

## E-COMM JANUARY UPDATE FOR POLICE AND LOCAL GOVERNMENT 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 police partners and the public we serve. Please feel free to share this update publicly, and to forward to E-Comm any requests to be added to our distribution.

### All service levels met or exceeded in 2024

- **Highest overall year-to-date service levels in 8 years** – 2024 saw E-Comm’s highest year-end service levels in years, with all service level targets met or exceeded, including non-emergency for the first time since 2016. Several factors contributed to these results, including ongoing investments as part of the 5-year Transformation plan, improved staff retention and recruitment, and an overall reduction in 9-1-1, police emergency and non-emergency call volumes compared to previous years.
- **Significant reduction in abandoned non-emergency calls, faster answering time** – The non-emergency abandoned call rate in the Lower Mainland dropped to 15% in 2024, a 50% reduction from 2023. Transformation improvements such as our dedicated non-emergency team and the introduction of Genesys contact centre technology in May 2024 have also led to faster answering times of two minutes average, down from 4 minutes in 2023.

### Operations Updates

- **Continued progress in hiring and training for key positions** – We continued to strengthen our Operations workforce in December 2024 with a new cohort of police call takers at our Vancouver Island centre. We also had additional call takers successfully complete our revamped dispatch fundamentals training course designed for those pursuing the dispatch career path.
- **Experienced first responder joins E-Comm in Operations role** – We are pleased to welcome Tyler Moore as our new Director of Operations Relationship Management. Moore recently retired as Deputy Chief of Vancouver Fire and Rescue Service after 30 years. We look forward to benefitting from his extensive public safety expertise in this role as a key conduit between E-Comm and the 70+ police and fire agencies we provide services for.
- **Re-integration of West Vancouver Police’s non-emergency calls** – On January 14th, one of our non-emergency call takers took West Vancouver Police’s first non-emergency call through Genesys, following their transition back to E-Comm from the Transit Police. Thanks to diligent planning efforts from our Technology and Policy, Support & Implementation Team, the transition went smoothly for the non-emergency call-taking team.
- **Public safety support to major events** – Our Operations team had extra staff on hand to support police and other partners in Vancouver during a busy three days in early December with the Taylor Swift concerts. E-Comm employees took part in the related activation of the Vancouver Emergency Operations Centre (EOC), as part of FIFA 2026 preparations. The events went smoothly with no major incidents, and 9-1-1 service levels remained above target.
- **Annual 9-1-1 call campaign reaches wide audience** – The annual “top ten” calls that did not belong on 9-1-1 highlighted the importance of keeping emergency lines free for urgent calls. The campaign received a large amount of media coverage, social media engagement and web traffic.

**JANUARY 2025 UPDATE**

**LOWER MAINLAND 2024**

	Target	2021	2022	2023	2024
<b>9-1-1</b>	95%/5s	92%	98%	98%	98%
<b>Police Emergency</b>	88%/10s	83%	85%	89%	90%
<b>Police Non-Emergency</b>	80%/180s	55%	44%	63%	80%
<b>Fire Emergency</b>	90%/15s	90%	88%	93%	94%

**VANCOUVER ISLAND 2024**

	Target	2021	2022	2023	2024
<b>9-1-1</b>	95%/5s	92%	98%	98%	98%
<b>Police Emergency</b>	88%/10s	90%	88%	88%	91%
<b>Police Non-Emergency</b>	80%/180s	87%	79%	80%	81%

**TRANSFORMATION AND OPERATIONS UPDATES**



Highest overall year-to-date service levels in 8 years, all targets achieved



+2 million 9-1-1 calls in 2024



Significant reduction in abandoned non-emergency calls, faster answering time



Operations staff support first responders as large crowds attend Vancouver concerts



Re-integration of West Vancouver Police's non-emergency calls



Continued progress in hiring and training for key positions like dispatch

**ANNUAL 9-1-WHAT CAMPAIGN**



Launched annual campaign sharing a list of top ten calls that do not belong on 9-1-1, highlighting the proper use of 9-1-1 and importance of keeping emergency lines free for urgent calls. Resulted in significant media coverage, social media engagement, and increased website traffic.