

MARCH 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-FEBRUARY 2026

- **Exceeding service level targets for 9-1-1, police call-taking:** 9-1-1 service saw 97% of calls answered in 5 seconds or less (target: 95%). Emergency police call-taking reached 92% in the Lower Mainland, and 91% on Vancouver Island (target: 88% of calls answered in 10 seconds). Non-emergency call-taking met the 80% service-level target of calls answered in 3 minutes for the Lower Mainland 85% for Vancouver Island.
- **Increases in call volumes:** 9-1-1 (+2.3%), police emergency (+2.7%) and non-emergency call volumes (8%) were all up slightly from the same period last year. Call volumes are historically lower in the first quarter of the year, peaking in the summer months.
- **Fire service levels remain strong:** Fire call-taking reached 97% (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for partners. E-Comm's fire team recently played an instrumental role coordinating the emergency response to a major structure fire in Mission at a retirement home. Support from multiple agencies was required, resulting in 142 residents being saved.
- **Continued reliability of radio network:** 4,473,050 radio transmissions were made with the 15,907 radios on E-Comm's network in February with no disruptions. For [World Radio Day](#) (Feb 13), we featured the work of a member of our Wireless Team who built in-house tools to detect and eliminate interference on the critical public safety radio network.

ACTION PLAN

E-Comm continues to implement the Action Plan in response to the independent provincial 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, change how corporate costs are allocated, and increase transparency and predictability through a 5-year outlook. The new financial model is expected to go E-Comm's Board for review in May 2026 so that changes can be incorporated into 2027 levies.
- **Service catalogue and service level targets:** An important step in developing the new financial model is to provide clarity on services through a service catalogue and validate the most appropriate service-level targets. We have identified potential

service-level target options for the consideration of our partners.

- **Stakeholder and engagement framework:** We have developed a new framework to begin improving our partnership and engagement with you, our local government and agency partners. An [update](#) was recently shared with partners outlining a number of upcoming engagement opportunities with a focus on service level targets and the financial model.

OTHER UPDATES

- **2025 IPSOS survey:** Public confidence in E-Comm in the Lower Mainland increased five percentage points to 91% in 2025 from 86% in 2024, and near the all-time high of 92% recorded in 2017. Public awareness of E-Comm in the Lower Mainland reached an all-time high of 69% in 2025, representing a four-percentage-point increase from 65% in 2024. For 2025, we also added a survey of E-Comm across southern Vancouver Island where public awareness is at 55%, and public confidence is at 90%.
- **NG9-1-1 Update:** In February and March, E-Comm provided briefings to the BC Association of Chiefs of Police and our Regional District Public Safety Answering Point partners on the implementation of Next Generation 9-1-1. E-Comm has made good progress towards resolving the technical issues which prevented an earlier launch. NG9-1-1 is expected to roll out before the end of this year, once technical readiness of the system is confirmed. While the transition will remain voice-only for callers this year, the changes being implemented now will enable future capabilities for emergency response.

MARCH 2026 UPDATE



Ipsos Poll: Public confidence in E-Comm increased 5% in the Lower Mainland



New stakeholder framework developed to strengthen partner relationships



New south island call takers bring diverse experience



NG9-1-1 expected to roll out before the end of 2026



LOWER MAINLAND YEAR-TO-FEB 28

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	95%	99%	99%	98%	97%
Police Emergency	88%/10s	81%	92%	96%	93%	91%
Police Non-Emergency	80%/180s	51%	70%	85%	90%	81%
Fire Emergency	90%/15s	89%	95%	93%	97%	97%

VANCOUVER ISLAND YEAR-TO-FEB 28

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	95%	99%	99%	98%	97%
Police Emergency	88%/10s	92%	90%	93%	92%	90%
Police Non-Emergency	80%/180s	91%	80%	79%	86%	84%