

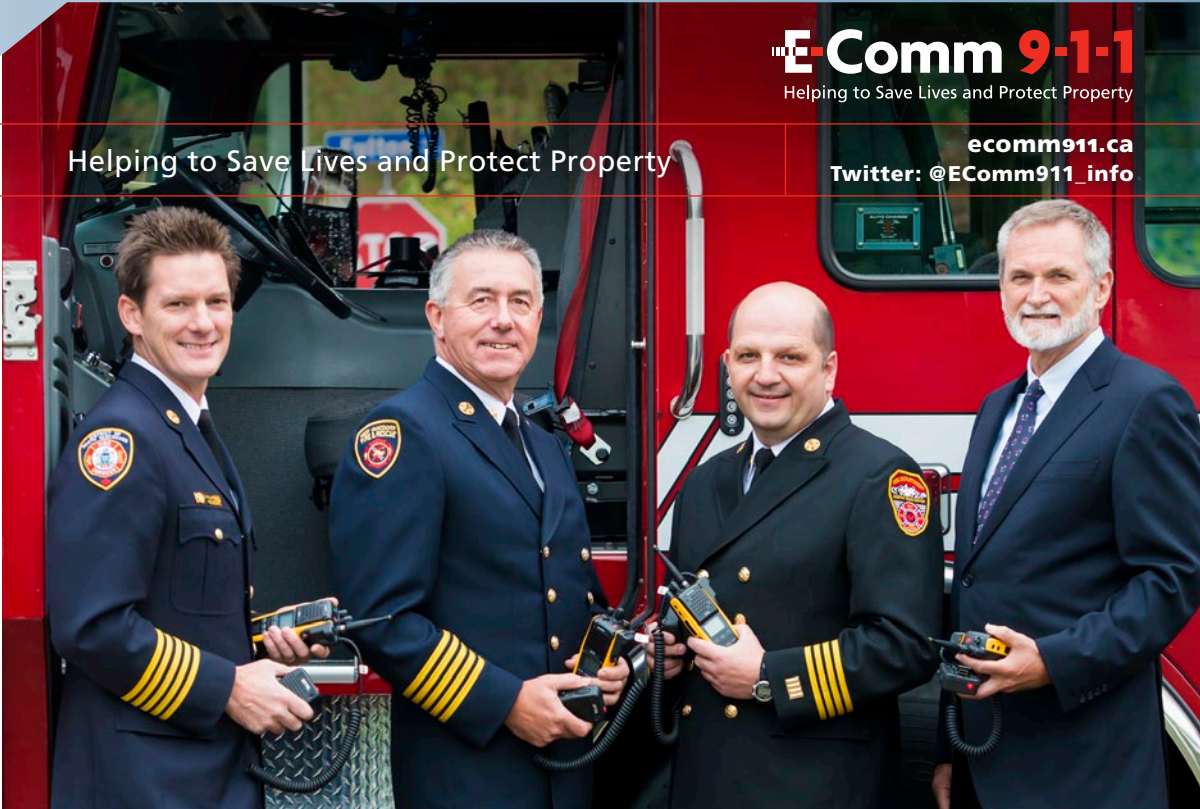
e-COMMUNIQUÉ

E-Comm Newsletter Fall 2012, No. 37

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

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Helping to Save Lives and Protect Property



All emergency responders on the North Shore can now communicate on E-Comm's Wide-Area Radio System. Left to right: District of North Vancouver Fire Chief Victor Penman, West Vancouver Fire Chief Jim Cook, City of North Vancouver Acting Fire Chief Dan Pistilli and E-Comm President & CEO David Guscott.

E-Comm welcomes West Vancouver Fire & Rescue to radio system

All police, fire and ambulance agencies on the North Shore now have complete radio interoperability following the successful transition of West Vancouver Fire & Rescue onto the E-Comm Wide-Area Radio System on Sept. 26.

