

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. After 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.

Fourth quarter 2001: 1804 Third quarter 2002: 1770 Fourth quarter 2002: 1400



New Radio Channels Added

The E-Comm Wireless team has completed the addition of 10 new frequencies (channels) to the Wide Area Radio Network. The addition of these channels significantly increases the traffic carrying capacity of the E-Comm radio system. For example in Richmond, capacity has increased 31%, in Surrey 62%, and on the Bowen Island system, which provides radio coverage along the coast, capacity has increased almost 200%.

On New Year's Eve the maximum queuing on any system was below 1%. 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.

Start December 31, 2002 00:00:00 End December 31, 2002 24:00:00 Intervals 60 minutes

Peak Busy Hours	Peak Busy Hours		Queue Statistics			
	Total Calls	% Calls Queued	Queued Calls	Maximum Delay (sec)	Maximum Depth	
23:00	VANCOUVER	4,969	0.5	24	1.14	2
23:00	BURNABY	1,344	0.0	0	0.00	0
20:00	MGH	892	0.0	0	0.00	0
23:00	LANGLEY	933	0.0	0	0.00	0
13:00	NVM	400	0.0	0	0.00	0
23:00	POCO	2,638	0.4	11	2.78	2
23:00	RICHMOND	1,783	0.0	0	0.00	0
23:00	MNM	585	0.0	0	0.00	0
22:00	SURREY	2,430	0.2	4	1.06	1
23:00	WHT ROCK	1,356	0.0	0	0.00	0
10:00	NBI	561	0.0	0	0.00	0

Start January 1, 2003 00:00:00 End January 1, 2003 24:00:00 Intervals 60 minutes

Peak Busy Hours	Peak Busy Hours		Queue Statistics			
	Total Calls	% Calls Queued	Queued Calls	Maximum Delay (sec)	Maximum Depth	
0:00	VANCOUVER	4,567	0.2	7	1.49	1
1:00	BURNABY	1,480	0.0	0	0.00	0
2:00	MGH	1,400	0.8	11	2.85	1
2:00	LANGLEY	1,411	0.5	7	1.38	1
1:00	NVM	507	0.0	0	0.00	0
1:00	POCO	2,257	0.0	0	0.00	0
1:00	RICHMOND	2,528	1.5	39	1.30	3
1:00	MNM	828	0.0	0	0.00	0
2:00	SURREY	2,673	0.6	17	2.27	2
0:00	WHT ROCK	1,490	0.0	0	0.00	0
2:00	NBI	909	0.2	2	1.35	1

Increased Customer Contact

E-Comm will continue to focus on serving its customers in 2003 by continuing to meet with agency representatives on a quarterly basis to review service issues. Meetings held in the first quarter include the Ridge-Meadows and Sechelt RCMP detachments, VPD and the fire departments in Sechelt, Gibsons, Halfmoon 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's first customer satisfaction survey has been completed (thank you to the more than 750

emergency service personnel who completed a survey). Results are being compiled and we anticipate reviewing those results with our customer liaisons 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 and costs. 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

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

2002	
January	93,460
February	84,550
March	96,173
April	92,980
May	98,595
June	103,850
July	108,932
2003	
January	99,642

August	110,965
September	101,423
October	105,905
November	99,853
December	104,244
Total for 2002	1,200,930
February	88,258

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 Jody Robertson at:
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Richmond RCMP Communication Centre Successfully Transitioned

Richmond RCMP dispatcher Richard Dickerson

Richmond RCMP's Communication Centre was successfully transitioned to E-Comm on January 15th. The cut over on transition day went very well, with Richmond RCMP reporting that officers on the road did not experience any interruption in service.

The first 9-1-1 call for Richmond was at 0910hrs and was a hang-up. Dispatcher/Call-taker Darlene Donald took the call and made the appropriate callbacks and determined the call was unfounded. The next call came at 0958hrs and was for an MVA with injuries.

The Richmond RCMP is the second RCMP agency to move its OCC (Operational Communication Centre) to E-Comm (Ridge Meadows relocated here in July 2002) following the 1999 GO LIVE of RCMP dispatch services for Whistler & Pemberton, Bowen Island, UBC, Sechelt, Gibsons and the RCMP freeway patrols. Under



Richmond Dispatchers Darlene Donald and Richard Traer.

the RCMP's amalgamation plan, further RCMP transitions are anticipated.

Planning is also underway for the transition of the Communications Centre for the Richmond Fire-Rescue Service. E-Comm will be assuming full call taking and dispatching for the agency, which will be integrated with the service currently provided to fire departments in Vancouver, Port Moody, Whistler and the Sunshine Coast. The current target date for this transition is October 2003.

