

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

To: "Direct to Mayor and Council"

Date: 3/16/2026 12:26:42 PM

Subject: E-Comm March Partner Update

Attachments: E-Comm-March-2026-Partner-Update-.pdf

Dear Mayor and Council,

Attached is the March 2026 E-Comm update, fyi.

Thanks,

Karen

Karen Levitt, Deputy City Manager
karen.levitt@vancouver.ca **telephone**

The City of Vancouver acknowledges that it is situated on the traditional territories of the x̱m̱əθḵəy̱əm/Musqueam, Skwx̱w̱ú7mesh/Squamish and səliłwətał/Tsleil-Waututh nations




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

E-Comm Update

March 2026

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.

[VIEW FULL UPDATE](#)

Service Levels Update

Exceeding service level targets for 9-1-1, police call-taking

9-1-1 service saw 97% of calls answered in 5 seconds or less (target: 95%). Emergency police call-taking reached 92% in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). Non-emergency call-taking met the 80% service-level target of calls answered in 3 minutes for the Lower Mainland 85% for Vancouver Island.

Increases in call volumes

9-1-1 (+2.3%), police emergency (+2.7%) and non-emergency call volumes (8%) were all up slightly from the same period last year. Call volumes are historically lower in the first quarter of the year, peaking in the summer months.

Fire service levels remain strong

Fire call-taking reached 97% (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for partners. E-Comm's fire team recently played an instrumental role

Continued reliability of radio network

4,473,050 radio transmissions were made with the 15,907 radios on E-Comm's network in February with no disruptions. For [World Radio Day](#) (Feb 13), we featured the work of a member of our Wireless Team who built in-house tools to detect and eliminate interference on the critical public safety radio network.

Action Plan



E-Comm continues to implement the [Action Plan](#) in response to the independent provincial review. Below are some key recommendations we advanced this month:

Service-based costing model

E-Comm is developing a new model that will clearly show the cost of our services, change how corporate costs are allocated, and increase transparency and predictability through a 5-year outlook. The new financial model is expected to go E-Comm's Board for review in May 2026 so that changes can be incorporated into 2027 levies.

Service catalogue and service level targets

An important step in developing the new financial model is to provide clarity on services through a service catalogue and validate the most appropriate service-level targets. We have identified

Stakeholder and engagement framework

We have developed a new framework to begin improving our partnership and engagement with you, our local government and agency partners. An [update](#) was recently shared with partners outlining a number of upcoming engagement opportunities with a focus on service level targets and the financial model.

Other Updates

2025 IPSOS survey

Public confidence in E-Comm in the Lower Mainland increased five percentage points to 91% in 2025 from 86% in 2024, and near the all-time high of 92% recorded in 2017. Public awareness of E-Comm in the Lower Mainland reached an all-time high of 69% in 2025, representing a four-percentage-point increase from 65% in 2024. For 2025, we also added a survey of E-Comm across southern Vancouver Island where public awareness is at 55%, and public confidence is at 90%.

NG9-1-1 Update

In February and March, E-Comm provided briefings to the BC Association of Chiefs of Police and our Regional District Public Safety Answering Point partners on the implementation of Next Generation 9-1-1. E-Comm has made good progress towards resolving the technical issues which prevented an earlier launch. NG9-1-1 is expected to roll out before the end of this year, once technical readiness of the system is confirmed. While the transition will remain voice-only for callers this year, the changes being implemented now will enable future capabilities for emergency response.

MARCH 2026 UPDATE



Ipsos Poll: Public confidence in E-Comm increased 5% in the Lower Mainland



New stakeholder framework developed to strengthen partner relationships



New south island call takers bring diverse experience



NG9-1-1 expected to roll out before the end of 2026



LOWER MAINLAND YEAR-TO-FEB 28

| | Target | 2022 | 2023 | 2024 | 2025 | 2026 |
|----------------------|----------|------|------|------|------|------|
| 9-1-1 | 95%/5s | 95% | 99% | 99% | 98% | 97% |
| Police Emergency | 88%/10s | 81% | 92% | 96% | 93% | 91% |
| Police Non-Emergency | 80%/180s | 51% | 70% | 85% | 90% | 81% |
| Fire Emergency | 90%/15s | 89% | 95% | 93% | 97% | 97% |

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| Police Emergency | 88%/10s | 92% | 90% | 93% | 92% | 90% |
| Police Non-Emergency | 80%/180s | 91% | 80% | 79% | 86% | 84% |

[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 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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MARCH UPDATE FOR E-COMM'S SERVICE PARTNERS

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

SERVICE LEVELS – JANUARY-FEBRUARY 2026

- **Exceeding service level targets for 9-1-1, police call-taking:** 9-1-1 service saw 97% of calls answered in 5 seconds or less (target: 95%). Emergency police call-taking reached 92% in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). Non-emergency call-taking met the 80% service-level target of calls answered in 3 minutes for the Lower Mainland 85% for Vancouver Island.
- **Increases in call volumes:** 9-1-1 (+2.3%), police emergency (+2.7%) and non-emergency call volumes (8%) were all up slightly from the same period last year. Call volumes are historically lower in the first quarter of the year, peaking in the summer months.
- **Fire service levels remain strong:** Fire call-taking reached 97% (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for partners. E-Comm's fire team recently played an instrumental role coordinating the emergency response to a major structure fire in Mission at a retirement home. Support from multiple agencies was required, resulting in 142 residents being saved.
- **Continued reliability of radio network:** 4,473,050 radio transmissions were made with the 15,907 radios on E-Comm's network in February with no disruptions. For [World Radio Day](#) (Feb 13), we featured the work of a member of our Wireless Team who built in-house tools to detect and eliminate interference on the critical public safety radio network.

ACTION PLAN

E-Comm continues to implement the Action Plan in response to the independent provincial review. Below are some key recommendations we advanced this month:

- **Service-based costing model:** E-Comm is developing a new model that will clearly show the cost of our services, change how corporate costs are allocated, and increase transparency and predictability through a 5-year outlook. The new financial model is expected to go E-Comm's Board for review in May 2026 so that changes can be incorporated into 2027 levies.
- **Service catalogue and service level targets:** An important step in developing the new financial model is to provide clarity on services through a service catalogue and validate the most appropriate service-level targets. We have identified potential

service-level target options for the consideration of our partners.

- **Stakeholder and engagement framework:** We have developed a new framework to begin improving our partnership and engagement with you, our local government and agency partners. An [update](#) was recently shared with partners outlining a number of upcoming engagement opportunities with a focus on service level targets and the financial model.

OTHER UPDATES

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