From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council - DL"
Date: 6/15/2026 3:12:43 PM
Subject: Vancouver E-Comm Update

Dear Mayor and Council,

Sharing with you here E-Comm's June 2026 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 the Musqueam, Squamish and Tsleil-Waututh nations

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E-Comm 9-1-1

Helping to Save Lives and Protect Property

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 91% in the Lower Mainland, and 89% on Vancouver Island (target: 88% of calls answered in 10 seconds). Non-emergency call-taking was at 79% of calls answered in 3 minutes for the Lower Mainland and reached 86% for Vancouver Island.

Fire Service Levels Remain Strong

Fire call-taking reached 96% (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for fire agency partners.

LOWER MAINLAND YEAR-TO-MAY 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	83%	89%	92%	92%	91%
Police Non-Emergency	80%/180s	44%	66%	85%	85%	79%
Fire Emergency	90%/15s	90%	94%	94%	96%	96%

VANCOUVER ISLAND YEAR-TO-MAY 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	90%	88%	91%	91%	89%
Police Non-Emergency	80%/180s	84%	79%	81%	84%	86%



Other Updates



ACE Awards

E-Comm celebrated staff excellence and service milestones at the third annual ACE Awards Night, recognizing award recipients, retirees, and long-serving employees alongside colleagues and family members

Next Generation 9-1-1:

Achieved technical readiness and successfully completed testing milestones to support a 2026 migration. E-Comm is working with contracted partners to finalize migration dates, with transitions scheduled to begin this fall and continue through the end of the year.

New 9-1-1 Policy Manual:

E-Comm finalized a new 9-1-1 Operator Policy and Procedure Manual for all regional district partners, replacing eight separate versions with a consolidated province-wide framework. The updated manual incorporates NG9-1-1 procedures, enhanced business continuity measures, and new operational protocols to support consistency for our call takers and the public.

Police Recognition:

E-Comm staff continue to be recognized by police partners for their exceptional teamwork and professionalism during high-risk and tragic calls. Two employees received Inspector's Letters of Commendation from Port Moody Police, while another received a Deputy Chief Constable Commendation from Delta Police.

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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