

From: "Levitt, Karen" <karen.levitt@vancouver.ca>

To: "Direct to Mayor and Council - DL"

Date: 9/12/2025 3:20:22 PM

Subject: Vancouver Sept E-Comm Update

Dear Mayor and Council,

Below is the September 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 traditional territories of the x m k y m/Musqueam, S wxlu817 _wú7mesh/Squamish and s lilw ta /Tsleil-Waututh nations



E-Comm Update

September 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 over busy summer months, fewer abandoned non-emergency calls, new dispatchers and staff at our Vancouver Island call centre, and continued preparations for NG9-1-1.

[VIEW FULL
UPDATE](#)

Service Levels Update

Strong Service Levels Over Busy Summer Months

Our service performance remained strong over the summer, meeting or exceeding service level targets during the busiest season. Year-to-date, police emergency call-taking performance reached 92% for January to August 31 in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). For 9-1-1, 98% of calls were answered in 5 seconds or less.

Non-emergency Call Volumes Increase, Service Levels Remain High

Non-emergency call-taking achieved strong service performance in the Lower Mainland at 83%, and on Vancouver Island at 84% (target: 80% calls answered within three minutes). Non-emergency call volumes rose compared to last year (+7% in the Lower Mainland, +2.5% on the Island).

Fewer Abandoned Non-Emergency Calls

The rate of abandoned non-emergency calls in the Lower Mainland dropped to 11% as compared to 18% in 2024. Our new contact centre, which provides estimated wait times and call-back options for callers, is a key factor in the decrease. Of those callers who request a call-back, 82% are successfully reached and able to file a report.

Operations Transformation

E-Comm Reassumes 24-Hour Non-Emergency Service for Delta Police

The Delta Police have transitioned all of their non-emergency call-taking back to E-Comm as of August 6, 2025. The reintegration went smoothly and is not expected to impact service levels.

New Vancouver Island Dispatchers, 9-1-1 Operators

Four police call takers at our Vancouver Island call centre (ECVI) successfully completed classroom training to become dispatchers. ECVI will also welcome six new 9-1-1 Queue operators in August.

Major Event – Annual Celebration of Light in Vancouver

Busy Shifts for Operations Staff during Annual Celebration of Light

Our operations team was busy responding to a variety of calls during this summer's Celebration of Light fireworks events. We work closely with partners including Vancouver Police to ensure a safe event for all.

Next Generation 9-1-1

Next Generation 9-1-1 Preparations Continue

Our project team is preparing for the phased launch of NG9-1-1 over the coming months. We now have a dedicated website landing page to share public resources and increase awareness of NG9-1-1 through ecomm911.ca/ng911.

2026 Levies

2026 Levy Letters

E-Comm has shared its preliminary 2026 levy forecast with partner agencies, which are based on E-Comm's current financial model. E-Comm paused engagement on its new financial model earlier this year, awaiting recommendations from the provincial independent review, but remain committed to resume progress on this important work as quickly as possible once we receive these recommendations.

Communications and Public Outreach

Back-to-School 9-1-1 Public Education

E-Comm shared [safety tips](#) and resources for parents and children for how to identify an emergency and call for help when needed.

SEPTEMBER 2025 UPDATE

LOWER MAINLAND YEAR-TO-AUG 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	95%	97%	98%	98%	98%
Police Emergency	88%/10s	87%	84%	89%	91%	92%
Police Non-Emergency	80%/180s	60%	43%	66%	79%	83%
Fire Emergency	90%/15s	91%	90%	93%	94%	96%

VANCOUVER ISLAND YEAR-TO-AUG 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	96%	97%	98%	98%	98%
Police Emergency	88%/10s	90%	89%	88%	89%	91%
Police Non-Emergency	80%/180s	86%	82%	79%	79%	84%

TRANSFORMATION & OPERATIONS UPDATES



Strong service levels maintained over summer months



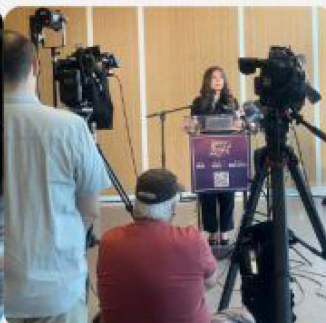
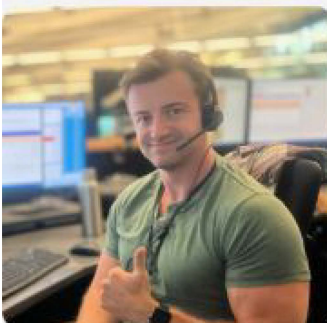
E-Comm reassumes full-time non-emergency call taking for Delta PD



New dispatchers and 9-1-1 queue operators for Vancouver Island

OPERATIONS STAFF SUPPORT FIRST RESPONDERS DURING MAJOR SUMMER EVENTS

Our call takers and dispatchers were kept busy answering a wide variety of calls during major events this summer, including the Celebration of Light in Vancouver.



[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.



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

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