

SEPTEMBER 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 AUGUST 31, 2026

- **Service level targets exceeded 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 **90%** on Vancouver Island (target: **88%** of calls answered in 10 seconds). Non-emergency call-taking was at **80%** in the Lower Mainland, (target: **75%** of calls answered in 3 minutes or less). Non-emergency reached **85%** for Vancouver Island, (target: **80%** of calls answered in 3 minutes or less).
- **Non-emergency service level change:** The target for non-emergency calls answered within three minutes has been updated from **80% to 75%** for the Lower Mainland. This reflects the service level agreed with E-Comm's funding partners and the resources allocated to deliver this target.
- **Fire service levels:** Fire call-taking reached **94%** (target: 90% of calls answered in 15 seconds), continuing the trend of strong service for fire agency partners despite a **+5%** increase in call volume comparative to the previous year.
- **Call volumes continue to increase:** 9-1-1 (**+1%**), police emergency (**+0.5%** Lower Mainland, **+1.5%** Island) and non-emergency call volumes (**+3.6%** Lower Mainland, **+2.8%** Island) were all up from the same period last year.

ACTION PLAN

E-Comm continues to implement its [Action Plan](#) in response to the independent provincial review. Below are some key recommendations we advanced this month:

- **Finance Management:** Following Board approval of the new financial model, E-Comm has spent much of the summer consulting with municipalities and agencies, while gathering feedback. E-Comm is now developing the 2027 budget, with a target of keeping service fees at or below the midpoint of the ranges previously shared.

- **Operational Resiliency:** Two business cases will go to the Board in September to advance Action Plan priorities. One focuses on strengthening cybersecurity and the resilience of critical systems, while the other looks at using technology to improve efficiency and reduce costs in non-emergency call-taking services.
- **Stakeholder Engagement:** E-Comm is planning to shift focus in the fall to strategy development and governance changes.

OTHER UPDATES

- **Next Generation 9-1-1:** E-Comm will soon begin its phased migration to the Next Generation 9-1-1 (NG9-1-1) network, marking a significant milestone in British Columbia's broader transition to a modernized emergency telecommunications system. Staggered migrations will start September 22nd and will continue until the end of November 2026. Last week, E-Comm emailed its communications guide and partner toolkit containing information on the NG9-1-1 transition - including key messages, public education materials, and resources.
- **Back-to-School Campaign:** One of E-Comm's police call takers shared safety tips for parents during our annual back-to-school media campaign. After three on-camera interviews, 13 unique media stories were generated. Video posted to social media has so far been viewed over 35,00 times. A big thank you to our partners for re-sharing online! The full news release can be found [here](#).

E-Comm 9-1-1

SEPTEMBER 2026 UPDATE

LOWER MAINLAND YEAR-TO-AUG 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	98%	97%
Police Emergency	88%/10s	84%	88%	91%	92%	91%
Police Non-Emergency	75%/180s	43%	64%	79%	83%	80%
Fire Emergency	90%/15s	89%	93%	94%	96%	94%

VANCOUVER ISLAND YEAR-TO-AUG 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	98%	97%
Police Emergency	88%/10s	89%	88%	89%	90%	90%
Police Non-Emergency	80%/180s	81%	79%	80%	84%	85%



FINANCIAL MODEL UPDATE

Over **35+** consultations with municipalities and agencies completed this summer. Feedback gathered will help shape what's next for E-Comm.



NEXT GENERATION 9-1-1

Staggered migrations for the new IP network starts September 22nd and will continue until the end of November. E-Comm's NG9-1-1 partner toolkit is now available.



BACK-TO-SCHOOL CAMPAIGN

A police call taker shared safety tips for parents and kids during our annual back-to-school media campaign.



3

on-camera
interviews



13

unique media
stories



35,000+

social media
video views