

E-COMM NOVEMBER UPDATE FOR POLICE, FIRE AND LOCAL GOVERNMENT PARTNERS

We are sharing our monthly update on key activities at E-Comm to strengthen and improve our services on behalf of partners and the public we serve.

Action plan on provincial review recommendations

- **Action plan in progress:** E-Comm is developing an action plan to prioritize and implement the recommendations outlined in the province's recent [EY report](#). We recognize the urgency of the improvements required, particularly around our financial model to provide predictable and transparent costs to our funders. We will share more information in the coming days, as we review and finalize next steps with our board.

Service levels and call volumes to October 31, 2025

- **9-1-1, police, fire emergency calls:** Year-to-October 31 service levels are above target for 9-1-1 calls, with an average answer time of 1 second (current service level: 98% of calls answered within 5 seconds or less). Police emergency call-taking is at 91% in the Lower Mainland and 90% on Vancouver Island (target: 88% target of calls answered within 10 seconds or less), while fire emergency call-taking was at 96% (target: 90% calls within 15 seconds).
- **Busy Halloween night and early morning:** With Halloween taking place on a Friday night this year, E-Comm staff handled a large volume of calls with over 4,000 9-1-1 calls answered from 6 pm to the early morning hours of November 1. Despite advance public education efforts in collaboration with emergency services partners on where to direct fireworks and noise complaints, these calls still represented a large volume of 9-1-1 calls.
- **Majority of non-emergency calls during core hours:** Approximately 80% of callers to non-emergency lines in the Lower Mainland call during the hours (7 am to 9 pm) where they can take advantage of call-back options, estimated wait times, and SMS text capability through the new platform launched in 2024. We see improved call answer times (avg: 2 minutes) and less abandoned calls, with more callers served during these core hours. Year-to-date 81% of calls are answered within 3 minutes or less for the Lower Mainland and 83% on Vancouver Island.

Other updates to note

- **New dispatchers begin with peer coaches:** Our newest dispatch trainees have moved forward to on-the-job training with peer coaches, having completed the training program incorporating in-class instruction and e-learning. Dispatchers remain in high demand throughout B.C. due to their specialized skillset and staffing these critical positions continues to be a priority.
- **E-Comm staff recognized with two national awards:** E-Comm employees were awarded two prestigious national awards from APCO Canada, recognizing both a team and an individual for their exceptional work in emergency communications. The Fire Dispatch team were honoured for their outstanding coordination during a series of fires which created its own "firestorm" in Vancouver, and one of our Vancouver Island trainers was awarded Trainer of the Year for her mentorship of over 100 employees at our Saanich-based centre. Learn more [here](#).
- **Radio interference detection system:** E-Comm's Wireless department has designed an interference detection system that enables the detection of interference, reducing safety risk to our partners. The system was designed in-house by members of E-Comm's Engineering team.

NOVEMBER 2025 UPDATE

LOWER MAINLAND YEAR-TO-OCT 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	93%	98%	98%	98%	98%
Police Emergency	88%/10s	85%	84%	88%	91%	91%
Police Non-Emergency	80%/180s	57%	43%	62%	79%	81%
Fire Emergency	90%/15s	91%	89%	93%	94%	96%

VANCOUVER ISLAND YEAR-TO-OCT 31

	Target	2021	2022	2023	2024	2025
9-1-1	95%/5s	93%	98%	98%	98%	98%
Police Emergency	88%/10s	90%	88%	87%	87%	90%
Police Non-Emergency	80%/180s	86%	81%	80%	80%	83%

TRANSFORMATION & OPERATIONS UPDATES



Action plan in development following recently released EY report



Improved non-emergency call answer times and less abandoned calls



New dispatchers begin on-the-job training with peer coaches



E-Comm staff recognized with two national awards

