

E-Comm celebrates 10th anniversary and announces major public safety initiative



Daphne Corbett and Jim Chu at E-Comm's 10th anniversary celebration.

E-Comm Board Chair Daphne Corbett said it best during her speech to staff and the more than 70 dignitaries and special guests at E-Comm's 10 year anniversary celebration June 24: "We've come a long way and achieved a great deal for such a young organization." It was a feeling echoed by Vancouver Police Chief Constable Jim Chu and RCMP Assistant Commissioner Peter German who both spoke of the public safety communication systems that have been built over the past decade that are helping to save lives and protect property.

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During the event, President Ken Shymanski announced that E-Comm is implementing Canada's first multi-agency, multijurisdictional trial of location information from wireless devices, known as "Wireless Phase II." Working with TELUS and the wireless service providers, the goal is to have general location information available by mid-January 2010.

"We're proud of the advancements in public safety technology that E-Comm has introduced over the past 10 years," said Shymanski. "Wireless Phase II is another excellent tool for emergency responders. Knowing where to send help is the key to providing help."



Vancouver Police Chief Constable Jim Chu speaks with media.

Wireless Phase II is just one example of how much E-Comm and its partners in the police, fire and ambulance communities have achieved together. Since 1999, E-Comm has consistently met 9-1-1 call-answer targets while providing first-rate dispatch and continually developing public safety technology services that are used both locally and outside of southwest B.C. We've grown in size too—from 177 staff in 1999 to 400 dedicated public safety professionals. Already considered a world leader in interoperable radio communications, E-Comm looks forward to continuing to contribute significantly to the growth and development of emergency services in southwest B.C.

E-Comm growth chart

	1999	2008	Increase
Dispatch Customer (Police & Fire)	9	23	155.6%
Radio Customers (Police)	1	14	1300.0%
Radio Customers (Police)	1	9	800.0%
Radio Customers (Police)	0	1	100.0%
Number of Radios	1,342	6,383	375.6%
Total Calls (9-1-1, Non-Emergency)	1,064,827	1,417,090	33.1%
Employees	177	397	124.3%
Revenue (Millions)	\$7.2	\$47.5	559.7%
Class A Shares	12	24	100.0%

Note: In 1999, non-emergency calls were included with 9-1-1 calls.

New technology supports responders during Celebration of Light

E-Comm tested its award-winning public safety and emergency response application during the Celebration of Light this summer to great success.

The technology, known as Emergency Event Map Viewer (E²MV) creates a common operating picture so that data from a range of dispatch systems can be viewed from a single interface. It facilitates information sharing across multiple dispatch centres including police, fire, and ambulance to support a coordinated response to incidents. During this summer's Celebration of Light, the City of Vancouver's Emergency Operation Centre, West Vancouver police dispatchers, Vancouver police, and E-Comm operations staff all tested E²MV.

“E²MV provided real-time warnings to our emergency medical dispatchers of potential safety issues.”

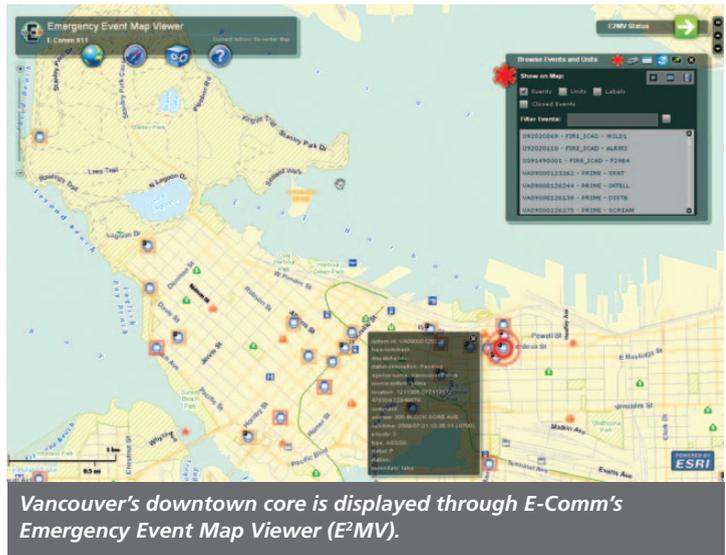
Derek McClure, BCAS

“Our main goals are increasing situational awareness and allowing consistent data sharing,” explains Dave Hamilton, Manager of Public Safety and GIS at E-Comm. “Namely, to provide responders with the agility and vigilance to effectively collaborate and respond to any incident despite the escalation, extent and impact.”

