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

Date: 1/16/2026 3:49:49 PM

Subject: January E-Comm Update

Dear Council –

Sharing with you E-Comm's January 2026 update, for your information. All information contained here is public.

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

From: E-Comm Updates
Sent: Friday, January 16, 2026 11:32 AM
Subject: January E-Comm Update



E-Comm Update

January 2026

We are sharing our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of partners and the public we serve.

[VIEW FULL UPDATE](#)

2025 Service Levels and Call Volumes

All service levels met or exceeded in 2025

E-Comm achieved all its service level targets in 2025 for 9-1-1, police and fire emergency, and non-emergency call-taking. Investments in stabilizing staffing levels and improving retention over the past several years, combined with lower than forecast 9-1-1 call volumes were contributing factors.

Decrease in emergency calls, increase in non-emergency calls

9-1-1 (-2%), police (-2%) and fire emergency (-4%) calls all saw decreases in volumes in 2025 compared to 2024. Police non-emergency volumes increased +3% on Vancouver Island and +7.5% on Lower Mainland, due in part to three police agencies returning full-time non-emergency services to E-Comm in 2025.

Continued high reliability, stability of wide-area radio network

59 million+ radio transmissions were made with the 15,325 radios on E-Comm's network in 2025 with an extremely high network availability (+99.99%). E-Comm's Wireless team will be completing a systems upgrade this month, part of ongoing work with the radio vendor to ensure supportability and proper maintenance of radio infrastructure.

Action Plan - provincial review recommendations

Key priorities identified for implementation

E-Comm has [identified the highest-priority deliverables](#) to achieve in 2026 in response to 26 recommendations outlined in [EY's report](#). We recognize the urgency of implementing the recommendations and will provide monthly progress updates on these priorities, which include:

- **Financial management** – Strengthening confidence in E-Comm's financial management and the value of its consolidated model by containing costs, enhancing financial predictability and transparency and aligning costs and pricing with services delivered;
- **Operations resiliency and service excellence** – Strengthen operational and critical systems resiliency to ensure delivery of consistent, high-quality emergency communications services;
- **Stakeholder trust and partnership** – Rebuild stakeholder trust in E-Comm as a client-

- centric, trusted partner and leading provider of public safety communications in B.C.

Other updates to note

2026 Levies

E-Comm communicated 2026 levies to partners in December. The levies were much lower than preliminary ranges, made possible by lower than forecast call volumes in 2025; reduced spending on corporate projects; and ongoing efficiency and cost-control measures.

Next Generation 9-1-1 implementation

As a result of technical issues deemed critical for a safe and reliable launch, the previously planned January 2026 implementation launch of NG9-1-1 has been postponed until there is full confidence in the technical stability of the system. E-Comm is confident the transition will be completed within the provincial NG9-1-1 budget and ahead of the CRTC's March 31, 2027 deadline for the national rollout.

VP of Operations Stephen Thatcher announces departure

After a 5-year tenure as E-Comm's vice-president of Operations and a 29-year career in policing, Stephen Thatcher will be leaving E-Comm at the end of February for a part-time contract opportunity. We wish Stephen the very best in his new chapter; his kind and compassionate leadership will be greatly missed. We are completing a full transition plan to ensure the continuity of key projects and priorities.

JANUARY 2026 UPDATE

LOWER MAINLAND 2025

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	92%	98%	98%	98%	97%
Police Emergency	88%/10s	83%	85%	89%	90%	91%
Police Non-Emergency	80%/180s	55%	44%	63%	80%	80%
Fire Emergency	90%/15s	90%	88%	93%	94%	96%

VANCOUVER ISLAND 2025

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	92%	98%	98%	98%	97%
Police Emergency	88%/10s	90%	88%	88%	91%	90%
Police Non-Emergency	80%/180s	87%	79%	80%	81%	83%

TRANSFORMATION & OPERATIONS UPDATES



2,004,278 9-1-1 calls in 2025 | 2.2 % decrease from 2024



All service level targets met or exceeded for the second year in a row



Implementation of key recommendations from provincial review

E-Comm 9-1-1



2025

TOP 10 REASONS NOT TO CALL 9-1-1

Annual 9-1-1 Public Education Campaign

The annual “top ten” calls that did not belong on 9-1-1 highlighted the importance of keeping emergency lines free for urgent calls. The campaign received a large amount of media coverage, and our largest ever engagement levels on social media.

[VIEW FULL UPDATE](#)

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

Questions? Reply to this email or email updates@ecomm911.ca.

E-Comm 9-1-1
Helping to Save Lives and Protect Property

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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