

OCTOBER 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 SEPTEMBER 30, 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 **81%** in the Lower Mainland, (target: **75%** of calls answered in 3 minutes or less). Non-emergency reached **84%** for Vancouver Island, (target: **80%** of calls answered in 3 minutes or less).
- **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 **+4%** increase in call volume comparative to the previous year.
- **Call volumes in Q3/YTD: 545,250** 9-1-1 calls were made in **Q3**, a **-3%** decrease from the same period last year. **Year-to-date**, 9-1-1 call volumes are largely unchanged at **+0.2%**, police emergency calls are also stable at **+0.3%**, and non-emergency calls continue to climb at **+2.5%**.

Note on service levels/call volumes: With the phased transition to the Next Generation 9-1-1 underway, E-Comm is refining its data-collection methodology to account for changes within the new system; we will closely monitor any resulting impacts to our service levels and call volumes, and report out on these in future updates.

ACTION PLAN

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

- **Financial Management:** E-Comm continued engagement with partners on our new Financial Model, including their preferences for use of operations reserve and accumulated surplus allocations to help mitigate 2027 and 2028 service fees. We also shared a new Financial Model FAQ and summary of the EY

business case on the value of the consolidated model with partners who participated in this summer's engagement sessions. The documents are also available on our [website](#).

- **Stakeholder Engagement:** E-Comm is launching new working groups for 9-1-1 Call Services and Police Call Services to bring partner agencies together to provide feedback, identify opportunities to improve service and strengthen relationships. Initial meetings are being scheduled for November, with invitations going out in October.

NEXT GENERATION 9-1-1 (NG9-1-1)

- **NG9-1-1 "Go-Lives" Transitions:** E-Comm successfully completed its largest migration to the new digital network on **October 6**, with Lower Mainland communities now transitioned to NG9-1-1. This represents the greatest call volume and marks the completion of all 9-1-1 queue migrations. The phased rollout began September 22 and includes Vancouver Island, Interior and Northern B.C., with the first NG9-1-1 call received from Port Hardy. Next, E-Comm will continue the phased transition of E-Comm's 71 fire and police agencies, and project partners including the Saanich Fire Department, BC RCMP and BC Emergency Health Services.
- **NG9-1-1 in the News:** E-Comm's external communications rollout generated strong media interest, with stories reaching a potential audience of over 10 million. Interim CEO Nancy Blair, participated in three media interviews, helping raise awareness of the transition, reinforcing that callers should continue to call 9-1-1 as they do today, and explained what's changing now - including the new automated callback system for quickly abandoned calls - and what capabilities are planned for the future. Watch the full interview on Global BC [here](#).

OCTOBER 2026 UPDATE



545,250 9-1-1 calls in Q3
2026 (July - September)

LOWER MAINLAND YEAR-TO-SEPT 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	97%	97%
Police Emergency	88%/10s	84%	88%	91%	91%	91%
Police Non-Emergency	75%/180s	43%	63%	79%	81%	81%
Fire Emergency	90%/15s	89%	93%	94%	96%	94%

VANCOUVER ISLAND YEAR-TO-SEPT 30

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	97%	97%
Police Emergency	88%/10s	88%	87%	90%	90%	90%
Police Non-Emergency	80%/180s	81%	80%	80%	83%	84%

NG9-1-1 transition:



E-Comm completed its largest migration to the new digital network on October 6, marking the completion of all 9-1-1 queue migrations. Next, E-Comm will continue the phased transition of E-Comm's 71 fire and police agencies, and project partners.

**Supporting Cops
for Cancer:
Tour de Coast
Riders Visit
E-Comm**