A special thank you

- Sgt. Robin Bell
Richmond RCMP
- Angela Deer
City of Richmond
- Cpl Robert McDonald
RCMP – CIIDS
- DB (Don) Pearson
City of Richmond
- Cpl Mike Petrow
RCMP Informatics
- Sgt Jim Provost
Richmond RCMP
- Gail Tremere
City of Richmond

And thank you to all staff in E-Comm Operations, Information Technology, Wireless, Human Resources and Finance.

MESSAGE FROM
KEN SHYMANSKI
PRESIDENT & CEO



2003 is off to an exciting start and will be another very busy year for E-Comm. Given the number of presentations and tours we have been asked to provide to local, provincial, national and international organizations, it is clear that E-Comm's unique business model is of great interest.

Richmond RCMP's Communication Centre was successfully transitioned to E-Comm on January 15th. The enthusiasm of our new RCMP dispatchers has been very exciting and we know they will make excellent additions to our workforce. I would like to take this opportunity to thank the Richmond RCMP and the City of Richmond for their outstanding support during the transition.

The British Columbia Ambulance Service (BCAS) is planning to transition onto the new Altaris CAD (Computer-Aided Dispatch) in

June—a significant milestone for both the BCAS and E-Comm. When the transition is complete, the cities of Vancouver and Port Moody will not only have all three emergency agencies in their jurisdictions—Police, Fire and Ambulance—using E-Comm's shared radio system, but those emergency agencies will also all be dispatching with the new shared CAD system and utilizing the Police Records Information Management Environment (PRIME). The sharing of information will be greatly increased.

In early March, the International Olympic Committee's Evaluation Commission visited E-Comm as part of its five-day visit to Vancouver & Whistler. All aspects of E-Comm and the City of Vancouver's Emergency Operations Centre and the Regional Emergency Coordination Centre were highlighted to the Commission. It was a pleasure working with the 2010 Bid Corporation and I would like to take this opportunity to thank all of the E-Comm staff who worked tirelessly to ensure the evaluation visit was a success.

Our visitors have included:

- Corporation of Delta Municipal Police Board
- City of Port Moody Municipal Police Board
- Maple Ridge Fire and Rescue Service
- City of Vancouver, City Council
- Vancouver Police Board
- The Honourable Colin Hansen, Minister of Health
- The Honourable Sindi Hawkins, Minister of Health Planning
- Senate Standing Committee on National Security and Defense
- City of Halifax Police
- City of Edmonton Police
- International Olympic Evaluation Commission
- International Olympic Sports Federation
- Vancouver-Whistler 2010 Bid Corporation
- Consul-General United Kingdom
- Victoria, Australia Emergency Services



A colourful display of international flags escorted the IOC commission through the front doors of E-Comm.

The International Olympic Committee's evaluation commission visited E-Comm March 2nd and the visit was, by all accounts, a huge success. The commission visited the Operations floor where they were provided with a demonstration of the RCMP'S mapping and Automatic Vehicle Locator systems and the E-Comm radio system.

In the City of Vancouver's Emergency

Emergency Services Goes for Gold During IOC Visit

Operations Centre, which will act as the Olympic Security Command Centre should Vancouver/Whistler be selected to host the 2010 Winter Olympics, the commission

viewed a demonstration of the Computer-Aided Dispatch system, Emergency Management software and the traffic/public safety events cameras. A delegation of local, national and international media also visited the E-Comm facility.

An honour guard outside of the E-Comm building was set up to escort the commission delegates in and out of the facility.

E-Comm Dispatcher Receives National Award



E-Comm dispatcher Deepak Prasad receives Caring Citizen award from the Lieutenant Governor General of British Columbia, the Honourable Iona Campagnolo.

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, Sunshine Coast, UBC, Bowen Island and Freeway patrols) was nominated for his volunteer work. He was a peer mentor/counsellor/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 for E-Comm. Congratulations Deepak from everyone at E-Comm and the RCMP.



E-Comm Board Chair Don Evans (left) and President Ken Shymanski accept award from RCMP Superintendent Steve Ayliffe.

RCMP Acknowledges E-Comm

In February, RCMP Superintendent Steve Ayliffe (Regional Informatics Officer, Pacific Region) presented E-Comm with a special award in recognition of its contribution to public safety.

In his speech to the E-Comm Board of Directors, Superintendent Ayliffe commented on the enormous amount of cooperation he has experienced between emergency services while associated with the E-Comm project.

Also recognized during the presentation was RCMP 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.



E-Comm's Kim Engelsjord (left) and Caroline Jones with Superintendent Ayliffe.



E-Comm manager Kim Engelsjord receives her RCMP auxiliary Badge. Congratulations, Kim.