

E-COMM JULY 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 June 30, 2025

- **Strong service performance for police emergency call-taking, 9-1-1** – In the Lower Mainland, year-to-date (YTD) service levels for police emergency call-taking held at 92% (target: 88% of calls answered in 10 seconds), and at 91% on Vancouver Island. Ninety-eight per cent of 9-1-1 calls were answered in five seconds or less (target: 95%).
- **Non-emergency service performance reaches 5-year high in Lower Mainland** – Non-emergency service performance in the Lower Mainland achieved a 5-year high year-to-date, reaching 85% (target: 80% of calls answered within three minutes). Vancouver Island also saw strong service levels for non-emergency call-taking at 84%. The rate of abandoned non-emergency calls continued to decrease and average call handling times were faster at one minute (compared to two minutes in 2024).
- **Increase in non-emergency call volume** – Both the Lower Mainland and Vancouver Island saw increases in non-emergency call volume YTD as compared to the same period in 2024. The Lower Mainland saw a 7% increase, while the growth on the Island was smaller (0.8%).
- **A note on service levels** – *The summer months are typically the busiest for call volumes due to a number of factors, including major public events and seasonal emergencies such as wildfires. E-Comm plans in advance for this time of year and adjusts staffing levels to assist with peak volumes in order to mitigate service level impacts as much as possible.*

Operations Transformation

- **New call takers, dispatchers** – Four emergency call takers completed their dispatch training course at our Lower Mainland communications centre, which also welcomed four new non-emergency call takers (originally trained as 9-1-1 operators). Our Vancouver Island communications centre also welcomed seven new police call takers in June.
- **Enhanced technology for non-emergency launched in New Westminster** – On June 19, an interactive voice response (IVR) was launched as part of the New Westminster Police Department's non-emergency service, which returned to E-Comm on a full-time basis in April. The new system offers callers options to find appropriate support and can also provide information via text.

E-Comm Governance

- **E-Comm announces new Board Chair, 2025-2026 Board of Directors** – At E-Comm's Annual General Meeting on June 25, we welcomed Nancy Kotani as the new Board Chair, and Vancouver Police Inspector Jason High as a new Board Director. Outgoing Board Chair Doug Campbell was recognized for his leadership and contributions over the past nine years and will continue to serve as an independent director.

Communications & Public Affairs

- **Updating our progress in the 2024 Annual Report** – E-Comm's Annual Report for 2024 has been shared with our Board and partners and is available to view on our [website](#). The report features progress highlights including key transformation improvements that led to our highest service performance results in eight years.

JULY 2025 UPDATE

LOWER MAINLAND YEAR-TO-JUNE 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	97%	97%	98%	98%	98%
Police Emergency	88%/10s	88%	84%	89%	92%	92%
Police Non-Emergency	80%/180s	63%	43%	67%	81%	85%
Fire Emergency	90%/15s	92%	90%	94%	94%	96%

VANCOUVER ISLAND YEAR-TO-JUNE 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	97%	97%	98%	98%	98%
Police Emergency	88%/10s	91%	90%	88%	90%	91%
Police Non-Emergency	80%/180s	87%	83%	80%	79%	84%

TRANSFORMATION & OPERATIONS UPDATES



5-year high for Lower Mainland non-emergency performance



Non-emergency call volumes increase



New dispatchers, emergency & non-emergency call takers



E-COMM SHARES PROGRESS HIGHLIGHTS IN 2024 ANNUAL REPORT

E-Comm's Annual Report for 2024 is available to view on our website.

The report features insights from our employees and details on key transformation improvements that led to our highest service performance results in eight years.