

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

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

Date: 11/7/2025 12:51:25 PM

Subject: E-Comm Provincial Reports Released | Message from Board Chair & Interim CEO

Dear Mayor and Council,

You will see in the media today that the Province released its review of E-Comm ... sharing with you here a statement on this from Nancy Blair, E-Comm's Interim CEO.

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 xʷmʷkʷyʷm/Musqueam, Sʷwx_wú7mesh/Squamish and sʷlilwʷtaʷ/Tsleil-Waututh nations



To E-Comm's 9-1-1 call-taking, police and fire communications, and radio partners

Dear valued local government and agency partner of E-Comm,

The Province this morning has released [the report of its independent review of E-Comm](#) completed by EY, as well as a [second report identifying options for the future state of 9-1-1 in B.C.](#)

We want you to know that we accept the findings of the review, we recognize the urgency of the improvements required, particularly in our governance and financial management, and we are committed to take the steps needed to rebuild your trust as our partners.

In particular, we are committed to work with the Province and you to develop an action plan to prioritize and implement the recommendations as quickly as possible. Our Board has a critical role to play in this process and will be actively involved in setting the direction for E-Comm's strategy, and holding management accountable for progress and results.

We are heartened that the report also acknowledges the operational and service improvements achieved to date, which have been enabled by the extraordinary work of our staff, and we are

committed to protect and build on these improvements.

We will be following up with you in the days ahead regarding E-Comm's next steps, once our board and management team have had an opportunity to fully review and consider the report's findings. In the meantime, we welcome your feedback and advice, as we undertake this important work.

Sincerely,

Nancy Kotani, Chair, Board of Directors

Nancy Blair, Interim President & CEO

Questions? Reply to this email or email updates@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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