

# e-COMMUNIQUÉ

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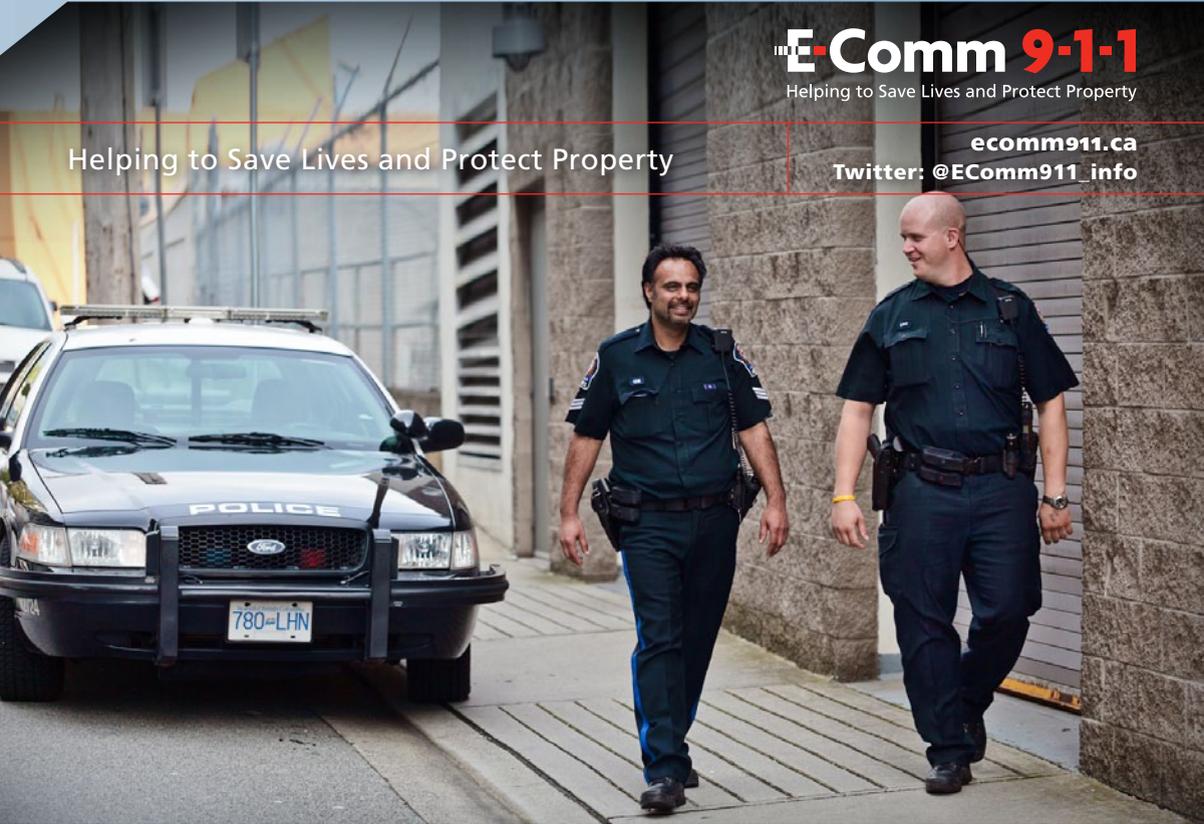
**E-Comm 9-1-1**

Helping to Save Lives and Protect Property

Helping to Save Lives and Protect Property

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*New Westminster police will move their dispatch operations to E-Comm in June 2013.*

## New Westminster police to move dispatch operations to E-Comm

endorsed by the New Westminster Police Board and is scheduled for June 4, 2013. As Police Chief Dave Jones explains, this move will better position NWPD to continue to provide its community with quality police service while lowering potential risks and offering increased operational benefits and efficiencies.

The New Westminster Police Department (NWPD) announced in February that it will be relocating its dispatch operations to E-Comm. The transition of NWPD's call-taking and dispatch services has been

"Operationally the decision to move to E-Comm makes absolute sense for us, and will offer NWPD several key advantages," says Jones. "This includes enhanced cross-communication between agencies in different municipalities, a larger workforce for better staff coverage during

*Continued on next page >>*



*New Westminster Police Department Cst. Michelle McDonald speaks to dispatch through the E-Comm Wide-Area Radio System.*

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***New Westminister Police Chief Dave Jones***

major and extended emergency events and access to top-tier technology. This will all help to advance our overall service delivery.”

