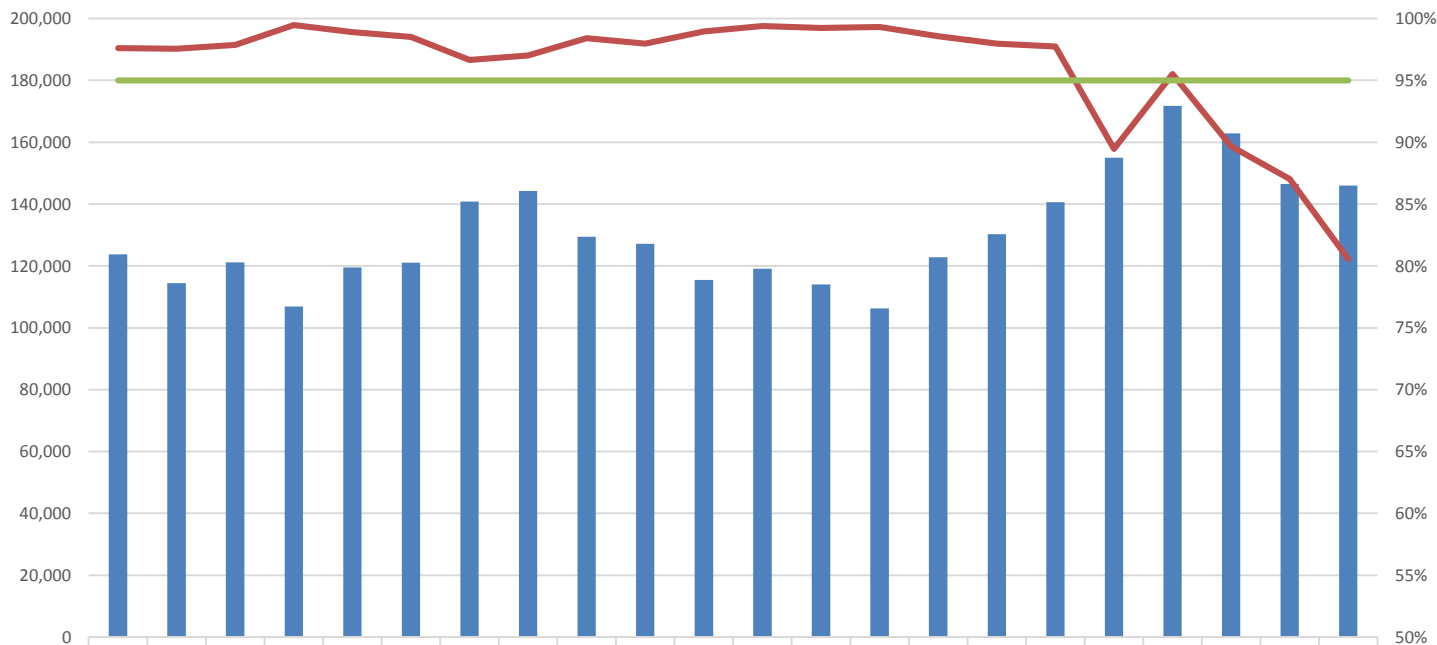
A nighttime photograph of emergency vehicles. In the foreground, a police car with its red and blue lights flashing is partially visible. Behind it, a fire truck with its red lights on is parked. To the right, an ambulance with the number 62750 and the word 'AMBULANCE' on its side is visible. The scene is dark, with the primary light sources being the emergency vehicle lights.

9-1-1 Call Volumes and BCEHS Downstream Wait Times Update to Fire Chief's Association of British Columbia November 30, 2021

