The Abbotsford Police Department (APD) will soon say goodbye to its 13-year-old radio system, as the department gears up to join the E-Comm Wide-Area Radio System in 2011.

Chief Bob Rich, who has been advocating for a change in radio communications, sees the transition as critical for officer safety. The current system is known for coverage gaps — dead zones — where contact is lost with dispatchers or fellow officers. For the Chief, a radio that works in one place one day and not the next is unacceptable.

“Radios are a lifeline for police. If I had to give up my gun or my radio, I’d give up my gun,” says Chief Rich. “Communication is just too important to both officer and public safety.”
In addition to the stronger and wider coverage provided by the E-Comm radio system, Abbotsford police communications will also be protected from being accessed by unauthorized listeners as the digital technology is more secure. The APD communications staff and members will also be able to communicate directly with other police forces also on the radio system, which includes all departments in Metro Vancouver.

**First force outside Metro Vancouver to join radio**

The expansion to Abbotsford is an exciting milestone for E-Comm and police communications as APD will be the first agency outside of Metro Vancouver to become part of the interoperable radio system. The move has received the full support of Abbotsford City Council, which unanimously passed the required bylaw for its police board to become Class A shareholder and member of radio.

E-Comm is already in preparation mode for the large-scale transition, with members of our wireless department scoping out potential sites in Abbotsford for two new radio towers. This will be the first time in approximately eight years that we’ve had to build new infrastructure to support the addition of a new customer. “We’re currently in the process of putting together a project plan,” says Peter Gauthier, director of wireless services. “Once we’re sure we understand the requirements of Abbotsford police, a more detailed design of the new system will be created.”

> “We have some tricky geography out here that hampers communication. We’re anticipating the E-Comm Radio System to help with that.”

**Abbotsford Mayor George Peary**
After nine years as E-Comm’s president and CEO, Ken Shymanski is set to retire October 15, the same day he started with the organization back in 2001.

“I have always felt so much pride working for an organization that is so committed to public safety,” says Shymanski. “To this day I am still impressed by the dedication and capabilities of our staff.”

In announcing Ken’s retirement at the Annual General Meeting in June, former Board Chair Daphne Corbett said E-Comm has a greater presence in public safety than nine years ago and acknowledged both Ken and E-Comm staff for this advancement.

“E-Comm is now considered a world leader in interoperable radio communications, provides high-quality dispatch and 9-1-1 service, and is developing technology offerings that are positively impacting emergency communications,” added Corbett.

Recruitment for a new president and CEO is already underway to ensure a smooth transition in the fall.

“I want to thank everyone for their support and assistance in helping to grow and enhance our business over the years,” says Ken. “I hope to never need to call 9-1-1, but if that happens, I know I’m in very good hands.”

* 10-35 is the RCMP ten-code for booking off a shift.
After being asked by police departments in Ottawa, Calgary, Dallas and Kent, Washington to use our public education advertising to support their work, E-Comm has developed a program that will allow agencies to use our materials, free-of-charge. This new program will be made available to local agencies in the fall, after the completion of a pilot project in Ottawa.

“It was very gratifying when we started getting calls from as far away as Wisconsin about our campaigns,” says Jody Robertson, director of corporate communications. “Our emergency service partners here in Metro Vancouver have been so supportive and helpful as we develop this program, so it’s great we are being recognized for the work we’re collaborating on.”

Educational materials are already being gobbled up locally as a resource to help create awareness around the importance of how to use the 9-1-1 system. To order, visit ecomm911.ca.

E-Comm public education campaign takes up residence in nation’s capital

- Materials are available in six languages and include information for adults and children.
- More than 52,000 educational pieces have already been distributed this year to local police and fire departments, school boards, English-as-second language organizations and daycares.
North American technology giant awards E-Comm

The ability of E-Comm’s staff to deliver results to its customers has been recognized by Intergraph, the leading global provider of engineering and geospatial software. The company’s award of excellence – The Icon Award – has been presented to E-Comm for providing remote access to its computer-aided dispatch (CAD) technology to agencies that are not dispatched by E-Comm, including both Coquitlam Fire/Rescue and the Saanich Fire Department on Vancouver Island.

The CAD system requires fewer actions by a dispatcher to create a dispatched call, and provides valuable information to dispatchers and firefighters such as detailed street maps, images of building floor plans and indications of hazards at the event. The system also provides an automated firehall-alerting system, mobile workstations for fire apparatus and a full electronic interface with the BC Ambulance Service to allow simultaneous dispatch of ambulance and fire first-responder units.

The Icon awards will be presented at the Intergraph 2010 International Users’ Conference in Las Vegas this summer. Because E-Comm cannot attend in person, Intergraph sent a film crew up to the centre to capture our staff at work and to interview President Ken Shymanski about the importance of providing access to this top-tier technology.
New board ready for pivotal year

The E-Comm Board of Directors is comprised of 18 directors and includes elected officials, municipal staff, representatives of emergency services, the provincial government and local community and business leaders. They represent all E-Comm shareholders listed below.