The transition from the old VHF radio system was seamless. Just before the scheduled

go-live at Fire Hall No. 1, there was an explosion at a BC Hydro transformer nearby, which set a tree on fire. This was the very first call West Vancouver was dispatched out for on E-Comm's radio system. After a fire apparatus responded and Hydro crews were on their way, West Vancouver Fire Chief Jim Cook went on the air to announce to the fire halls that they were in full operation mode on the E-Comm Wide-Area Radio System.

Continued on next page >>

“We are pleased to join our partners in public safety on this important E-Comm communication system.”

**West Vancouver Fire & Rescue
Chief Jim Cook**

West Vancouver firefighters because of enhanced radio coverage and clarity. They now have 46 new portable radios, 10 mobile workstations in apparatuses and four base stations. E-Comm trained approximately 85 West Vancouver Fire & Rescue staff on using the new radios.

“This is an important step in our ongoing commitment to shared services,” said District of West Vancouver Mayor Michael Smith. “E-Comm provides a highly efficient communications system that closes the gap between West Vancouver firefighters and other North Shore emergency responders.”

To watch a video of Chief Cook’s announcement over the radio, visit [youtube.com/911ecomm](https://www.youtube.com/911ecomm).



West Vancouver Fire Chief Jim Cook makes his first radio broadcast to all West Vancouver fire stations following the September 26 transition.

West Vancouver police moves dispatch to E-Comm



Left to right: E-Comm Application Specialist Rocky Tees, West Vancouver Police Chief Peter Lepine, E-Comm President & CEO David Guscott, Police Dispatcher Brian Jung.

Following five months of operational and technical planning, the West Vancouver Police Department (WVPD) moved its dispatch operations to E-Comm on Oct. 2.

Chief Peter Lepine noted the move to E-Comm's consolidated communications centre means the WVPD will be better able to handle a sudden influx of 9-1-1 calls coming in for a highly-visible incident, such as a vehicle crash on the Upper Levels highway.

"When those instances have happened, it has taxed our

capacity, not only in being able to effectively handle the 9-1-1 calls but also in being able to deploy our members and all of the other emergency support services to the scene," says Chief Lepine. "We don't have to worry about that now. We know that E-Comm can scale up or scale down based on the operational need of the incident. That is a tremendous benefit to the citizens of West Vancouver and to our department."

WVPD's move to E-Comm will offer many operational benefits to the department, including the ability to increase staffing to handle sudden influxes of multiple 9-1-1 calls, and access to a back-up centre and robust operational and technical systems.

WVPD's 10 call-taking and dispatching staff who moved to E-Comm visited the centre over the summer to meet their new colleagues and receive training. They will continue to perform the exact same call-taking and dispatch duties they did while employed by WVPD. E-Comm staff were also immersed in training in West Vancouver to familiarize themselves with the community, its geography and WVPD operations.

"We are thrilled to welcome the West Vancouver police dispatch staff to our communications centre and are proud to be providing dispatch services to the police members serving West Vancouver," says E-Comm President & CEO David Guscott. "Our goal is to enhance and support emergency response in every community we are a part of and to ensure we meet the high standards of service our partners expect from the critical role of 9-1-1 call-taking and dispatch."

Metro Vancouver renews 9-1-1 contract with E-Comm



David Guscott, E-Comm president & CEO, and Delia Laglagaron, interim chief administrative officer for Metro Vancouver, signed a new 9-1-1 call-answer contract in August.

“We have developed a solid partnership for the benefit of public safety and we appreciate Metro Vancouver’s confidence in our service, abilities and cost effectiveness.”

***E-Comm President & CEO,
David Guscott***

and we share that commitment,” says David Guscott, E-Comm’s president & CEO. “We have developed a solid partnership for the benefit of public safety and we appreciate their confidence in our service, abilities and cost effectiveness.”

E-Comm and Metro Vancouver, the local government authority responsible for 9-1-1 service, have signed a new five-year contract for 9-1-1 call-answer service that has the potential to extend an additional five years to 2022.

“Metro Vancouver is deeply committed to providing the best 9-1-1 service for residents now and into the future

E-Comm has been answering calls for Metro Vancouver since opening its doors in 1999 and also answers 9-1-1 calls for the Sunshine Coast Regional District and the Squamish and Whistler areas.

