

E-COMM OCTOBER UPDATE FOR POLICE AND LOCAL GOVERNMENT PARTNERS

As part of our ongoing effort to improve our communication with our partners and stakeholders, we are committed to continuing to provide and improve these monthly progress updates. We welcome your feedback on potential improvements.

Nancy Blair,
Interim President & CEO

Service levels and call volumes to September 30, 2025

- **9-1-1 service levels exceed target during busiest quarter:** Despite the usual influx in 9-1-1 call volumes over the summer, year-to-date service levels remained above target in September at 97% of 9-1-1 calls answered within 5 seconds or less (target: 95%).
- **Strong Q3 for police and fire call-taking:** For Q3, police emergency call-taking was at 90% in the Lower Mainland and meeting the 88% target of calls answered within 10 seconds or less on Vancouver Island. Fire emergency call-taking was at 96% (target: 90% calls within 15 seconds).
- **Decrease in YTD 9-1-1 call volumes but more non-emergency (NER) calls:** Year-to-date 9-1-1 call volumes have decreased by 3% from 2024. The number of non-emergency calls E-Comm handles increased in the Lower Mainland (+7.5%) and on Vancouver Island (+3.3%). The return of full-time call-taking for the West Vancouver, New Westminster, and Delta police departments due to key enhancements to E-Comm's service is a factor in the increase.
- **Increased utilization of call-back option for NER calls:** Over 1,000 more callers used the call-back request option to file a non-emergency police report in Q3 2025 compared to Q3 2024. Of those requests, 85% of callers were successfully reached to file their report. E-Comm's new NER platform launched in 2024 offers estimated wait times, SMS text capability and call-backs.
- **Continued reliability of radio service:** 15 million+ radio transmissions were made with the 15,276 radios on E-Comm's network in September with no disruptions. Over 1,000 new generation Motorola radios were recently purchased, offering partners enhanced options such as fail-over capabilities to a cellular network.

Other updates to note

- **Launch of new self-service dashboard for fire agencies:** As part of modernizing our data and analytics capabilities, a new interactive dashboard is being rolled out to our fire dispatch partners, providing them access to key metrics like service levels and dispatch operations data.
- **Next Generation 9-1-1 (NG9-1-1):** The phased implementation of NG9-1-1 is planned to begin in January 2026 and continue over several months with the transition of our contracted partners to the new network. E-Comm's technology team used a 12-hour planned evacuation of call-taking and dispatch operations to complete key technology work and we continue to learn from agencies who have recently transitioned to NG9-1-1, including Surrey Fire Services.
- **Police training sessions for dispatchers:** E-Comm dispatchers were offered the chance to participate in training sessions offered by specialized units within the Vancouver Police Department, with a focus on shared areas of interest and collaboration such as tactical operations, mental health response, drone capabilities and file management initiatives.
- **FIFA World Cup preparations:** With less than nine months to go, E-Comm's preparations for FIFA are ramping up, with the refinement of staffing plans, participation in partner working groups and tabletop exercises with the Integrated Safety & Security Unit (ISSU).
- **Engagement at UBCM:** E-Comm attended this year's Union of BC Municipalities in Victoria, engaging in conversations around emergency communication services.

OCTOBER 2025 UPDATE

LOWER MAINLAND YEAR-TO-SEPT 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	94%	98%	98%	98%	97%
Police Emergency	88%/10s	86%	84%	88%	91%	91%
Police Non-Emergency	80%/180s	58%	43%	63%	79%	81%
Fire Emergency	90%/15s	91%	89%	93%	94%	96%

VANCOUVER ISLAND YEAR-TO-SEPT 30

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	94%	98%	98%	98%	97%
Police Emergency	88%/10s	90%	88%	87%	90%	90%
Police Non-Emergency	80%/180s	86%	81%	80%	80%	83%

TRANSFORMATION & OPERATIONS UPDATES



518,984 9-1-1 calls in Q3 2025 (July - September)



New self-serve analytics dashboards for fire agencies



More callers to non-emergency using enhanced call-back feature



Phased implementation of NG9-1-1 planned to begin in early 2026

**E-Comm Call Takers
Take on Tour de Coast for
Childhood Cancer**