

From: "Levitt, Karen" <karen.levitt@vancouver.ca>
To: "Direct to Mayor and Council"
Date: 5/20/2026 2:24:01 PM
Subject: Vancouver E-Comm Partner Update

Dear Council,

Below is E-Comm's May 2026 partner update, for your information.

Regarding the potential for labour action noted below, E-Comm is continuing bargaining discussions with CUPE 8911 following their recent strike vote which yielded 95% vote in favour. We are assured by E-Comm management that they are confident that if there is any sort of labour disruption, E-Comm's service delivery during the FIFA World Cup 26 event will not be impacted.

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 x̱m̱əθḵʷəy̱əm/Musqueam, Skwxwú7mesh/Squamish and səliłwətał/Tsleil-Waututh nations

From: E-Comm Updates <updates@ecomm911.ca>
Sent: Wednesday, May 20, 2026 2:17 PM
To: Levitt, Karen <karen.levitt@vancouver.ca>
Subject: Vancouver E-Comm Partner 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 90% 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 and reached 85% 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.

Continued reliability of radio network:

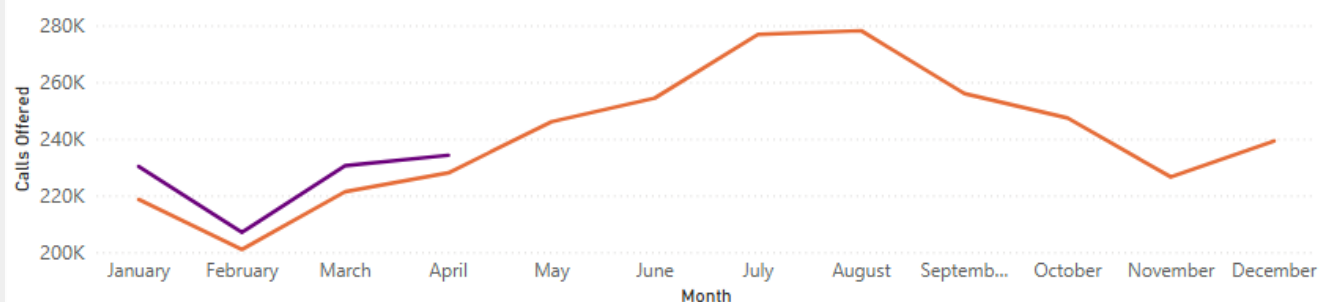
4,810,781 radio transmissions were made with 16,445 radios on E-Comm's network in April with no disruptions.

Call volumes increased in Q1:

9-1-1 (+2.2%), police emergency (+1.6%) and non-emergency call volumes (+6.3%) were all up from the same period last year.

Calls Offered by Month and Year

Year ● 2025 ● 2026



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:

Stakeholder Trust:

Engagement initiatives across police agencies, municipalities, and regional partners have been completed ahead of the May 20 board meeting. Feedback gathered throughout these discussions will help guide next steps, and the addition of Inspector Jason High from the [Vancouver Police Department](#) is helping strengthen police and stakeholder collaboration.

Financial Management:

Work on E-Comm's new financial model is continuing, including reviewing service costs and developing a more transparent approach to cost sharing. Improvements to financial reporting are also underway to help support clearer decision-making at the Board level and link E-Comm's costs with services for our partners and funders.

Operational Resiliency:

Operational improvements are progressing across several areas, including a new quality review process, completion of the core service catalogue, and ongoing work with stakeholders on service level options.

Collective Bargaining Update

MAY 2026 UPDATE

LOWER MAINLAND YEAR-TO-APRIL 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	83%	91%	93%	92%	92%
Police Non-Emergency	75%/180s	46%	68%	87%	87%	80%
Fire Emergency	90%/15s	90%	95%	94%	97%	96%

VANCOUVER ISLAND YEAR-TO-APRIL 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	91%	89%	91%	91%	90%
Police Non-Emergency	80%/180s	86%	81%	81%	85%	85%

ACTION PLAN & OPERATIONAL UPDATES



Engagement with police and regional partners continues; insights will shape next steps



Testing is underway for NG9-1-1, with technical readiness targeted for early June

RECOGNIZING NATIONAL POLICE WEEK

E-Comm staff created a social media video thanking officers for their service, attended community events, and partnered with Abbotsford Police on a behind-the-scenes 9-1-1 educational video.



[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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