NWPD’s decision was made following a rigorous evaluation of the department’s ability to sustain dispatch over the long run. The analysis determined by joining E-Comm there would be major gains made in terms of risk mitigation, sustainability, and cost savings.

“We have committed through our strategic plan to ensure that all sections of NWPD are sustainable and provide the best service delivery possible,” adds Jones. “The move to E-Comm will provide improved safety for both our officers and the public, greatly enhancing public safety for the City of New Westminster.”

By partnering with E-Comm, NWPD will be able to work even more closely with many of the other police agencies dispatched by E-Comm, including neighbouring Richmond RCMP.

“Our goal with this transition is to provide New Westminster police and the residents they serve with the high level of service and expertise that our current 31 police and fire department dispatch partners have come to expect,” says David Guscott, E-Comm president and CEO.

# Preparations underway for Burnaby RCMP dispatch transition

In a recent report to Burnaby council, senior city staff identified a number of advantages to moving RCMP call-taking and dispatch services to E-Comm including:

- Better cross-communication between agencies in different municipalities in real time;
- Larger workforce for better staff coverage during major and extended events;
- Purpose-built, earthquake-resistant infrastructure;
- Enhanced security;
- Economies-of-scale; and
- Enhanced service cost-effectiveness to Burnaby.



Photo credit: Flickr Creative Commons

*Burnaby will move their RCMP dispatch operations to E-Comm in October 2013.*

**“As the second largest RCMP detachment in Canada, welcoming Burnaby into our communications centre is a significant and very important transition.”**

***E-Comm President and CEO David Guscott***

Following an in-depth analysis of its dispatch operations, the City of Burnaby announced in February that they approved a recommendation made by senior staff to transition RCMP dispatch operations to E-Comm. The transition is scheduled for October 2013.

“We believe that this transition will offer Burnaby residents and members many operational benefits and efficiencies while providing some cost savings,” says Deputy City Manager Lambert Chu. “Consolidation of police dispatch services to gain operational efficiencies and share costs is becoming more and more common within the policing community.”

E-Comm has been meeting regularly with Burnaby municipal and RCMP representatives and the two respective CUPE Locals to plan the transition, taking into account the many technical and operational aspects required for the move, including training.

“We’re thrilled to have entered into a service agreement with Burnaby for RCMP call-taking and dispatch,” says E-Comm’s President and CEO David Guscott. “As the second largest RCMP detachment in Canada, welcoming Burnaby into our communications centre is a significant and very important transition.”

Burnaby City Council made the decision to move their police dispatch services in order to continue to provide their community with quality police service in a cost-effective and operationally-efficient manner.

# E-Comm enters into new partnership with PRIMECorp



*Police officers run PRIME queries, among many others, from their mobile data terminals.*

E-Comm has entered into a new partnership with PRIMECorp—the organization that owns and operates the PRIME-BC records management system used by police across British Columbia. This includes the appointment of David Guscott, E-Comm’s president & CEO as PRIMECorp’s CEO. E-Comm’s Vice-President of Technology Services Mike Webb and E-Comm’s Chief Financial Officer Beatrix Nicolato have also assumed similar roles at PRIMECorp on a part-time basis.

“This partnership is a strategic advancement for both PRIMECorp and E-Comm, and connects our two organizations in a province-wide public safety initiative that will help take PRIME-BC to the next level—a goal we all share,” says David Guscott, CEO of PRIMECorp. “We have been partners with PRIMECorp from the beginning, and in my mind it seems fitting that our organizations work closely together in moving forwards.”

To take PRIME-BC to the next level, the PRIMECorp Board has recently taken some decisive steps through the development of a strategic plan and the commissioning of an independent third-party review of PRIMECorp, and PRIME-BC’s technical systems, business processes and ability to support their clients. The review recommended a simplified organizational structure. To achieve this, the PRIMECorp Board of Directors recently identified that its public-safety partner E-Comm, is well-equipped to support the organization with advice and implementation of the recommendations from the review and the strategies identified in the PRIMECorp strategic plan.

E-Comm is a user of the PRIME-BC system as a police dispatch centre and has a rich history with it, having managed the technical aspects of the system from PRIME-BC’s inception in 2001 until 2007.



