

AUGUST 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 JULY 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 **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.
- **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 despite a 4% increase in call volume comparative to the previous year.
- **Call volumes continue to increase:** 9-1-1 (**+1.2%**), police emergency (**+1%** Lower Mainland, **+3%** Island) and non-emergency call volumes (**+5%** Lower Mainland, **+2%** Island) were all up from the same period last year.
- **Continued reliability of radio network:** **5,067,250** radio transmissions were made with **16,487** radios on E-Comm's network in July with no disruptions.

SUPPORTING PUBLIC SAFETY THROUGH FIFA: JUNE 11 TO JULY 19

- **Collaboration with public safety partners:** E-Comm worked alongside the Integrated Safety and Security Unit (ISSU) and public safety partners to support operations throughout the tournament. Through extensive planning, additional dispatch support and operational readiness measures, E-Comm was prepared to respond to the increased demand.
- **Maintained 9-1-1 service levels despite increased call volumes:** E-Comm answered **219,492** 9-1-1 calls during FIFA, with **99%** of calls answered within 10 seconds or less, despite a **6%** increase in call volume on B.C. match days. Ten additional dispatch positions were added to help maintain service levels and ensure first responder safety during the busiest periods.
- **Reliable radio communications:** E-Comm's radio system performed reliably throughout FIFA, including during the busiest day of the tournament. During the Canada vs. Switzerland match on June 24, the radio network supported **7,770** active radios and **38,872** radio calls, compared to a typical average of **4,300** active radios and up to **22,000** calls.

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 Model Update:** Implementation of the new board approved financial model has begun with a 3-year transition, beginning 2027. E-Comm is consulting with municipalities to gather their feedback on the model and 5-year financial plan.

OTHER UPDATES

- **Next Generation 9-1-1** – E-Comm continues to prepare for a phased migration to the NG9-1-1 network which will take place over two months starting in late September. A communications toolkit will be distributed to partners in September with more information on the transition, including public education materials about what the migration to NG9-1-1 means at implementation and in the future.
- **Fire dispatchers receive Gold Line Scholarship:** Two of E-Comm's fire dispatchers received scholarships to attend the National Emergency Number Association (NENA) Conference & Expo in Columbus, Ohio with emergency communications professionals from across North America. Dispatcher Pavi Thind described his experience and learnings [here](#).

E-Comm 9-1-1

AUGUST 2026 UPDATE

LOWER MAINLAND YEAR-TO-JULY 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	98%	97%
Police Emergency	88%/10s	84%	89%	91%	92%	92%
Police Non-Emergency	80%/180s	44%	67%	80%	85%	81%
Fire Emergency	90%/15s	90%	93%	94%	96%	95%

VANCOUVER ISLAND YEAR-TO-JULY 31

	Target	2022	2023	2024	2025	2026
9-1-1	95%/5s	98%	98%	98%	98%	97%
Police Emergency	88%/10s	89%	88%	90%	91%	90%
Police Non-Emergency	80%/180s	83%	80%	79%	84%	85%



SUPPORTING PUBLIC SAFETY THROUGH FIFA

Strong partnerships, operational readiness, reliable radio communications, and maintained 9-1-1 service levels despite increased call volumes



FINANCIAL MODEL UPDATE

New model implementation and stakeholder engagement underway



NEXT GENERATION 9-1-1

Preparing for phased migration beginning in late September



FIRE DISPATCHERS RECEIVE GOLD LINE SCHOLARSHIP

Two of E-Comm's fire dispatchers received scholarships to attend the National Emergency Number Association (NENA) Conference & Expo in Columbus, Ohio with emergency communications professionals from across North America.

Dispatcher Pavi Thind describes his experience and learnings in new web feature story.