Microwave ring upgrade significant step toward Next Generation Radio

E-Comm's Wireless services team has completed the upgrade to the third and final microwave ring in the E-Comm Wide-Area Radio Network. The transitioning of E-Comm's wireless network onto a new and improved Internet Protocol (IP)-based microwave system—a key initiative in the preparation of the move to the Next Generation Radio System—was completed without any significant issues.

The microwave network is what carries all voice and remote dispatch traffic between sites and the E-Comm radio switch, using technology which is considered a “hybrid”—meaning it allows for a mix of current and next generation radio systems.



Wireless Technician Trevor Buchholz working on one of the new microwave units at E-Comm, which are significantly smaller than the previous microwave units.

“I know how challenging and complicated these cutovers have been and I think the results clearly demonstrate the value and benefit of the detailed planning that was done,” says Mike Webb, vice-president of Technology Services.

The upgrade to this third and final ring on Sept. 18 covers Surrey RCMP and Fire, Langley RCMP, White Rock RCMP and Fire, RCMP Freeway Patrol, Delta Police and Fire, New Westminster Police and Fire, Transit Police, police specialty squads and the BC Ambulance Service.

“This was a great learning experience and will bode well for the extensive planning and implementation of the Next Generation Radio Network,” says Peter Gauthier, director of Wireless Services.

E-Comm has 28 radio sites in Metro Vancouver, spanning 13 different zones. Ring 2 of the microwave network—covering Abbotsford, Maple Ridge, Pitt Meadows, Langley, Burnaby and Port Coquitlam—was upgraded in February, and Ring 1—covering Vancouver and Richmond—was upgraded in June after two years of planning. All three rings are carrying live traffic and performing extremely well.

E-Comm promotes kitchen-fire safety during Fire Prevention Week

For this year's national Fire Prevention Week, E-Comm reached out to the public through the media to offer fire prevention tips.

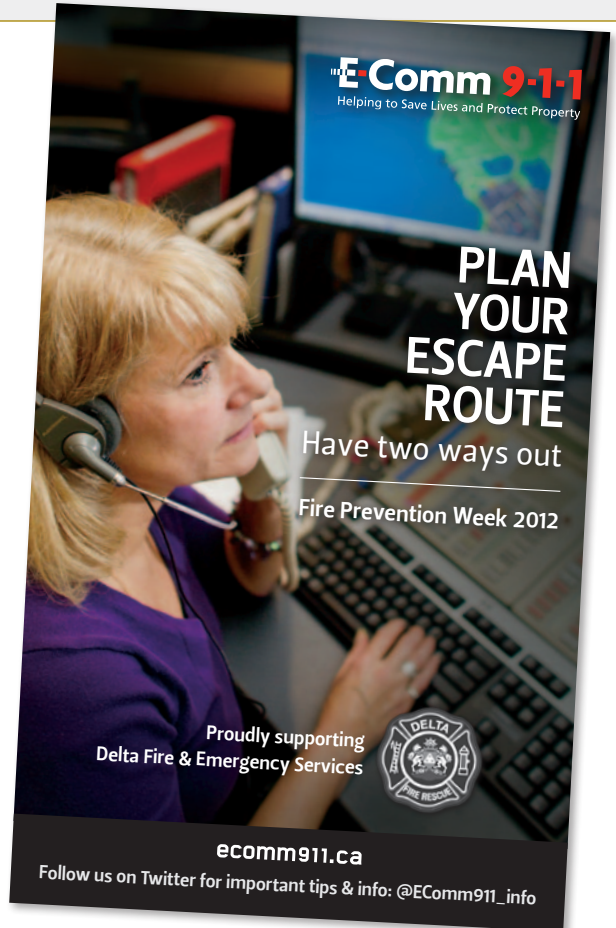
An E-Comm media release on Oct. 5 warned families to be mindful of their turkey cooking over the Thanksgiving holiday, which also happened to be the start of Fire Prevention Week. E-Comm fire dispatchers typically handle an increase in calls due to kitchen fires from turkeys over the holidays.

