

*Sent via e-mail*

February 3, 2025

To: E-Comm Regional District Partners

**Subject: Update on E-Comm's Governance Review**

Dear E-Comm Regional District Partner,

On behalf of the E-Comm Board of Directors, I am writing to provide an update on E-Comm's Governance Review project following the [provincial announcement](#) on December 5, 2024, of an independent review of E-Comm's governance, operations and financial model, as well as the broader structure of 9-1-1 services in B.C.

**Pause on E-Comm's governance review project engagement**

Given the proposed timing and scope of the provincial review, E-Comm's Board has paused activities related to the [governance and financial model changes](#) proposed in 2024 by Deloitte, that I shared with you back in July 2024. We fully recognize the challenge for our partners, in being asked to consider governance and financial model changes, without knowing the recommendations and full impact of the provincial review.

While we are pausing further engagement activities related to E-Comm's Governance Review project for now as the independent review is underway, we will ensure that we are ready to resume work as appropriate, once the provincial review is complete, and depending on its recommendations.

E-Comm's regular operations, implementation of NG9-1-1, and many of the service-improvement projects underway as part of our transformation efforts will continue as planned during the review.

E-Comm's Finance team will also continue work internally to develop a transparent financial model to guide E-Comm's multi-year financial plan – this is important work that our partners have asked for and we view as essential to continue regardless of the outcome of the provincial review. As a result of the financial model being included in the scope of the independent review, the levies and budget for 2026 will be based on the current financial model.

**What we know about next steps - provincial independent review**

E-Comm welcomes this independent review and has long stated that changes are needed to ensure our governance, operations and financial model are sustainable and efficient. We view this as an opportunity for the province to understand more about the structural challenges E-Comm faces.

In particular, E-Comm has long supported the advocacy of the Union of BC Municipalities and our local government and agency partners that many of you have been involved in, calling for a greater provincial role in, and funding for, 9-1-1 and related emergency communication services in B.C.

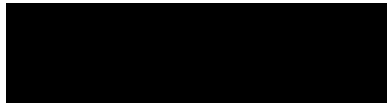


Following the December announcement from Minister of Public Safety and Solicitor General Garry Begg, the Province issued an RFP for respondents to conduct the independent review with a deadline for responses of February 14, 2025. The deadline for the report of the independent review to be provided to government is listed as five months from when the contract is issued, with options for extension if required. Accordingly, we are hopeful for a summer 2025 completion of the report to the Province.

E-Comm's Board of Directors and Management team will participate fully in the review and assist in any way we can – including sharing the work done in collaboration with partners on governance and financial model changes and impressing the importance of timely communication on next steps following the completion of the report to the Province.

I want to thank you again for your support and efforts undertaken as part of the governance and financial model review, and look forward to the opportunities ahead with the provincial independent review to improve emergency communications in B.C.

Sincerely,



Doug Campbell  
Chair, E-Comm Board of Directors

*cc: Oliver Grüter-Andrew, President & CEO*

