

**TO:** MAYOR & COUNCILLORS  
**FROM:** DEPUTY GENERAL MANAGER FINANCE  
**SUBJECT:** **CE – E-COMM POLICE DISPATCH SERVICES**  
**PURPOSE:** To obtain Council approval for a one-year Contract Extension (CE) for police dispatch services.

## **RECOMMENDATION**

**THAT** a one-year contract extension to E-COMM Emergency Communications For BC Incorporated for an estimated cost of \$7,194,789 as outlined in the Council Report titled “CE – E-COMM Police Dispatch Services” dated for February 25, 2025; and,

**THAT** final payment will be based on the actual services delivered.

## **1.0 POLICY SECTION**

The City’s Change Order Policy requires Council’s approval for change orders, which individually or when accumulated with prior change order, increases the total value of the contract by \$1,000,000.

## **2.0 BACKGROUND**

In 2013, the City awarded a five year and three-month contract for police dispatch services to E-COMM Emergency Communications For BC Incorporated for an estimated value of \$2,477,800 annually, and increases for the subsequent years of approximately 3.5% to 4% annually subject to final budget approved by the E-COMM Board of Directors. The initial contract was for the period October 1, 2013 to December 31, 2018 with an option to renew an additional five years. The total contract value for the first five years and three months was \$15,199,717.

Since the award of this contract, there have been three contract extensions for an additional six years from January 1, 2019 to December 31, 2024 for a total cost of \$25,566,609.

**3.0 GENERAL INFORMATION**

This recommendation is for a one-year contract extension for the period from January 1, 2025 to December 31, 2025 for an estimated value of \$7,194,789, with the same terms and conditions of the existing contract as a holdover while a provincial review of E-COMM is conducted and a new draft agreement can be finalized within the year and returning to Council for approval. These ongoing reviews of E-Comm have resulted in the delayed completion of updated Service Agreements for municipalities given the potential for significant changes to ensure sustainable funding and operations for BC’s emergency call handling and dispatch services.

The current contract extension has increased due to E-Comm’s rising operating costs, primarily driven by staffing and service demands. These increased costs stem from higher labour costs under E-Comm’s collective bargaining agreement, additional front-line positions added in 2024, and new positions in 2025 required to maintain service levels and reduce reliance on overtime. Furthermore, these cost increases are part of what E-Comm’s has stated as its broader strategy to address historic underfunding.

E-COMM Emergency Communications For BC Incorporated met the requirements during the contract term. As the provincial review is being conducted, to ensure continuity of services, payments to E-COMM will be made on a quarterly basis.

Review by City staff indicates that E-COMM Emergency Communications For BC Incorporated has the necessary experience and personnel to complete the work required under this contract.

The General Manager, Community Safety concurs with this recommendation.

<b>Contract History</b>	<b>Date</b>	<b>Accumulative Total Change</b>
Original Contract Award	Oct 2013 – Dec 2018	\$ 15,199,717
1 <sup>st</sup> Contract Extension	Jan 2019 – Dec 2023	\$ 19,285,769
2 <sup>nd</sup> Contract Extension	Jan 2024 – Mar 2024	\$ 1,532,880
3 <sup>rd</sup> Contract Extension	Apr 2024 – Dec 2024	\$ 4,747,960
4 <sup>th</sup> Contract Extension	Jan 2025 – Dec 2025	\$ 7,194,789
<b>TOTAL</b>		<b>\$ 47,961,115</b>

**4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

Not Applicable

**5.0 FINANCIAL CONSIDERATIONS**

Funding for this work will be provided in the 2025 – 2029 Financial Plan under the Community Safety operating budget.

Respectfully submitted,

Ratan Grewal, Deputy General Manager Finance

**ATTACHMENTS**

Not Applicable

**REPORT CONTRIBUTORS**

This report was prepared by Rebecca Yeung, Senior Buyer, and reviewed by Sophan Lum, Senior Manager Procurement Services – Capital.