

## **E-COMM MAY 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.

### **Service levels to April 30, 2025**

- ***Strong service performance for police emergency call-taking, 9-1-1*** – Police emergency call-taking service levels remained strong, reaching 92% year-to-date (YTD) in the Lower Mainland and 91% on Vancouver Island. Both regions surpassed the set target of 88% of police emergency calls answered in 10 seconds. For 9-1-1, 98% of calls were answered within 5 seconds or less.
- ***Police non-emergency service levels remain strong, call volumes rise*** – Non-emergency (NER) service levels remained strong at 87% in the Lower Mainland, and 85% on Vancouver Island (target: 80% of calls answered in three minutes or less). Lower Mainland YTD NER call volumes rose 8.5% versus the same period in 2024, while police emergency call volumes *decreased* over the same period, by 3%. This may be an early sign that our ongoing public education efforts around service improvements are having a positive impact on reporting.

### **Transformation Updates**

- ***New Westminster Police resume full non-emergency service with E-Comm*** – On April 15, E-Comm reassumed full-time non-emergency call-taking for the New Westminster Police Department. The reintegration went smoothly with no service level impacts expected.
- ***New emergency call takers begin on-the-job training*** – Four of our non-emergency call takers successfully completed their classroom training to become emergency call takers in April and moved to on-the-job learning on our Operations floor in the Lower Mainland.

### **Major Critical Incident in Vancouver**

- ***Mass Casualty Incident at Vancouver Lapu Lapu Festival*** – On April 26, our Lower Mainland call takers and dispatchers responded to a mass casualty incident at the Lapu Lapu Festival in Vancouver. Extra staff came in to offer help and our Peer Support teams were engaged for those handling incredibly difficult calls with professionalism and compassion. Our hearts are with the family and friends of the victims, and our first responder partners who attended the scene.

### **Financial Forecasting for 2026**

- ***2026 levy forecast*** – Our Finance Unit is working to prepare early levy forecast guidance to share with partners in the coming months. As engagement work on our new financial model has paused during the Province's independent review of E-Comm, the existing methodology will be used to calculate the 2026 levy forecast.

### **Communications & Public Affairs**

- ***Emergency Service Dispatchers and 9-1-1 Awareness Week*** – The critical work of our employees was acknowledged throughout 9-1-1 Week (April 13 – 19) with internal events and a social media campaign. Staff greatly appreciated visits from police and fire agencies, as well as online expressions of gratitude and support from partners, local governments, and the Province.

## MAY 2025 UPDATE

### LOWER MAINLAND YEAR-TO-APR 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	89%	83%	91%	93%	92%
Police Non-Emergency	80%/180s	66%	46%	68%	87%	87%
Fire Emergency	90%/15s	92%	90%	95%	94%	97%

### VANCOUVER ISLAND YEAR-TO-APR 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	92%	91%	89%	91%	91%
Police Non-Emergency	80%/180s	88%	86%	81%	81%	85%

### TRANSFORMATION AND OPERATIONS UPDATES



Non-emergency service levels strong, call volumes rise



New emergency call takers begin on-the-job training



E-Comm now providing full time non-emergency service for New Westminster Police

### EMERGENCY SERVICE DISPATCHERS AND 9-1-1 AWARENESS WEEK APRIL 13 - 19

9-1-1 Week sees first responder visits, internal recognition events, and messages of gratitude from partners, local governments, and the Province

