

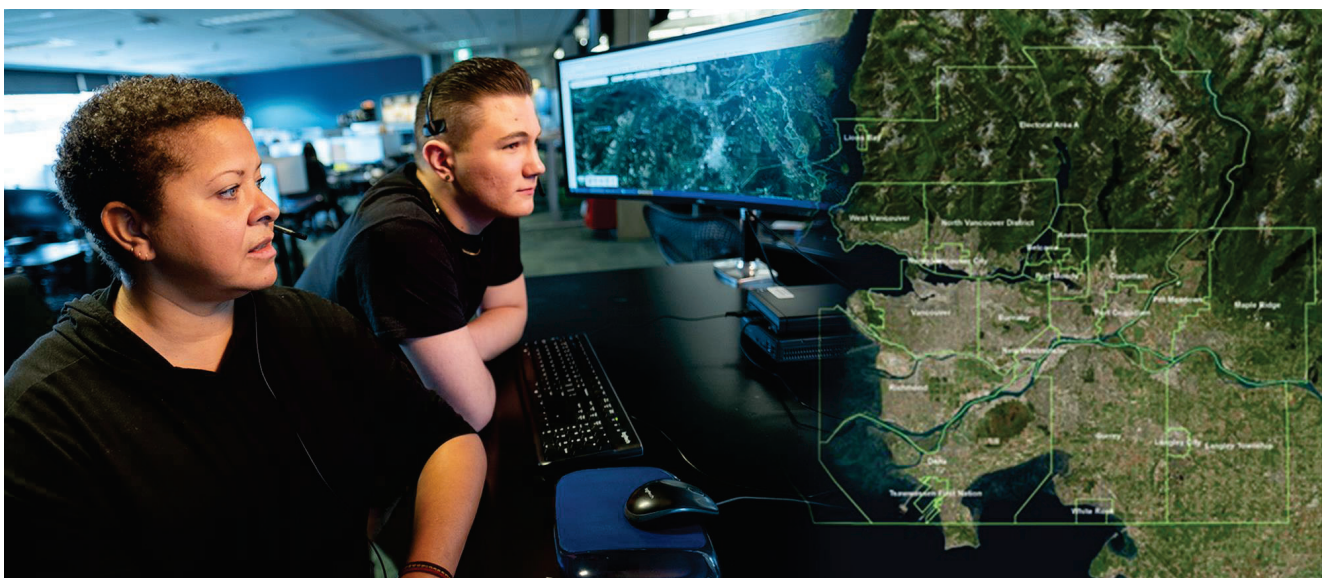


Metro Vancouver Regional District Board Meeting February 27, 2026

Nancy Blair, Interim President & CEO

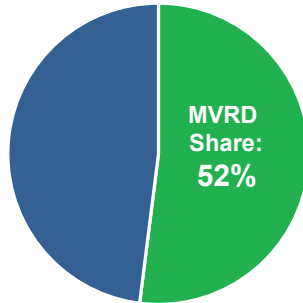
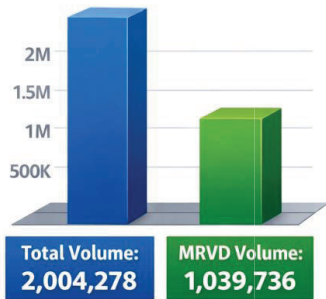


MVRD & E-Comm: 9-1-1 call answer partners since 1999

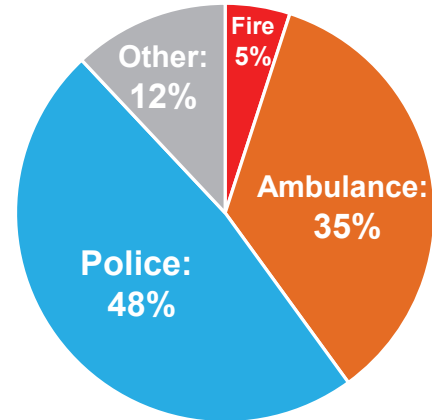


Metro Vancouver 9-1-1 Call Volume

2025 E-Comm 9-1-1 Call Volume



2025 MVRD 9-1-1 Calls

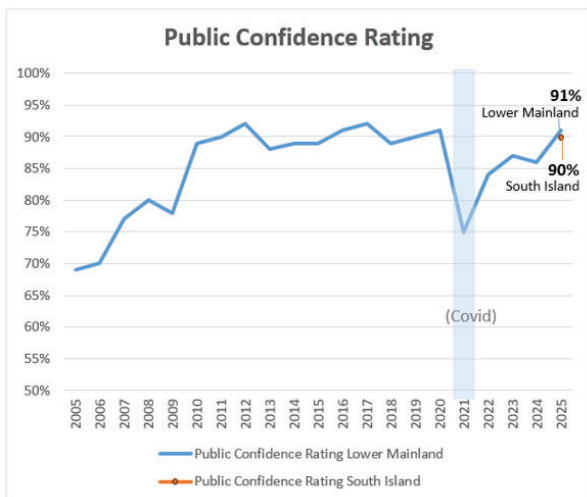


■ Fire ■ Ambulance ■ Police ■ Other



Public Sentiment and Achievements

High public confidence in our service



Lower Mainland: Highest annual service levels since 2016

| | Target | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | 2025 |
|----------------------|------------|------|------|------|------|------|------|------|------|------|
| 9-1-1 | 95% / 5s | 98% | 98% | 97% | 98% | 92% | 98% | 98% | 98% | 97% |
| Police Emergency | 88% / 10s | 84% | 82% | 81% | 86% | 83% | 85% | 89% | 90% | 91% |
| Police Non-Emergency | 80% / 180s | 69% | 67% | 61% | 67% | 55% | 44% | 63% | 80% | 80% |
| Fire Emergency | 90% / 15s | 92% | 89% | 87% | 92% | 90% | 88% | 93% | 94% | 96% |



Looking ahead



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



Thank You

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