

E-COMM APRIL UPDATE FOR POLICE 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 police partners and the public we serve.

Q1 2025 Service levels (January 1 – March 31)

- ***Strong performance results for emergency call taking, 9-1-1*** – Our service results for the first quarter of 2025 (Q1) were among the strongest for this period in five years. Police emergency call taking saw 93% of calls answered in 10 seconds in the Lower Mainland (target: 88%), and 92% on Vancouver Island. For 9-1-1, 98% of calls were answered in 5 seconds or less (target: 95%).
- ***Five-year high for non-emergency service level in Lower Mainland*** – Police non-emergency (NER) service performance in the Lower Mainland achieved a five-year high for Q1 at 89% (target: 80% of calls answered in three minutes or less). Vancouver Island also exceeded the performance target at 87%. Call volumes for police non-emergency in the Lower Mainland increased slightly over Q1 2024 (up 5% to 83,692 calls).
- ***A cautionary note on service levels*** – 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

- ***New Westminster Police non-emergency service*** – On April 15th, E-Comm will reassume full non-emergency call taking service for the New Westminster Police. E-Comm already provides dispatch and emergency call taking service for New Westminster, as well as after-hours non-emergency call taking. We expect a smooth transition with no service impacts.
- ***Developing New Call Taker Training*** – E-Comm is continuing to develop police agency-specific training to help streamline learning for in-demand dispatch roles. We also completed a training pilot project for 9-1-1 operators and are planning courses for Vancouver Island call taking.

Provincial Review

- ***Update on independent provincial review*** – The Province has selected professional services and accounting firm EY (Ernst & Young) to oversee their [independent review](#) of E-Comm. Representatives from EY have met with our Leadership team to discuss the timeline, approach, and how they will be connecting with stakeholders as part of the process.

Public Education & Outreach

- ***Honouring our First, First Responders*** – On Emergency Service Dispatchers and 9-1-1 Awareness Week (April 13 to 19) we'll be recognizing the work of our staff through internal activities, social media content, and a new public education video with Richmond RCMP.
- ***Connecting with Lower Mainland Media Relations Officers*** – On March 13, we hosted a meeting of Lower Mainland Media Relations officers attended by more than 20 agencies, and discussed multiple topics of shared interest, including Next Generation 9-1-1.

APRIL 2025 UPDATE

QUARTERLY SERVICE PERFORMANCE UPDATE, Q1 2025



448,007
9-1-1 calls in Q1



98%
of 9-1-1 calls answered
in 5 seconds or less

LOWER MAINLAND YEAR-TO-MAR 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	96%	99%	98%	98%
Police Emergency	88%/10s	90%	82%	92%	95%	93%
Police Non-Emergency	80%/180s	67%	50%	69%	86%	89%
Fire Emergency	90%/15s	92%	89%	95%	93%	97%

VANCOUVER ISLAND YEAR-TO-MAR 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	96%	99%	98%	98%
Police Emergency	88%/10s	92%	91%	89%	92%	92%
Police Non-Emergency	80%/180s	88%	88%	81%	81%	87%

TRANSFORMATION AND OPERATIONS UPDATES



All service level targets achieved for Q1 – among the highest results for this period in 5 years



E-Comm to reassume full non-emergency service provision for New Westminster Police



More police agency specific training for dispatch in development to streamline learning



HONOURING OUR TEAM ON 9-1-1 WEEK

On Emergency Service Dispatchers and 9-1-1 Awareness Week (April 13 to 19) we'll be recognizing the work of our staff through internal activities, social media content, and a new public education video with Richmond RCMP showcasing how our call takers support officers and the public.