

FEBRUARY UPDATE FOR E-COMM'S SERVICE PARTNERS

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

SERVICE LEVELS – JANUARY 2026

- **Strong start for emergency call-taking, 9-1-1:** Emergency police call-taking reached 93% in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). 9-1-1 service saw 98% of calls answered in 5 seconds or less (target: 95%).
- **Increase in police non-emergency calls:** Police non-emergency volumes increased +9% in the Lower Mainland and +6% on Vancouver Island compared to January 2025. Service levels were at 79% for the Lower Mainland and 85% on Vancouver Island (target: 80% within 3 minutes).
- **Fire service levels continue to exceed targets:** Fire call-taking reached 97% in the Lower Mainland (target: 90% of calls answered in 15 seconds), continuing a four-year trend of strong service delivery for partners.
- **Continued reliability of radio network:** 4,882,259 radio transmissions were made with the 15,915 radios on E-Comm's network in January with no disruptions. E-Comm's Wireless team also completed a major Radio Core upgrade in January, carefully planned and executed with Motorola to keep the radio network fully supported and up to date while minimizing impacts to partner agencies.

ACTION PLAN

E-Comm continues to implement the Action Plan in response to the Province's Independent review. Below are some key recommendations we advanced this month:

- **Service-based costing model:** E-Comm is developing a new model that will clearly show the cost of our services. The model is expected to go to the Board for approval in May 2026 and will be used to inform partners about 2027 levies and the 2027 budget.
- **Service catalogue and service level targets:** Benchmarking work is now complete. E-Comm continues to work with partners to clearly define the services we provide and the service levels they can expect, with final details expected by fall 2026.
- **Governance and stakeholder engagement:** A structured framework is being finalized for Board review in February 2026. An engagement approach will launch in March, with a focus on key priorities like financial model and service level targets.

TUMBLER RIDGE EMERGENCY RESPONSE

- **9-1-1 Queue Agents triage calls:** On February 10, E-Comm's 9-1-1 operators fielded multiple calls for the Tumbler Ridge shooting tragedy, quickly connecting callers with emergency services through the BC RCMP and BCEHS. Our Critical Incident Stress (CIS) teams were engaged to provide support for staff who handled the difficult calls. Our thoughts remain with the family and friends of the victims, the community of Tumbler Ridge, and the emergency services who responded and continue the investigation.

OTHER UPDATES

- **Employer of choice:** E-Comm has made the 2026 list of *BC's Top Employers*, a designation awarded annually to both public and private sector organizations demonstrating innovation and excellence.
- **Newly trained call takers:** Due to internal movement and promotions amongst our staff, E-Comm has trained a new class of non-emergency call takers and dispatchers. Both groups have officially signed off and will soon be answering calls and dispatching on their own.
- **Long service recognized:** Two E-Comm employees achieved remarkable career milestones this month: Laura, who was integral to the development of the Central Dispatcher role with the Vancouver Police Department, celebrated 45 years of service and John marked 30 years as a police dispatcher. Thank you both for your service!

FEBRUARY 2026 UPDATE

LOWER MAINLAND YEAR-TO-JAN 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	94%	99%	98%	99%	98%
Police Emergency	88%/10s	81%	93%	97%	95%	93%
Police Non-Emergency	80%/180s	50%	69%	88%	91%	79%
Fire Emergency	90%/15s	89%	95%	91%	96%	97%

VANCOUVER ISLAND YEAR-TO-JAN 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	94%	99%	98%	99%	98%
Police Emergency	88%/10s	93%	90%	94%	93%	91%
Police Non-Emergency	80%/180s	93%	81%	75%	86%	85%



Strong service levels to kick off 2026



Police non-emergency call volumes increase



Essential radio upgrade complete



E-Comm 9-1-1
recognized as one of
BC's Top Employers

