

JUNE 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 & CALL VOLUMES TO MAY 31, 2026

- **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 **91%** in the Lower Mainland, and **89%** on Vancouver Island (target: **88%** of calls answered in 10 seconds). Non-emergency call-taking was at **79%** of calls answered in 3 minutes or less for the Lower Mainland and reached **86%** 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:** **5,061,928** radio transmissions were made with **16,433** radios on E-Comm's network in May with no disruptions.
- **Call volumes continue to increase:** 9-1-1 (**+2.5%**), police emergency (**+1.9%**) and non-emergency call volumes (**+5.4%**) were all up from the same period last year. Data shows emergency call volumes peaking during **16:00–18:00** hours, while non-emergency call volumes are highest during **14:00–17:00** hours. E-Comm uses a data driven approach to guide staffing levels to meet call volume patterns.

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:

- **Financial Management:** E-Comm's Board has formally endorsed moving forward with a new Financial Model, addressing corporate cost allocation, service costs, and pricing for police and 9-1-1 services. The Finance Committee will review three implementation and transition options, with a decision expected at a special June Board meeting. This results in a one-month delay to initial levy communications to stakeholders, now planned for July.
- **Stakeholder Engagement:** In May, 40 meetings were completed with key partners, service level targets and a preview of the Financial Model were shared.
- **Operational Resiliency:** Public safety readiness is on track to support additional call volume, dispatch and radio support throughout the FIFA World Cup period.

COLLECTIVE BARGAINING UPDATE

- **Special Mediator Appointed:** E-Comm and CUPE 8911 entered mediation with special mediator Vince Ready, who was appointed by BC's Minister of Labour on June 6. The mediation process supports continued negotiations toward a fair and sustainable collective agreement. Emergency communication services have remained uninterrupted throughout negotiations.

OTHER UPDATES

- **Next Generation 9-1-1:** Achieved technical readiness and successfully completed testing milestones to support a 2026 migration. E-Comm is working with contracted partners to finalize migration dates, with transitions scheduled to begin this fall and continue through the end of the year.
- **New 9-1-1 Policy Manual:** E-Comm finalized a new 9-1-1 Operator Policy and Procedure Manual for all regional district partners, replacing eight separate versions with a consolidated province-wide framework. The updated manual incorporates NG9-1-1 procedures, enhanced business continuity measures, and new operational protocols to support consistency for our call takers and the public.
- **Police Recognition:** E-Comm staff continue to be recognized by police partners for their exceptional teamwork and professionalism during high-risk and tragic calls. Two employees received Inspector's Letters of Commendation from Port Moody Police, while another received a Deputy Chief Constable Commendation from Delta Police.
- **ACE Awards:** E-Comm celebrated staff excellence and service milestones at the third annual ACE Awards Night, recognizing award recipients, retirees, and long-serving employees alongside colleagues and family members.

JUNE 2026 UPDATE

LOWER MAINLAND YEAR-TO-MAY 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	83%	89%	92%	92%	91%
Police Non-Emergency	80%/180s	44%	66%	85%	85%	79%
Fire Emergency	90%/15s	90%	94%	94%	96%	96%

VANCOUVER ISLAND YEAR-TO-MAY 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	99%	98%	98%	97%
Police Emergency	88%/10s	90%	88%	91%	91%	89%
Police Non-Emergency	80%/180s	84%	79%	81%	84%	86%



FINANCIAL MODEL UPDATE
Board advances new financial model; levy update delayed.



NG9-1-1 TESTING COMPLETE
Technical readiness achieved.



READY FOR FIFA
Plans in place to support dispatch, radio & call volumes.



NEW 9-1-1 POLICY MANUAL
Finalized for regional district partners.



ACE AWARDS

E-Comm celebrated staff excellence and service milestones at the third annual ACE Awards Night, recognizing award recipients, retirees, and long-serving employees.