Stephen Thatcher, VP Operations

LMD 911 Service Levels

LMD 911 Calls Answered and Service Levels to October 31, 2021



911 Target: 95/5

95% of calls answered
in 5 seconds

Oct 2021 Service level:
81%

Oct 2021 – 15.7%
increase in call volume
over Oct 2020

**AHT: 118.2s in Oct
2021 vs. 49.5s in Oct
2020**



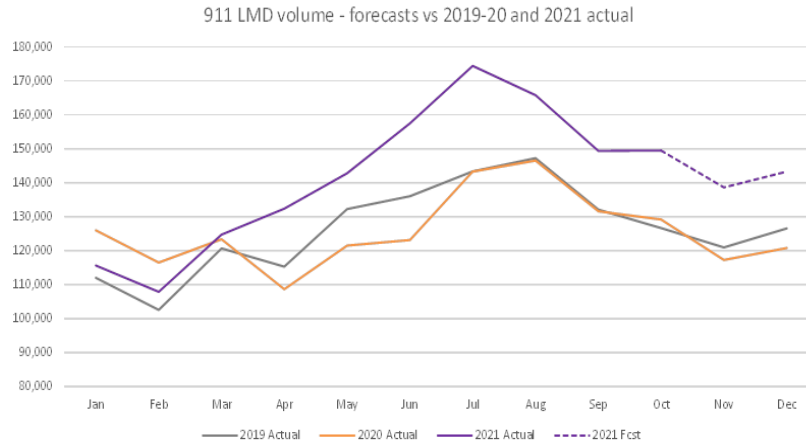
9-1-1 Volumes and BCEHS Downstream Wait Times

Delays In 9-1-1 Answering

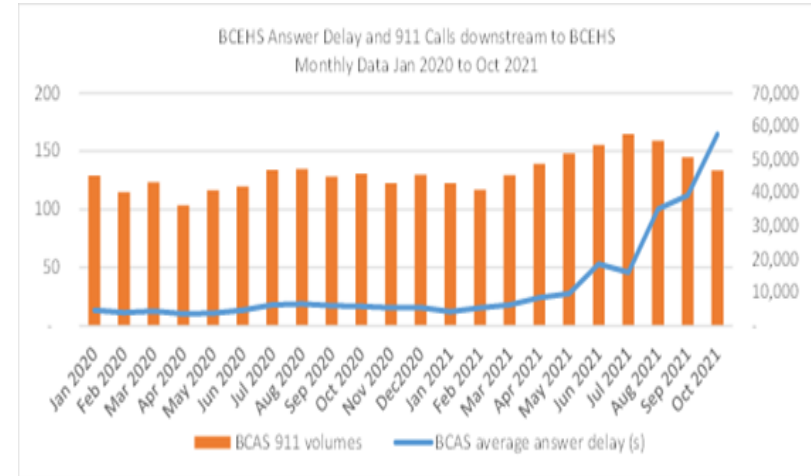
- ☐ Year-over-year increase in 9-1-1 call volume generally
- ☐ New problem started in later spring 2021
- ☐ Rooted in increased calls for ambulance service and staffing shortage at BCEHS
- ☐ Cooperating with BCEHS to address impact on 9-1-1 service



911 Volumes and Downstream Wait Times Increasing



- All regions 9-1-1 call volumes have increased 11.3% over 2020 from Jan-Oct (-6% in Q1, 22.5% in Q2 and 15.5% in Q3)
- BCEHS volume has been increasing in the same proportion as 911 call volume maintaining an approximate 30% share of overall 911 volume .



- 2019 avg. answer delay was 15 secs
- Since Apr 2021, answer delay average is 83s with Oct MTD at 169s secs; The frequency and duration of long delays have increased every month (except for Jul).



Sample Mitigation Strategies Evaluated but Eliminated

- Recruitment of “hold queue” attendants
- EHS onsite at E-Comm to triage during 911 wait
- Segregated 911 EHS Queue
- Hire additional 911 Operators (internal and 3rd party)
- Multiple hold calls handling per 911 Operator
- Technology solutions (i.e. IVR for 911 calls segregation, IVR callbacks, BCEHS ETA reporting)



Mitigation Strategies Implemented

- Priority queue for defined scenarios requiring escalated response
- Forms for abandoned EHS 9-1-1 calls and ambulance cancels to improve E-Comm efficiency
- Priority queue upgrade (ANI/ALI) and additional trunks to reduce busy signals
- New and Follow-up queues for dispatchers to improve efficiency
- RAN recordings and E-Comm call taker scripting to better manage public experience
- EHS triage assessment simplification
- Continuous hiring of call takers and leveraging ECVI staff for LMD workload
- 911 Public Education and calls re-direction