*E-Comm President and CEO  
David Guscott appointed as  
PRIMECorp CEO.*

# Evolution of E-Comm regional radio system



*The Next Generation Radio Program initiative is the largest and most complex technology project E-Comm has undertaken since implementing the first radio system back in 1999.*

planned collaboratively with a working group comprised of senior representatives from police, fire and ambulance services that will discuss and endorse technical and operational requirements, including implementation and testing strategies.

“This is the largest and most complex technology project E-Comm has undertaken since implementing the first radio system back in 1999,” says Mike Webb, E-Comm’s vice-president of Technology Services. “In order for this massive transition to be successful, extensive collaboration and consultation with our partner agencies is essential.”

The NGRP has an estimated capital cost of between \$40-\$60 million, including all design, procurement, construction and operational transition activities required to move user agencies onto the new network. As part of the NGRP, it is expected that fire services will migrate from analog to digital voice technology, which police and ambulance services have been using since 1999-2000. This move is now possible due to significant advancements in the performance of digital radios in high-noise, firefighting environments such that they are now considered to be equivalent or better than analog radios.

The current radio network has grown to support 30 different public-safety agencies, with 7,500 radios in use and 700 talkgroups generating more than ten-million transmissions per month. The network is being replaced as it is coming to the end of its planned service life, with the new network expected to be in full operation in 2017. With its internet-protocol (IP) architecture, the next generation radio network will complement the future national public-safety broadband network being planned by the public safety community across Canada. This new broadband network will allow for the robust exchange of multimedia information (audio, video, data), providing advanced capabilities enabling responders to interoperate during day-to-day response or in the event of a major disaster.

The E-Comm Wide-Area Radio System is one of the largest multi-agency public safety radio systems in North America. In order to transition the existing radio network to next generation technology, a multi-year program is underway that will result in the replacement of all radio equipment and certain elements of site infrastructure.

The Next Generation Radio Program (NGRP) initiative is being undertaken by staff within E-Comm’s Program Management Office and Wireless Services departments. The program is being

# 9-1-1 Awareness Week reaches out to the public to “help us help”



In order to recognize the dedicated work of emergency call-takers, dispatchers, technology specialists and support personnel, the Province of British Columbia declared April 8 – 15 as *Emergency Service Dispatchers' and 9-1-1 Awareness Week*. As part of the week's celebrations, E-Comm released a list of five 9-1-1 myths to the media to help better educate the public about calling 9-1-1. A proactive social media campaign helped drive home messages around the proper use of 9-1-1, including a live tweet-a-thon during the April 8 Vancouver Canucks game.

“By exposing some of the most common 9-1-1 myths we hope people will be better informed on how to use this important lifeline in the right way,” says Jody Robertson, E-Comm director of Corporate Communications. “9-1-1 call-takers and dispatchers are highly trained, dedicated professionals and these misconceptions have the potential to interfere with their life-saving efforts.”

A new component of this year's celebrations was a food drive for the Greater Vancouver Food Bank Society. Throughout the week

**The Vancouver Police Department depends on your support and our path to success depends on our ability to work together towards our common goal of ensuring that help arrives in a timely manner and that public peace is preserved.**

*Jim Chu, Chief Constable,  
Vancouver Police Department*

**1** If you dial 9-1-1 from a cell phone the dispatch centre will know your exact location. } **FALSE!**

**2** The best thing to do if you accidentally dial 9-1-1 is to hang up as quickly as possible. } **FALSE!**

**3** You must speak English to receive help from 9-1-1. } **FALSE!**

**4** If you pre-program 9-1-1 into your phone you'll be able to get through faster in case of an emergency. } **FALSE!**

**5** It's fine to let kids play with old cell phones after you have cancelled your service contract. } **FALSE!**



*E-Comm Board of Directors member Sheldon Stoilen making a donation during the recent food drive for the Greater Vancouver Food Bank Society.*

E-Comm staff brought in food and cash donations to support the food bank and demonstrate a collective commitment to communities where E-Comm provides emergency services on a daily basis. By the end of the week donations surpassed the original goal of 911 food items and monetary contributions, with a total of 1,426 items raised.

Letters of recognition from E-Comm partner agencies expressing appreciation for the dedicated efforts of emergency communications professionals to public safety were enthusiastically received by call-takers, dispatchers, technology specialists and support personnel who value the role they play in supporting emergency responders.

