

E-COMM SEPTEMBER 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 August 31, 2025

- ***Strong service levels over busy summer months***– Our service performance remained strong over the summer meeting or exceeding service level targets during the busiest season. Year-to-date, police emergency call taking performance reached 92% for January to Aug 31 in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). For 9-1-1, 98% of calls were answered in 5 seconds or less.
- ***Non-emergency call volumes increase, service levels remain high*** – Non-emergency call-taking achieved strong service performance in the Lower Mainland at 83%, and on Vancouver Island at 84% (target: 80% calls answered within three minutes). Non-emergency call volumes rose compared to last year (+7% in the Lower Mainland, +2.5% on the Island).
- ***Fewer abandoned non-emergency calls*** –The rate of abandoned non-emergency calls in the Lower Mainland dropped to 11% as compared to 18% in 2024. Our new contact centre, which provides estimated wait times and call-back options for callers, is a key factor in the decrease. Of those callers who request a call-back, 82% are successfully reached and able to file a report.

Operations Transformation

- ***E-Comm reassumes 24-hour non-emergency service for Delta Police*** – The Delta Police have transitioned all of their non-emergency call taking back to E-Comm as of August 6th, 2025. The reintegration went smoothly and is not expected to impact service levels.
- ***New Vancouver Island dispatchers, 911 operators*** – Four police call takers at our Vancouver Island call centre (ECVI) successfully completed classroom training to become dispatchers. ECVI will also welcome six new 911 Queue operators in August.

Major Event – annual Celebration of Light in Vancouver

- ***Busy shifts for operations staff during Annual Celebration of Light*** – Our operations team was busy responding to a variety of calls during this summer's Celebration of Light fireworks events. We work closely with partners including Vancouver Police to ensure a safe event for all.

Next Generation 9-1-1 Update

- ***Next Generation 9-1-1 preparations continue*** – Our project team is preparing for the phased launch of NG9-1-1 over the coming months. We now have a dedicated website landing page to share public resources and increase awareness of NG9-1-1 through ecom911.ca/ng911.

2026 Levies

- ***2026 Levy Letters*** – E-Comm has shared its preliminary 2026 levy forecast with partner agencies, which are based on E-Comm's current financial model. E-Comm paused engagement on its new financial model earlier this year, awaiting recommendations from the provincial independent review, but remain committed to resume progress on this important work as quickly as possible once we receive these recommendations.

Communications and Public Outreach

- ***Back-to-school 9-1-1 public education*** – E-Comm shared [safety tips](#) and resources for parents and children for how to identify an emergency and call for help when needed.

SEPTEMBER 2025 UPDATE

LOWER MAINLAND YEAR-TO-AUG 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	95%	97%	98%	98%	98%
Police Emergency	88%/10s	87%	84%	89%	91%	92%
Police Non-Emergency	80%/180s	60%	43%	66%	79%	83%
Fire Emergency	90%/15s	91%	90%	93%	94%	96%

VANCOUVER ISLAND YEAR-TO-AUG 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	96%	97%	98%	98%	98%
Police Emergency	88%/10s	90%	89%	88%	89%	91%
Police Non-Emergency	80%/180s	86%	82%	79%	79%	84%

TRANSFORMATION & OPERATIONS UPDATES



Strong service levels maintained over summer months



E-Comm reassumes full-time non-emergency call taking for Delta PD



New dispatchers and 9-1-1 queue operators for Vancouver Island

OPERATIONS STAFF SUPPORT FIRST RESPONDERS DURING MAJOR SUMMER EVENTS

Our call takers and dispatchers were kept busy answering a wide variety of calls during major events this summer, including the Celebration of Light in Vancouver.