“To be successful in achieving our mission of providing emergency personnel and the public with exceptional communication services that help save lives and protect property, it is critical the region’s emergency communication centre is overseen by the very communities it serves,” says Ken Shymanski, E-Comm president and CEO.

- **Jocelyn Kelley**, Independent Director, Board Chair
- **Kevin Begg**, Ministry of Public Safety and Solicitor General
- **Helen Blackburn**, Independent Director, Audit Committee Chair
- **Daphne Corbett**, Independent Director
- **Mayor Ernie Daykin**, Maple Ridge, Pitt Meadows
- **Rebecca Denlinger**, Ministry of Public Safety and Solicitor General
- **Councillor Charlie Fox**, Township of Langley, White Rock and Surrey
- **Len Garis**, Township of Langley, White Rock and Surrey
- **Mayor Pamela Goldsmith-Jones**, West Vancouver, District of North Vancouver, City of North Vancouver, Governance Committee Chair
- **Cindy Grauer**, Vancouver
- **Councillor Barrie Lynch**, Coquitlam, New Westminster, Port Moody, Port Coquitlam, Belcarra
- **Ernie Malone**, RCMP
- **Councillor Bill McNulty**, Richmond
- **Karl Preuss**, Delta
- **Bob Rolls**, Vancouver Police Board
- **Michael Sanderson**, Emergency Health Services Commission
- **Sheldon Stoilen**, Independent Director, Human Resources and Compensation Committee Chair
- **Mayor Joe Trasolini**, Independent Police Boards

For more information on our governance and to review E-Comm’s highlights, activities, and financial results from 2009, visit ecomm911.ca
### 9-1-1 service levels

April – June 2010

**9-1-1 calls placed to E-Comm**

<table>
<thead>
<tr>
<th></th>
<th>Calls Placed</th>
<th>Service Level*</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>81,025</td>
<td>96%</td>
</tr>
<tr>
<td>May</td>
<td>85,342</td>
<td>96%</td>
</tr>
<tr>
<td>June</td>
<td>85,499</td>
<td>96%</td>
</tr>
<tr>
<td>Total</td>
<td>251,866</td>
<td>96%</td>
</tr>
</tbody>
</table>

*Service Level Target: 95% of all 9-1-1 calls answered in five seconds or less.

**9-1-1 calls directed to police, fire and ambulance**

- **Police**: 70%
- **Ambulance**: 24%
- **Fire**: 6%

**Technology**

- **9-1-1 Uptime**: 100%

**Number of 9-1-1 calls from landlines and cell phones**

<table>
<thead>
<tr>
<th></th>
<th>Landline Telephones</th>
<th>Cellular Telephones</th>
</tr>
</thead>
<tbody>
<tr>
<td>April</td>
<td>37,954</td>
<td>43,071</td>
</tr>
<tr>
<td>May</td>
<td>38,961</td>
<td>46,381</td>
</tr>
<tr>
<td>June</td>
<td>38,655</td>
<td>46,844</td>
</tr>
<tr>
<td>Total</td>
<td>115,570</td>
<td>136,296</td>
</tr>
</tbody>
</table>
Wide-Area Radio system

April – June 2010

System grade of service and availability

<table>
<thead>
<tr>
<th></th>
<th>System 2010</th>
<th></th>
<th>System 2010</th>
<th>System 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Air Time (secs)</td>
<td>Transmissions (#)</td>
<td>Availability</td>
<td>Queuing</td>
</tr>
<tr>
<td>April</td>
<td>30,588,083</td>
<td>8,127,142</td>
<td>99.9933%</td>
<td>0.01%</td>
</tr>
<tr>
<td>May</td>
<td>32,712,379</td>
<td>8,613,835</td>
<td>99.9874%</td>
<td>0.01%</td>
</tr>
<tr>
<td>June</td>
<td>32,673,397</td>
<td>8,550,815</td>
<td>100.0000%</td>
<td>0.012%</td>
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</tbody>
</table>

System grade of service average*

<table>
<thead>
<tr>
<th>Target:</th>
<th>Actual:</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;3.00%</td>
<td>0.01%</td>
</tr>
</tbody>
</table>

System availability average

<table>
<thead>
<tr>
<th>Target:</th>
<th>Actual:</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.99%</td>
<td>99.9907%</td>
</tr>
</tbody>
</table>

*Grade of service represents the ability of the radio system to handle radio traffic volume. Industry Canada sets the standard for the public safety community, which is 3%. This means at the radio system’s busiest times, there cannot be more than 3% queuing (responders waiting to speak). The E-Comm radio system is well within this standard.

E-Comm mission

To provide emergency personnel and the public with exceptional communication services that help save lives and protect property.

E-Comm values

Respect, Accountability, Integrity, Service, Collaboration