“Throughout the week we had a number of members from our partner agencies visit our facility to personally thank staff for their continued contributions to public safety,” says Doug Watson, vice-president of Operations. “Accolades such as this mean a lot to our employees, and helps foster positive relationships between members on the frontlines and those working behind the scenes to support them.”

The aim of *Emergency Service Dispatchers’ and 9-1-1 Awareness Week* is to educate the public about calling 9-1-1 and to recognize the dedicated work of emergency call-takers, dispatchers, technology specialists and support personnel. View all media coverage from the week on [ecomm911.ca](http://ecomm911.ca).

**Over the past nine years, we have continued to receive a first class service. It is encouraging to know that we can count on E-Comm’s caliber of professionalism in times of emergency.**

*Dan Copeland, Fire Chief, Delta Fire & Emergency Services*

**Dispatching is not an easy profession but we know the staff at E-Comm are some of the best in the country. Congratulations on another amazing year and keep up the great work!**

*David Fleugel, Insp., Operations Officer, Ridge Meadows RCMP*

**E-Comm’s desire for service excellence and continued collaboration with emergency partners is exceptional.**

*John McGowan, Fire Chief, Richmond Fire-Rescue*

# E-Comm call-taker receives Vancouver police award



Janeane Ardiel (pictured second from right beside Vancouver Mayor Gregor Robertson) with members of the VPD Crisis Negotiation team receiving her Chief Constable Unit Citation from Chief Jim Chu.

E-Comm call-taker Janeane Ardiel, along with the Vancouver Police Department (VPD) Crisis Negotiating Team, were honoured with a Chief Constable Unit Citation from Chief Jim Chu at the VPD awards ceremony held in January.

The citation recognized Ardiel for a six-hour suicide call she handled in late 2011 from a heavily armed, distraught male locked in an apartment building in Vancouver, leading to a standoff with police. Ardiel calmly built a rapport with the caller and when the VPD negotiation team arrived at E-Comm, they were able to help coach Ardiel through the portion of the call she managed. Then when they deemed it appropriate, the negotiator made the decision to relieve her of her duties and take over the call. The man ultimately surrendered to police 19 hours after he had placed the 9-1-1 call.

**“Our staff is proud to support our partner agencies and always appreciate being recognized for their hard work and dedication.”**

***E-Comm Operations  
Manager Kim Singh***

“Our staff is proud to support our partner agencies and always appreciate being recognized for their hard work and dedication,” says E-Comm Operations Manager Kim Singh. “We’re all delighted Janeane received this award. Accolades such as this citation go far in increasing employee pride in their work.”

The VPD Citations recognize a unit (police and/or civilian) for diligent and sustained effort in the performance of duties well above that which is normally expected; or for an outstanding performance in relation to a single investigation, operation or incident; or for developing a method or program that significantly affects the operation of one or more divisions in the Department.

# E-Comm showcases technology to North Island fire departments



*E-Comm presented an overview of our fire technology including Project FIRES, E<sup>2</sup>MV and fire mobile workstations to North Island Fire departments.*

Clayoquot Regional District and a portion of the Nanaimo Regional District, covering a total of 56,000 km of British Columbia.

E-Comm representatives and senior representatives from E-Comm's partner agencies Saanich Fire Department, Vancouver Fire and Rescue Services, Richmond Fire-Rescue and Delta Fire & Emergency Services presented an overview of E-Comm's fire technology. E-Comm gave live demonstrations of the technology it offers, including the Project FIRES records management system, Emergency Event Map Viewer (E<sup>2</sup>MV) and the fire mobile workstations.

"It's cost-effective for fire agencies in smaller communities to pool together resources to invest in top-tier technologies and infrastructure," says E-Comm Director of Fire Services Dave Mitchell. "Our meeting was very positive for a number of reasons, including the advantage of having our fire partners attend these meetings which allows for important peer-to-peer discussions to take place."

This meeting aligns with E-Comm's Vision 2020 strategic directions of service expansion, service excellence & collaborative partnerships and public-safety communication leaders.

"Our discussion afterwards with the NI9-1-1 chiefs seemed positive on moving forward together in terms of exploring a hosted records management system option," said Port Alberni Fire Chief Tim Pley. "The North Island chiefs very much appreciated that E-Comm personnel and chief officers made the effort to travel to our area to meet with us."

