

## E-COMM MARCH UPDATE FOR POLICE, FIRE AND LOCAL GOVERNMENT PARTNERS

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

### **Service levels to February 28**

- ***High service performance for emergency call-taking, 9-1-1*** – Year-to-date (YTD) service levels for emergency police call-taking reached 93% in the Lower Mainland, and 92% on Vancouver Island (target: 88% of calls answered in 10 seconds). 9-1-1 service saw 98% of calls answered in 5 seconds or less (target: 95%).
- ***Strong results for non-emergency service performance*** – Our non-emergency service surpassed performance targets YTD, reaching 90% in the Lower Mainland and 86% on Vancouver Island (target: 80% of calls answered within three minutes). Call volumes for non-emergency in the Lower Mainland increased 3.4% for this period as compared to 2024 (54,278 calls in 2025). Our YTD abandoned call rate for non-emergency has continued to drop over the past four years, decreasing from a high of 39% for this period in 2022, to just 8% in 2025.
- ***A cautionary note on service levels*** – As our March update only includes two months of data, it's important to remember that service levels fluctuate through the year, based on call volumes and staffing levels. Traditionally, we see increased pressures on these key variables as we get closer to the busy summer period, whereas the winter months tend to be more stable.

### **Transformation Updates**

- ***Developing our dispatch workforce*** – In February, four of our E-Comm call takers completed dispatch classroom training and proceeded to on-the job learning with peer coaches. We have seen attrition decrease for this position over 2024 and are focussing on growth and retention.
- ***Digital dashboards for fire agencies in development*** – Our Data & Analytics team is making progress on the development of self-serve digital information dashboards for our fire agencies. Similar dashboards were launched for 13 of our police agencies last fall.
- ***Strengthening our cyber defenses*** – As part of ongoing work to boost organizational resiliency and protect our core services, our Technology team completed an incident response tabletop exercise, as well as an overall security program audit.
- ***NG9-1-1 site transitions to begin this fall*** – Site transitions for Next Generation 9-1-1 (NG9-1-1) implementation will begin this fall, following necessary technical work and testing. Our project completion is still targeted for the end of 2025.

### **Public Education & Outreach**

- ***Empowering businesses with non-emergency improvements*** – We are reinforcing information about key non-emergency service improvements with Lower Mainland businesses, sharing public education materials and participating in a Vancouver Police Retail Crime Forum in March.

**MARCH 2025 UPDATE**



Growing our dispatch workforce through development of internal talent, new training



Work progressing on new self-serve data dashboards for fire agencies



Technology team completes security program audit, tabletop exercise



NG9-1-1 site transitions shift to fall to allow for necessary technical work



**RETAIL CRIME REPORTING**

Targeted information for businesses on reporting crime, including participation in VPD retail crime forum

**LOWER MAINLAND YEAR-TO-FEB 28**

	Target	2021	2022	2023	2024	2025
<b>9-1-1</b>	95%/5s	99%	95%	99%	99%	98%
<b>Police Emergency</b>	88%/10s	91%	81%	92%	96%	93%
<b>Police Non-Emergency</b>	80%/180s	69%	51%	70%	85%	90%
<b>Fire Emergency</b>	90%/15s	94%	89%	95%	93%	97%

**VANCOUVER ISLAND YEAR-TO-FEB 28**

	Target	2021	2022	2023	2024	2025
<b>9-1-1</b>	95%/5s	99%	95%	99%	99%	98%
<b>Police Emergency</b>	88%/10s	92%	92%	90%	93%	92%
<b>Police Non-Emergency</b>	80%/180s	87%	91%	80%	79%	86%