BC Ambulance Service (BCAS) also tested E²MV during the Celebration of Light to improve situational awareness by identifying potentially dangerous situations for their paramedics. Derek McClure, Superintendent for the BCAS, described E²MV as a superior tool for monitoring the events during this year's festivities.

“E²MV provided real-time warnings to our emergency medical dispatchers of potential safety issues and we were able to advise our paramedic crews to stay clear until secured by the Vancouver Police,” said Superintendent McClure. “The BCAS always places paramedic crew safety first and we look forward to using E²MV on all large events in the future.”

E²MV is a partnership with Environmental Systems Research Institute (ESRI), the world leader in geographic information system modeling and mapping software and technology.



Radio campaign nabs silver at national competition



If we can't find you, we can't help you.

If you call 9-1-1 from a cell phone, please be prepared to give us your exact location. Unlike landlines, cell phones don't provide this information to our call-takers. The home or building address is the most helpful piece of information you can give us. Or if you're on the road, be aware of highway exits, cross streets, landmarks and anything else that will help locate you. ecom911.ca

E-Comm 9-1-1
Help us help.

One of two "Know Your Location" ads that accompanied E-Comm's award-winning radio campaign.

E-Comm's "Know Your Location" campaign from last fall has received *Marketing* magazine's 2009 "Silver" award for best radio campaign. *The Marketing Awards* are Canada's leading national awards and are known for recognizing campaigns that are relevant, effective and memorable. More than 1,700 entries were received from across Canada with only 129 entries receiving gold, silver or bronze recognition.

The radio campaign reminded listeners of how important it is to know your location through a series of humorous, fake 9-1-1 calls. The ads also provided critical tips such as paying attention to your surroundings like highway markers, cross streets and so on.

To order public education materials or to view E-Comm's campaigns visit www.ecomm911.ca

E-Comm adds new fire dispatch agency

E-Comm's fire protection and service for the Sunshine Coast was completed when the Egmont and District Fire Department went live with E-Comm's integrated call-taking and fire dispatch earlier this summer. Glen Miller, Director of Information Technology and Doug Watson, Vice President of Operations, celebrated the successful transition with the Egmont community in late June.

"This is an exciting addition for E-Comm," said Watson. "It means the completion of fire protection and service coverage areas for the Sunshine Coast."

Recognized as a community emergency disaster site by the provincial government, the Egmont and District Volunteer Fire Hall is located six kilometres off the Sunshine Coast Highway at the northern end of the Sechelt Peninsula. During the first year of operation Egmont will run tandem with Pender Harbour Fire Department, attending each other's events, using the same radio frequency, and training together.



E-Comm's Doug Watson and Glen Miller with Egmont Fire Chief Peter Sly.

"This is an exciting addition for E-Comm because it means the completion of fire protection and service coverage areas for the Sunshine Coast."

Doug Watson, E-Comm



New E-Comm Board announced



Daphne Corbett, Board Chair

Grow, perform, lead: The message from E-Comm Board Chair Daphne Corbett was loud and clear at E-Comm's AGM on June 18. In looking to future priorities, Corbett reinforced the board's commitment to upholding E-Comm's leadership position in emergency communications, providing exceptional service and maintaining our financial performance.

"The strategic plan will continue to focus on three key strategic directions: Business growth, operational excellence and public safety and people leadership," said Corbett.

E-Comm is pleased to announce the following appointments to its 2009-2010 Board of directors:

Daphne Corbett, independent director, has been named Board Chair.

New appointments:

- **Ernie Daykin**, mayor, District of Maple Ridge (representing District of Maple Ridge and City of Pitt Meadows)
- **Barrie Lynch**, councillor, City of Coquitlam (representing City of Coquitlam, City of Port Moody, City of Port Coquitlam, City of New Westminister, Village of Belcarra)
- **Sheldon Stoilen**, independent director

Returning Board directors:

- **Mary-Wade Anderson**, councillor, City of White Rock (representing City of White Rock, City of Surrey, Township of Langley)
- **Kevin Begg**, assistant deputy minister and director of police services, Policing and Community Safety Branch, Ministry of Public Safety and Solicitor General (representing the Ministry of Public Safety and Solicitor General)
- **Helen Blackburn**, (independent director)
- **Len Garis**, fire chief, City of Surrey (representing City of Surrey, City of White Rock, Township of Langley)
- **Pamela Goldsmith-Jones**, mayor, District of West Vancouver (representing District of West Vancouver, District of North Vancouver, City of North Vancouver)

