

JULY 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 JUNE 30, 2026

- **FIFA World Cup 2026:** Throughout June and early July, E-Comm successfully supported FIFA World Cup operations, maintaining strong service levels while managing fluctuating call volumes and increased operational demands during match days.
- **Service level targets met 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 was at **81%** of calls answered in 3 minutes or less for the Lower Mainland and reached **85%** for Vancouver Island. All metrics are for the year-to-June 30.
- **Fire service levels:** Fire call-taking reached **95%** (target: 90% of calls answered in 15 seconds), continuing the trend of strong service delivery for fire agency partners.
- **Call volumes continue to increase:** 9-1-1 (**+4%**), police emergency (**+2.1%**) and non-emergency call volumes (**+4.6%**) were all up from the same period last year.
- **Continued reliability of radio network:** **5,121,335** radio transmissions were made with **16,446** radios on E-Comm's network in June with no disruptions. More than 3,100 additional radios were added to the system to support operational demands during FIFA.

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:** The new financial model has been approved by the Board, and E-Comm is preparing detailed preliminary impacts of what the new model means for local governments and agencies. To help municipalities understand and plan for the new model, E-Comm will phase in the changes over three years and will also use its surplus and reserve funds to help mitigate short-term impacts.

- **Stakeholder Engagement:** Individual briefings are being scheduled through July and August with agencies and municipalities, to provide details on the new model, including underlying drivers, pricing metrics and transition approach, and respond to questions and feedback.

OTHER UPDATES

- **Next Generation 9-1-1** - NG9-1-1 business continuity planning has progressed to the “set” stage, with technical readiness complete; a cross-functional tabletop exercise is scheduled for September and staggered “go-live” start dates have been scheduled for the Fall.
- **2026-2027 Board of Directors** – At E-Comm's Annual General Meeting on June 24, Board Chair Nancy Kotani announced the appointment of five new directors to the Board, following the departure of six outgoing directors.
- **2025 Annual Report** - E-Comm's Annual Report for 2025 has been shared with our Board and partners and is available to view on our [website](#). The report highlights the organization's achievements over the past year and recognizes the dedication of our employees, helping keep communities safe.
- **9-1-1 Educational Video** – E-Comm partnered with Victoria Police to share a behind-the-scenes look at the 9-1-1 process. The educational video posted to [social media](#) shows how call takers, dispatchers, and first responders work together to quickly get the help people need during an emergency.

JULY 2026 UPDATE

LOWER MAINLAND YEAR-TO-JUNE 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	98%	98%	98%	97%
Police Emergency	88%/10s	84%	89%	92%	92%	92%
Police Non-Emergency	80%/180s	43%	67%	81%	85%	81%
Fire Emergency	90%/15s	90%	94%	94%	96%	95%

VANCOUVER ISLAND YEAR-TO-JUNE 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	97%	98%	98%	98%	97%
Police Emergency	88%/10s	90%	88%	90%	91%	90%
Police Non-Emergency	80%/180s	83%	80%	79%	84%	85%



NG9-1-1 PREPARES TO 'GO-LIVE'
Staggered start dates for partners are scheduled for the Fall



FINANCIAL MODEL UPDATE
E-Comm is preparing detailed preliminary impacts to partners



9-1-1 EDUCATIONAL VIDEO
E-Comm partnered with **Victoria Police** to share a behind-the-scenes look at the 9-1-1 process



26-27 BOARD OF DIRECTORS
Five new appointments, six departures



E-COMM SHARES PROGRESS HIGHLIGHTS IN 2025 ANNUAL REPORT

E-Comm's Annual Report for 2025 is available to view on our website.

The report highlights the organization's achievements over the past year and recognizes the dedication and professionalism of our employees, helping keep communities safe.