In January E-Comm representatives met with the North Island Fire Chiefs and the North Island 9-1-1 Corporation (NI9-1-1) to learn more about the fire technology solutions E-Comm provides and to discuss partnering with E-Comm in order to enhance their service plan.

NI9-1-1 provides and manages emergency 9-1-1 services to the Comox Valley Regional District, the Strathcona Regional District, the Powell River Regional District, the Regional District of Mt. Waddington, the Alberni-

**"The North Island chiefs very much appreciated that E-Comm personnel and chief officers made the effort to travel to our area to meet with us."**

***Port Alberni Fire Chief  
Tim Pley***

# Stakeholder survey shows 95 per cent satisfaction



*Surveys of both key partners and the public have revealed promising results for E-Comm in 2012.*

In November 2012, E-Comm undertook its first online stakeholder survey, requesting input from the senior level of all organizations that E-Comm serves. Of the 20 executives from the police and fire communities who responded, 95 per cent indicated they are satisfied with E-Comm services and believe that their agency has a strong and trusting partnership with the organization. Indeed, of the 12 survey questions posed, half received scores of 90 per cent or higher and there were no ratings below 80 per cent.

“These are very significant results and I think demonstrate we are on the right track for working to build stronger partnerships, a critical aspect of our business and *Vision 2020* strategic plan,” says David Guscott, E-Comm president & CEO.

In a separate Ipsos Reid survey of more than 500 Lower Mainland residents, 92 per cent of those who responded indicated that they are confident in the 9-1-1 service E-Comm provides.

“I am very pleased to see such a big jump in awareness of E-Comm and the work we do,” adds Guscott. “Public education and community outreach will continue to be a prime focus for our communications department as part of their initiatives related to our strategic plan, *Vision 2020* (available online at [ecomm911.ca](http://ecomm911.ca)), and for building confidence in our organization among the public and our partners.”

# E-Comm in the Community



## **ALI in the Community**

E-Comm's 9-1-1 ambassador, ALI, recently marched with the Vancouver Police department in the Chinese New Year, St. Patrick's Day, and Vancouver Vaisakhi Parade & Celebration parades.

## **AMSSA Diversity Health Fair**

E-Comm once again hosted an information booth at the Affiliation of Multicultural Societies & Service Agencies (AMSSA) Diversity Health Fair, held at the Croatian Cultural Centre in March. Visitors picked up translated 9-1-1 education material, available in six different languages, and learned about our interpretation services.

## **Variety Children's Charity telethon**

Eight E-Comm staff members volunteered their time on February 16 to answer donation calls at the Variety Show of Hearts telethon fundraiser for children with special needs.

## **Anti-bullying day**

E-Comm staff supported anti-bullying day by purchasing more than 50 Vancouver Fire & Rescue Services pink t-shirts, raising \$840 for the Boys & Girls Clubs of Greater Vancouver through the Vancouver Firefighters Charitable Society.

## **Stairclimb for Clean Air**

In March members of E-Comm's fire dispatch team climbed the 48 floors of the Sheraton Wall Centre in Vancouver in support of the Lung Association's Stairclimb for Clean Air. They raised over \$1,000 for lung research, clean air initiatives and lung health programs, with E-Comm contributing an additional \$1,000.

# E-Comm service by the numbers

January – March 2013

## 9-1-1- service levels

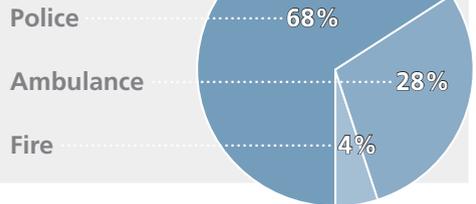
	9-1-1 calls placed to E-Comm	Service level*
January – March	195,456	98%

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

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

	Landline Telephones		Cellular Telephones	
January – March	70,252	36%	125,204	64%

## 9-1-1 call directed to police, fire and ambulance



## Technology

9-1-1 uptime: 100%

## System grade of service and availability\*

2013	System air time (secs)	Transmissions (#)	System availability avg.	System grade of service avg.
January – March	106,604,205	28,001,618	99.9892%	0.053%

\* 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 deliver exceptional emergency communication services that help save lives and protect property, and to advance public-safety partnerships.

## E-Comm vision

Safer communities in British Columbia through excellence in public-safety communication.

## E-Comm values

Respect, Accountability, Integrity, Service, Collaboration

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

This newsletter is produced by E-Comm Corporate Communications.  
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