- **Cindy Grauer**, (representing City of Vancouver)
- **Jocelyn Kelley**, (independent director)
- **Ernie Malone**, Chief Superintendent, Royal Canadian Mounted Police, retired (representing the RCMP)
- **Bill McNulty**, councillor (representing the City of Richmond)
- **Karl Preuss**, director of finance, Corporation of Delta (representing the Corporation of Delta)
- **Michael Sanderson**, executive director, Lower Mainland, BC Ambulance Service (representing Emergency Health Services)
- **John Schouten**, inspector, Vancouver Police Department, retired (representing Vancouver Police Board)
- **Wes Shoemaker**, associate deputy minister, Ministry of Public Safety and Solicitor General (representing the Ministry of Public Safety and Solicitor General)
- **Joe Trasolini**, mayor, City of Port Moody (representing independent police boards for the City of Port Moody, District of West Vancouver, City of New Westminister, and South Coast British Columbia Transportation Authority Police Service)

E-Comm prepares for Olympic-size call volumes

In preparation for the 2010 Winter and Paralympic Games, E-Comm has been participating in a series of complex, multi-agency exercises that simulate various emergency scenarios and test the processes and communications of our call-taking flow. All operations staff will be taking part in specialized training for the Games and we have developed predictive call volume forecast methods to ensure adequate staffing during the Games. This forecasting model will be just one of the legacies E-Comm will provide to the next Olympic host city's safety and security units.



What we expect:

- Call volumes during the Olympics will maintain the same daily and weekly peaks and valleys that currently exist
- Rush hours will see increased call volumes between the hours of 0500-0900 and 1500-2000
- An increased number of visitors to our region will increase overall call volumes (perhaps by as much as 30% in some periods) for a few days leading up to the Games and during the Games themselves

Wide-Area Radio system

System grade of service and availability

2009	System Air Time (secs)	Transmissions (#)	System Availability	System Queuing
January	31,442,736	8,280,340	100.0000%	0.01%
February	32,067,557	8,358,079	100.0000%	0.08%
March	33,203,612	8,775,193	99.9941%	0.00%
April	32,137,455	8,470,048	99.9809%	0.04%
May	32,279,451	8,557,235	99.9861%	0.02%
June	34,072,962	8,973,113	99.9875%	0.01%
July	34,676,941	9,184,853	99.9943%	0.08%
August	33,447,034	8,880,839	not avail	0.14%

System grade of service average* for January – August 2009

Target: <3.00%

Actual: 0.04%

**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.*

System availability average for January – July 2009

Target: 99.99%

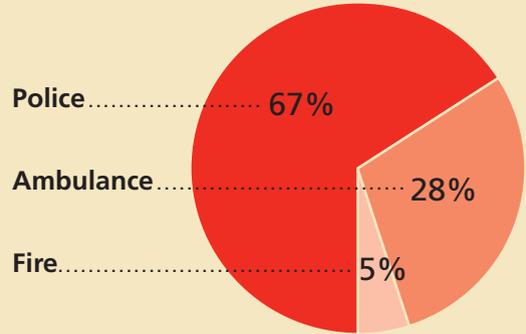
Actual: 99.9918%

9-1-1 service levels

	9-1-1 calls placed to E-Comm	Service level*
January	76,888	98%
February	70,937	96%
March	78,559	96%
April	79,814	95%
May	87,659	94%
June	91,303	93%
July	94,160	96%
August	96,298	96%
Total	675,618	96%

*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 (January – August 2009)



Technology (January – August 2009)

Telephony (9-1-1) Uptime: 100%

Number of landline vs. cell phone 9-1-1 calls received

	Landline Telephones		Cellular Telephones	
January	50%	38,403 calls	50%	38,485 calls
February	49%	34,956 calls	51%	35,981 calls
March	49%	38,170 calls	51%	40,389 calls
April	48%	38,045 calls	52%	41,769 calls
May	48%	41,766 calls	52%	45,893 calls
June	47%	42,589 calls	53%	48,714 calls
July	47%	44,375 calls	53%	49,785 calls
August	45%	43,638 calls	55%	52,660 calls
Total	48%	321,942 calls	52%	353,676 calls

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

This newsletter is produced by E-Comm Corporate Communications. For more information on E-Comm or to comment on a story featured in this newsletter, contact Jordana Froese at: jordana.froese@ecomm911.ca Ph 604-215-4877 Fax 604-215-4923