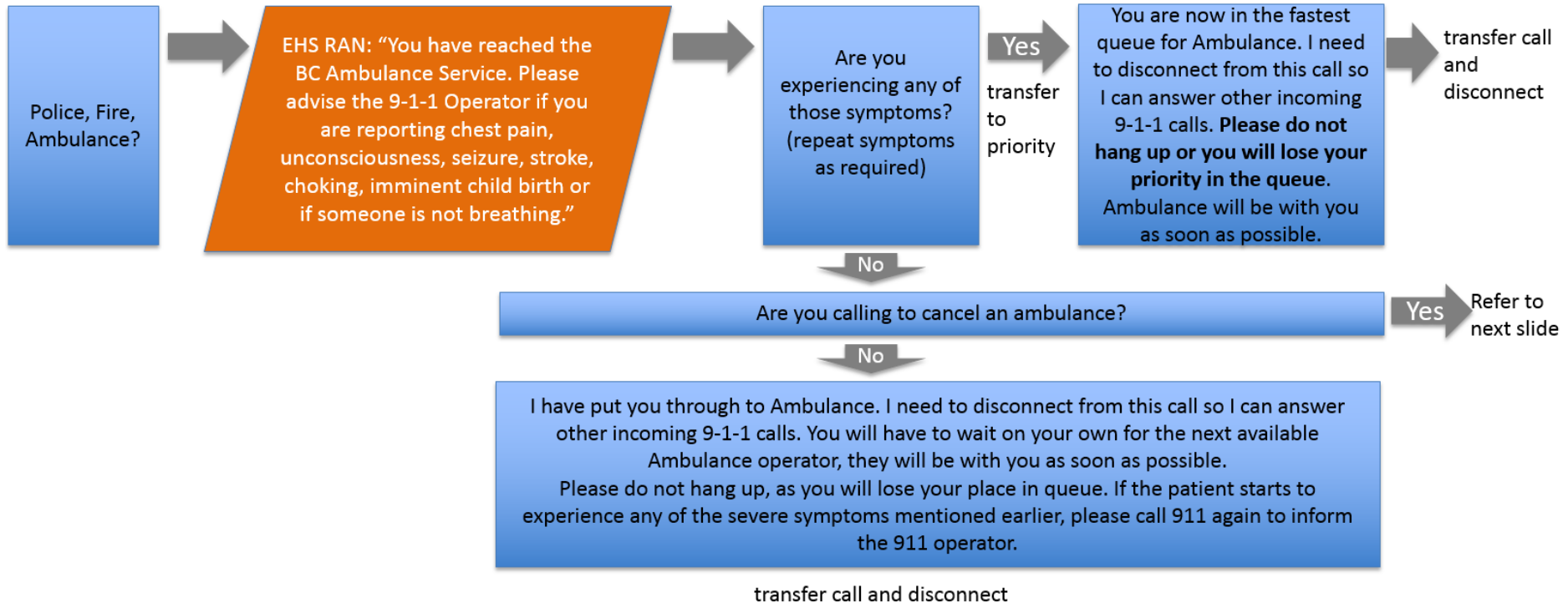
Mitigation Strategies Under Evaluation

- Additional trunk lines to reduce busy signals for LMD and Interior callers
- CAD-to-CAD data transfer to replace forms and improve EHS efficiency
- 911 Policy changes
- EHS call triage and further procedural simplification



New 9-1-1 Call Handling Procedure Starting this Week

This change frees up 9-1-1 call takers to be available for incoming 9-1-1 and emergency calls; Most effective solution in reducing 911 wait times and minimizing BCEHS impacts on Police and Fire calls.



RAN #2 BCEHS Recordings

- Priority queue: You are now in the fastest queue for Ambulance. **Please do not hang up or you will lose your priority in the queue.** Ambulance will be with you as soon as possible.
- Regular queue: Please stand by for the next available Ambulance operator. They will be with you as soon as possible. Hanging up will lose your place in queue. If the patient begins to experience chest pain, unconsciousness, seizure, stroke, choking, imminent child birth or if someone is not breathing while waiting for ambulance operator, please hang up and call 911 again to inform the 911 operator.



Q&A / Closing Remarks



A nighttime scene featuring several emergency vehicles. In the foreground, a dark-colored vehicle with a red and blue light bar on its roof is visible. Behind it, a white ambulance with the number 62750 and the word 'AMBULANCE' on its side is parked. Other vehicles with flashing lights are visible in the background. The scene is illuminated by the emergency lights, creating a high-contrast, dark environment.

End

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