Sharing with you here E-Comm's June 2025 update.

You can see via the update that service levels are all very high for 911 call-taking, police emergency dispatch, police non-emergency dispatch and fire emergency dispatch.

Thanks,

Karen



E-Comm Update

June 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, non-emergency call-taking updates, training and development enhancements for staff, and a recent visit with Vancouver Island policing partners.

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UPDATE](#)

Service Levels Update

Exceeding Service Level Targets for Emergency Call-Taking, 9-1-1

Police emergency call-taking service levels remained above target (88% calls answered in 10 seconds), reaching 92% year-to-date in the Lower Mainland and 91% on Vancouver Island. Fire emergency call-taking reached the highest service levels in recent years, at 96% (target: 90% within 15 seconds). For 9-1-1, 98% of calls were answered within 5 seconds or less.

Non-Emergency Call Volumes Increase, Service Levels Remain Strong

Year-to-date service levels for police non-emergency calls continue to exceed targets at 85% in the Lower Mainland, and 84% on Vancouver Island (target 80% within 3 minutes). We continue to see an increase in non-emergency call volumes, with a slight 2% increase on the Island and a 9% increase for the Lower Mainland.

Quicker Answer Times, Less Abandoned Non-Emergency Calls

The rate for abandoned non-emergency calls in the Lower Mainland year-to-date was 10%, a 4% drop compared to the same period last year. The rate has continued to fall consistently thanks in part to a new contact centre platform introduced last May that offers additional options such as call-backs. The average speed to answer a non-emergency call year-to-date was one minute.

Preparing for Busy Summer Months

In spite of the positive year-over-year progress in our service levels and being in a stable position staffing-wise, service levels are impacted in the summer months. Increased call volumes are anticipated this summer due to predicted above average temperatures, wildfire activity and major events.

Training & Development Updates

New Call Takers for ECVI, New Dispatchers Complete Classroom Training

Our Vancouver Island facility (ECVI) welcomed five new police call takers in May. Four members of our Operations team also completed their classroom training towards becoming dispatchers.

Modernized Training for Dispatchers, 9-1-1 Operators

We are continuing to design agency-specific training to improve the learning experience for new police dispatchers and have also created a new e-learning course for our 9-1-1 queue operator position.

Technology Update

E-Comm Helps Develop New National Standard for 9-1-1 Address Data

A member of E-Comm's Technology Services team has helped establish a new national standard format for sharing 9-1-1 civic address and location data. The standard is the first of its kind in Canada and will ensure consistent language is used by emergency service providers across Canada, leading to better collaboration, accuracy, and a faster response.

Communications & Public Affairs Update

Connecting with Vancouver Island Police Partners

On May 22, our Communications team met with Vancouver Island-based Media Relations officers and staff at E-Comm's dispatch and call-taking facility in Saanich (ECVI). We discussed Next Generation 9-1-1 and other communications topics with our municipal and RCMP partners and offered a tour of our Island operations.

JUNE 2025 UPDATE

LOWER MAINLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	89%	83%	89%	92%	92%
Police Non-Emergency	80%/180s	66%	44%	66%	83%	85%
Fire Emergency	90%/15s	93%	90%	94%	94%	96%

VANCOUVER ISLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	92%	91%	88%	91%	91%
Police Non-Emergency	80%/180s	88%	84%	79%	81%	84%

TRAINING AND TECHNOLOGY UPDATES



Five new call-takers for Vancouver Island centre



Modernized training for new dispatcher workgroup



E-Comm shapes national 9-1-1 standards for address/ location data



CONNECTING WITH VANCOUVER ISLAND POLICING PARTNERS

We welcomed communicators from municipal and RCMP police agencies on Vancouver Island for a tour and discussion on Next Generation 9-1-1.

[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.



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