

E-COMM JUNE 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 May 31, 2025

- ***Exceeding service level targets for emergency call-taking, 9-1-1*** – Police emergency call-taking service levels remained above target (88% calls answered in 10 seconds), reaching 92% year-to-date in the Lower Mainland and 91% on Vancouver Island. Fire emergency call-taking reached the highest service levels in recent years, at 96% (target: 90% within 15 seconds). For 9-1-1, 98% of calls were answered within 5 seconds or less.
- ***Non-emergency call volumes increase, service levels remain strong*** – Year-to-date service levels for police non-emergency calls continue to exceed targets at 85% in the Lower Mainland, and 84% on Vancouver Island (target 80% within 3 minutes). We continue to see an increase in non-emergency call volumes, with a slight 2% increase on the Island and a 9% increase for the LMD.
- ***Quicker answer times, less abandoned non-emergency calls*** - The rate for abandoned non-emergency calls in the Lower Mainland YTD was 10%, a 4% drop compared to the same period last year. The rate has continued to fall consistently thanks in part to a new contact centre platform introduced last May that offers additional options such as call-backs. The average speed to answer a non-emergency call YTD was one minute.
- ***Preparing for busy summer months*** – In spite of the positive year-over-year progress in our service levels and being in a stable position staffing-wise, service levels are impacted in the summer months. Increased call volumes are anticipated this summer due to predicted above average temperatures, wildfire activity and major events.

Training & Development

- ***New call-takers for ECVI, new dispatchers complete classroom training*** – Our Vancouver Island facility (ECVI) welcomed five new police call takers in May. Four members of our Operations team also completed their classroom training towards becoming dispatchers.
- ***Modernized training for dispatchers, 9-1-1 operators*** – We are continuing to design agency-specific training to improve the learning experience for new police dispatchers and have also created a new e-learning course for our 9-1-1 queue operator position.

Technology

- ***E-Comm helps develop new national standard for 9-1-1 address data*** – A member of E-Comm's Technology Services team has helped establish a new national standard format for sharing 9-1-1 civic address and location data. The standard is the first of its kind in Canada and will ensure consistent language is used by emergency service providers across Canada, leading to better collaboration, accuracy, and a faster response.

Communications & Public Affairs

- ***Connecting with Vancouver Island police partners*** – On May 22, our Communications team met with Vancouver Island-based Media Relations officers and staff at E-Comm's dispatch and call-taking facility in Saanich (ECVI). We discussed Next Generation 9-1-1 and other communications topics with our municipal and RCMP partners and offered a tour of our Island operations.

JUNE 2025 UPDATE

LOWER MAINLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	89%	83%	89%	92%	92%
Police Non-Emergency	80%/180s	66%	44%	66%	83%	85%
Fire Emergency	90%/15s	93%	90%	94%	94%	96%

VANCOUVER ISLAND YEAR-TO-MAY 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	99%	97%	99%	98%	98%
Police Emergency	88%/10s	92%	91%	88%	91%	91%
Police Non-Emergency	80%/180s	88%	84%	79%	81%	84%

TRAINING AND TECHNOLOGY UPDATES



Five new call-takers for Vancouver Island centre



Modernized training for new dispatcher workgroup



E-Comm shapes national 9-1-1 standards for address/ location data



CONNECTING WITH VANCOUVER ISLAND POLICING PARTNERS

We welcomed communicators from municipal and RCMP police agencies on Vancouver Island for a tour and discussion on Next Generation 9-1-1.