Auto Theft Down

The City of Vancouver has seen a dramatic reduction in auto theft in the three-month period following the introduction of the bait car program in September 2002. The bait cars are deployed in auto-theft target areas. A flare the cars are entered, an automatic system videotapes the thieves and a Global Positioning Satellite (GPS) system tracks the vehicles until police arrive on scene. The vehicle's engine can be remotely disabled by E-Comm. Vancouver Police Department statistics show a 22 per cent decrease in the number of cars reported stolen between fourth quarter 2001 and fourth quarter 2002. This means that about 400 fewer families in Vancouver suffered through the cost, inconvenience, and stress of having their car stolen.

New Radio Channels Added

On New Year’s Eve the maximum queueing on any system was below 5% in Surrey, which was staffed at 150% (from 2 dispatchers to 4 dispatchers), had peak queuing of 0.6% compared to 25% on Halloween night when they were staffed at 125%. Because of the increase in frequencies, the Federal RCMP is now able to add sections to the radio system. E-Comm does plan to add additional channels in the future for further service level enhancement.

Increased Customer Contact

E-Comm will continue to focus on serving its customers in 2003 by continuing to meet with key representatives. One basis to review service issues. Meetings held in the first quarter include the Ridge-Meadows and Sechelt RCMP detachments, VPD and fire departments in Sechelt, Gibsons, H. aburn Bay, Roberts Creek and Pender Harbour. Ensuring our customers are satisfied forms a large component of the E-Comm strategic plan. In addition, E-Comm first customer satisfaction survey has been completed (thank you to the more than 750 emergency service personnel who completed a survey). Results are being complied and we anticipate reviewing those results with our customer liaison during the second quarter.

E-Comm also continues to focus efforts on connecting with potential new E-Comm members/customers that have expressed interest in dispatch operations and the Wide-Area Radio System and the associated services. Recognizing that securing new customers is of paramount importance to our shareholders and future, we will continue to make this a prime focus for 2003.

2002 – 2003 Board of Directors

Don J. Evans
Chair and Independent Director
Gary Briggs
Representing the RCMP
Dan Cunningham
BC Ambulance Service
Fire Chief Len Caris
Representing Surrey, Delta, White Rock, Langley City
Councillor Jon Harris
District of Maple Ridge, Pitt Meadows
Tony Heemskerk
Ministry of Public Safety and Solicitor General
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City of Richmond
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Mayor Joe Trasolini
Representing the City of Port Moody, Port Coquitlam, Coquitlam, New Westminster, Burnaby

Number of 9-1-1 Calls to E-Comm for 2002

<table>
<thead>
<tr>
<th>Month</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>93,460</td>
</tr>
<tr>
<td>February</td>
<td>84,550</td>
</tr>
<tr>
<td>March</td>
<td>96,173</td>
</tr>
<tr>
<td>April</td>
<td>92,980</td>
</tr>
<tr>
<td>May</td>
<td>98,595</td>
</tr>
<tr>
<td>June</td>
<td>103,850</td>
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<tr>
<td>July</td>
<td>108,932</td>
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<tr>
<td>August</td>
<td>110,965</td>
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<tr>
<td>September</td>
<td>101,473</td>
</tr>
<tr>
<td>October</td>
<td>105,905</td>
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<tr>
<td>November</td>
<td>98,833</td>
</tr>
<tr>
<td>December</td>
<td>104,244</td>
</tr>
<tr>
<td>Total for 2002</td>
<td>1,200,930</td>
</tr>
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</table>

2003

<p>| January     | 99,642      |</p>
<table>
<thead>
<tr>
<th>February</th>
<th>88,258</th>
</tr>
</thead>
</table>

This newsletter is produced by E-Comm Corporate Communications. For more information on E-Comm or to view, a story featured in this newsletter, contact Jody Robertson at jody.robertson@ecomm.bc.ca.
E-Comm Dispatcher Receives National Award

On January 23, 2003 E-Comm dispatcher Deepak Prasad travelled to Victoria to receive the Governor General’s Caring Canadians Award. Deepak, who works as a dispatcher for RCMP “43” (Whistler, Pemberton, Freeway patrols) was nominated for his volunteer work. He was a peer mentor/counselor/tutor during high school as well as a volunteer instructor and brigade member with St John’s Ambulance, which he continues to do to this day.

At just 15, Deepak’s first-aid experience came in very handy, when he helped to deliver a baby—on Skytrain. Now, four years later he is a respected RCMP 43 dispatcher.

Deepak received his award from E-Comm dispatcher Caroline Jones for her outstanding handling of a recent domestic violence call and Kim Engelsjord, Operations Team Manager, for recently receiving her RCMP auxiliary badge.