E-Comm 9-1-1
Helping to Save Lives and Protect Property

NOVEMBER 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 LEVEL TRENDS AND PERFORMANCE STATISTICS TO OCTOBER 31, 2026:

Service level targets exceeded year-to-date through Oct 31: 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 **81%** in the Lower Mainland (target: 75% of calls answered in 3 minutes or less) and **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 **+5%** increase in call volume comparative to the previous year.

Call volumes year-to-date: 9-1-1 call volumes increased by **+1.4%** and non-emergency call volumes rose by **+2.7%**, while police emergency call volumes remained consistent with 2025 volumes for year-to-Oct 31.

Continued reliability of radio network: 4,978,040 radio transmissions were made with **16,691** radios on E-Comm's network in October with no disruptions.

ACTION PLAN

Visit our updated Action Plan page to see our progress and key accomplishments delivered in response to the independent provincial review.

Financial Management: The 2027 budget and updated five-year financial outlook will be presented to E-Comm's Board for approval on November 26. Service fee letters will be distributed to partners as soon as possible following the Board approval, by early December. The budget ensures that most partners can expect their 2027 service fees to be below the mid-point forecast shared with them in July 2026. Work is also underway to implement the new financial model and quarterly financial reporting for partners is expected to begin in Q2 2027.

Governance & Stakeholder Engagement: Outreach to newly elected officials is ongoing following municipal and provincial elections in October. The Board has started reviewing its governance structure and aims to select a preferred approach by February 2027.

OTHER UPDATES

NG9-1-1 "Go-Lives" Transitions: E-Comm's 9-1-1, fire and police call-taking and dispatch operations are now fully live on NG9-1-1. Project partners including Saanich Fire and the BC RCMP have also transitioned to the new digital network. The final migration day is **Nov 17**, which is when BC EHS will migrate.

E-Comm's NG9-1-1 project team recognized: E-Comm's Next Generation 9-1-1 system build and service readiness project has won the Project Management Institute Canadian West Coast Chapter 2026 Project of the Year Award. The award recognizes excellence in project delivery, innovation, leadership and stakeholder impact. Learn more about the work behind the recognition in this featured story.

Halloween Weekend: With Halloween taking place on a Saturday this year, E-Comm staff handled considerable volume with nearly **7,000** 9-1-1 calls on October 31, a **+16%** increase from Halloween 2025. One of E-Comm's police call takers shared public education tips to encourage proper use of 9-1-1 and non-emergency lines during our annual Halloween campaign resulting in media coverage and social media engagement garnering over 90,000 video views. A big thank you to our partners for re-sharing online! The full news release can be found here.

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NOVEMBER 2026 UPDATE

LOWER MAINLAND YEAR-TO-OCT 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	98%	97%
Police Emergency	88%/10s	84%	88%	91%	91%	91%
Police Non-Emergency	75%/180s	43%	62%	79%	81%	81%
Fire Emergency	90%/15s	89%	93%	94%	96%	94%

VANCOUVER ISLAND YEAR-TO-OCT 31

	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	80%	80%	80%	83%	84%



Halloween 2026:

Five media interviews generated 20 news stories and +90,000 social media views. On Oct 31, E-Comm handled nearly **7,000 9-1-1 calls - 16% above** average daily volume.



NG9-1-1 Transition:

E-Comm's core 9-1-1, fire & police operations are now live on NG9-1-1, along with Saanich Fire & BC RCMP. Final migration, including BC EHS, is Nov 17.