"A turkey isn't something you typically see on a list of household fire hazards, but we get 9-1-1 calls about ovens going up in flames all the time," says Corey Kelso, E-Comm fire dispatcher. "The result can be devastating if you're not careful every time you have something cooking for an extended period of time."

Fire Prevention Week is a national initiative to promote fire safety through education, and strives to bring awareness to the dangers of fire and how we can protect ourselves, including checking smoke alarms regularly, planning escape routes from your homes and never leaving your home with food on the stove or in the oven. This year's theme was "Have Two Ways Out."

E-Comm also showed support for its fire partner agencies by placing advertisements in community newspapers where E-Comm provides fire dispatch services.

"The annual Fire Prevention Week campaign is an excellent opportunity for us to get 9-1-1 education messages to residents in communities where we provide fire-dispatch services," says Jody Robertson, director of Corporate Communications. "It's also an opportunity to give a shout-out to our fire partners who work tirelessly with our fire dispatch team to protect communities year-round."



E-Comm placed Fire Prevention Week community newspaper ads in communities where it provides fire dispatch services.

Regional radio interoperability

E-Comm in the Community

Efforts to improve public safety communications interoperability, including the ongoing development of a national public safety wireless broadband network in 700 MHz, continues to make progress across the country—but there is still much more work to be done.

To improve awareness and develop action plans to improve communications interoperability for emergency responders, the Canadian Interoperability Technology Interest Group (CITIG), in partnership with E-Comm and Emergency Management BC, hosted a regional interoperability workshop in Vancouver on Oct. 22.

“The goal of organizing this CITIG workshop was to help build a broader understanding of public safety communications interoperability initiatives underway in B.C., elsewhere in Canada and internationally,” says Vice-President of Technology Services Mike Webb, who has played a significant role at the discussion table and was one of the several CITIG members involved in organizing the forum. “Together, we’re best able to discuss how these initiatives can benefit the responder community here.”

The workshop covered everything from the history of CITIG, updates on the Communications Interoperability Strategy for Canada (CISC) and associated action plan, E-Comm’s Next Generation Radio system and regional interoperability case studies. The forum ended with a closed session for invited guest to develop an interoperability action plan for southwest B.C.

Follow [@ecomm911_info](#) and [@CITIG_Canada](#) on Twitter or visit [citig.ca](#) for more info on interoperability advancements.

Cops for Cancer



The Tour de Coast cyclists made their stop at E-Comm on September 24 and picked up a cheque for \$4,615 for the Canadian Cancer Society.

Cops, Kids & Commercial Drive



E-Comm’s 9-1-1 ambassador ALI was a hit at the Grandview-Woodland Community Policing Centre’s Cops & Kids event at Grandview Park on Commercial Drive on Sept. 16, where E-Comm hosted a public education table.

Community Policing Day



ALI also stopped by the Collingwood Community Policing Centre’s open house on Community Policing Day on Sept. 29.

New Westminster Fire & Rescue Open House



E-Comm hosted a 9-1-1 public education table at this family event on Oct. 13, where ALI made an appearance and E-Comm Fire dispatch did a live dispatch demo.

E-Comm service by the numbers

July-September 2012

9-1-1- service levels

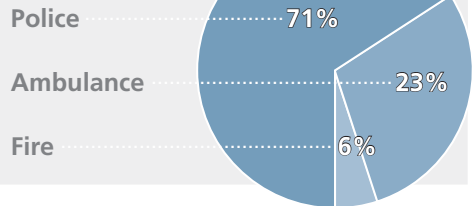
	9-1-1 calls placed to E-Comm	Service level*
July - September	243,532	98%

* 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	
July - September	78,903	32%	164,629	68%

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



Technology

9-1-1 uptime: 100%

System grade of service and availability*

2012	System air time (secs)	Transmissions (#)	System availability avg.	System grade of service avg.
July - September	118,293,817	30,940,107	99.9996%	0.02%

*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

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Helping to Save Lives and Protect Property

This newsletter is produced by E-Comm Corporate Communications.
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