

APRIL 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 1 - MARCH 31 (Q1 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%) for Q1 2026. Emergency police call-taking reached 92% in the Lower Mainland, and 90% 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 and reached 85% for Vancouver Island.
- **Call volumes increased in Q1:** 9-1-1 (+2.4%), police emergency (+3.0%) and non-emergency call volumes (+7.9%) were all up 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.
- **Continued reliability of radio network:** 4,874,063 radio transmissions were made with 15,918 radios on E-Comm's network in March with no disruptions. E-Comm's Wireless team also completed the programming and development of 500 more VPD radios to support FIFA operations.

ACTION PLAN

E-Comm continues to implement the Action Plan in response to the independent provincial review. Below are some key recommendations we made this month, and all work remains on track for Board review in May:

- **Stakeholder engagement:** We have continued to advance our stakeholder engagement framework, including hosting virtual town halls, sharing partner updates, and scheduling targeted engagement sessions with police agencies, municipal governments, and police boards throughout April and May.

- **Service catalogue and service level targets:** Foundational work has been completed to define services and develop new service level target options. Engagement with partners is now underway to gather input and ensure these targets reflect operational realities and partner needs.
- **Service-based costing model:** We have reached a key milestone in the development of a new financial model, which includes draft pricing options, and a five-year financial outlook. In addition, we continue to review investment priorities and cost containment measures as part of longer-term financial planning.
- **Operational readiness and key initiatives:** E-Comm continues to make progress across priority initiatives, including NG9-1-1, FIFA World Cup preparedness, and planning for a new emergency communications centre.

OTHER UPDATES

- **9-1-1 Week:** On Emergency Service Dispatchers and 9-1-1 Awareness Week (April 12 to 18), we are recognizing the work of our staff through internal activities and social media content (cross-posted by our partners). Major landmarks across the province are also lighting up in blue and red in honour of our call takers and dispatchers, thanking them for their service and role in supporting public safety.
- **Welcoming VPD Insp. Jason High to E-Comm:** We are pleased to share that Jason High has joined E-Comm, on a one-year secondment as Senior Advisor, Police Services. Insp. High will provide his expertise to support implementation of our action plan and ongoing engagement with police partners. We are grateful to the Vancouver Police Department for their continued partnership and support.

APRIL 2026 UPDATE

QUARTERLY SERVICE PERFORMANCE UPDATE, Q1 2026



458,539
9-1-1 calls in Q1



97%
of 9-1-1 calls answered
in 5 seconds or less

LOWER MAINLAND YEAR-TO-MAR 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	96%	99%	98%	98%	97%
Police Emergency	88%/10s	82%	92%	95%	93%	92%
Police Non-Emergency	80%/180s	50%	69%	86%	89%	80%
Fire Emergency	90%/15s	89%	95%	93%	97%	97%

VANCOUVER ISLAND YEAR-TO-MAR 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	96%	99%	98%	99%	98%
Police Emergency	88%/10s	91%	89%	92%	92%	90%
Police Non-Emergency	80%/180s	88%	81%	81%	87%	85%



All service level targets achieved for Q1, as call volumes increase



Several engagements planned with partners this month



New financial model developed, with draft pricing options and a 5-year outlook



HONOURING OUR TEAM ON 9-1-1 WEEK #911BC

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