

MAY 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 TO APRIL 30, 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 **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.
- **Fire service levels remain strong:** Fire call-taking reached **96%** (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for fire agency partners.
- **Continued reliability of radio network:** **4,810,781** radio transmissions were made with **16,445** radios on E-Comm's network in April with no disruptions.
- **Call volumes continue to increase:** 9-1-1 (**+2.2%**), police emergency (**+1.6%**) and non-emergency call volumes (**+6.3%**) were all up from the same period last year.

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:

- **Stakeholder Trust:** Engagement initiatives across police agencies, municipalities, and regional partners have been completed ahead of the May 20 board meeting. Feedback gathered throughout these discussions will help guide next steps, and the addition of Inspector Jason High from the Vancouver Police Department is helping strengthen police and stakeholder collaboration.
- **Financial Management:** Work on E-Comm's new financial model is continuing, including reviewing service costs and developing a more transparent approach to cost sharing. Improvements to financial reporting are also underway to help support clearer decision-making at the Board level and link E-Comm's costs with services for our partners and funders.
- **Operational Resiliency:** Operational improvements are progressing across several areas, including a new quality review process, completion of the core service catalogue, and ongoing work with stakeholders on service level options.

COLLECTIVE BARGAINING UPDATE

- E-Comm is continuing [bargaining discussions](#) with CUPE 8911 following their recent strike vote (95% vote in favour, with a 90% turnout). Our top priority remains the continuity of the vital services E-Comm provides to British Columbians. An approved essential services plan from the Labour Relations Board must be in place before any job action can occur; meetings with the LRB are scheduled this week. Staffing needs for FIFA events and associated call volumes are a key factor in E-Comm's essential services submission.

OTHER UPDATES

- **National Police Week** – E-Comm staff members prepared a [social media video](#) thanking police officers and engaged with the public at two Police Week events in Maple Ridge and North Vancouver.
- **9-1-1 Educational Video** – E-Comm partnered with Abbotsford Police to share a behind-the-scenes look of the 9-1-1 process. The educational video and news release posted to social media and [our website](#) shows how call takers, dispatchers, and first responders work together to quickly get the help people need during an emergency.
- **NG9-1-1:** Progress continues on the federally mandated transition to NG9-1-1. User Acceptance Testing began in mid-May to validate system performance and functionality, with technical readiness currently targeted for early June. E-Comm's implementation of NG9-1-1 is on track to take place ahead of the CRTC's deadline, with the goal of completion by the end of 2026.

MAY 2026 UPDATE

LOWER MAINLAND YEAR-TO-APRIL 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	83%	91%	93%	92%	92%
Police Non-Emergency	75%/180s	46%	68%	87%	87%	80%
Fire Emergency	90%/15s	90%	95%	94%	97%	96%

VANCOUVER ISLAND YEAR-TO-APRIL 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	91%	89%	91%	91%	90%
Police Non-Emergency	80%/180s	86%	81%	81%	85%	85%

ACTION PLAN & OPERATIONAL UPDATES



Engagement with police and regional partners continues; insights will shape next steps



Testing is underway for NG9-1-1, with technical readiness targeted for early June

RECOGNIZING NATIONAL POLICE WEEK

E-Comm staff created a social media video thanking officers for their service, attended community events, and partnered with Abbotsford Police on a behind-the-scenes 9-1-1 educational video.

