Delta Police present E-Comm’s President & CEO Ken Shymanski and Director of Wireless Operations, Peter Gauthier with a plaque in appreciation of the very successful transition of Delta Police and Fire onto E-Comm’s wide-area radio network.

E-Comm was thrilled to participate. The long-term goal is to designate Richmond as part of another 50 communities within Metro Vancouver that can communicate directly with each other.

Chief Constable Jim Croxford, of Delta comments: “The advent of E-Comm technology is an important day in the history of the Delta Police Department. The radio infrastructure will enhance officer safety and assist us in providing excellent policing services to the citizens of Delta. We also look forward to the interoperability the Wide-Area Radio System provides to all the Emergency Services partners in the GVRD.”

The Richmond Safe Communities Committee held its first meeting in January, and E-Comm was thrilled to participate. The long-term goal is to designate Richmond as part of another 50 communities within Metro Vancouver that can communicate directly with each other.

“Helping to save lives and protect property”

Visit our website: www.ecomm.bc.ca
Message from Ken Shymanski
President

The beginning of a New Year is always exciting, as it brings new opportunities, new challenges and a feeling of accomplishment as you look back on past achievements. 2004 will be no different for E-Comm. We’ve been planning and preparing for a number of significant events as we continued to build an organization dedicated to public safety. Here is a brief overview.

The senior management team has been working on the development of a three-year strategic plan. The process is designed to identify 5-7 strategic priorities for the organization through in-depth discussions on strategic opportunities and issues, mission, strategic objectives (measurement) and competitive positioning. The plan was presented to the Board of Directors in March during a workshop session, and will go before the Board for final approval in April. Work continues to improve and refine the content.

With the support and direction of our Board of Directors we have been working on the development of a Strategic Financial Plan for E-Comm, which was approved by the Board in February. The plan presents a realistic and practical strategy for managing our finances and provides a solid pathway for moving out of our deficit position. This has taken an extraordinary amount of effort given our move from start-up to full operations. We are now in a position to see each line of business in distinct terms and have a recommended plan of action for the continued financial viability of the organization. I would like to thank the Board for their support of this initiative and in particular the Financial Plan Committee chair Mayor Joe Trasolini and member Tony Heemskerk (Province), Dan Cunningham (BCAS), Gary Briggs (RCMP), Don Evans (Independent Director), Mayor Jon Kingsbury (Coquitlam), David Karbih (Board Chair) and our Director of Finance, Bindi Harisingh.

In January we hosted a “Cost Allocation Model Review” session open to senior finance staff representing E-Comm’s members. We had an excellent turnout with 16 attendees and covered topics including a background review of E-Comm, an explanation of the Wide-Area Radio System, and the history and rationale of the cost allocation model. We are planning to host a similar session annually to ensure that our members are familiar with the model and to give an opportunity for new members/staff to understand the structure and model.

E-Comm has been active in educating the community about E-Comm and 9-1-1 service. We have been invited to speak at conferences and seminars in Kelowna, Vancouver, Coquitlam, Delta, Richmond, Maple Ridge, New Westminster, Surrey, White Rock, Langley Township and Port Moody.

I had the pleasure of attending the Vancouver Board of Trade luncheon on January 30th where Solicitor General Rich Coleman addressed the audience. Minister Coleman is an obvious supporter of emergency services in British Columbia and made it quite clear to the audience that information sharing is the key to enhanced law enforcement. He discussed the Lower Mainland is ahead of most major jurisdictions in terms of radio communications and also spoke at length of the success of the PRIME project and the province-wide expansion. His comments were greatly appreciated by the audience and certainly for those of us at E-Comm connected to both initiatives.

With the ongoing support and direction from our Board of Directors and E-Comm’s dedicated, enthusiastic staff, we’re destined to make great strides in 2004.

Thank you to all E-Comm staff who helped make the Delta transitions a success

Naomi Arita, IT
Milan Balag, Wireless
Trevor Buchholz, Wireless
Kim Englesjord, Operations Team Manager
Peter Gauthier, Wireless
Kori Geroux, Administrative Assistant
Bea Henning, Director of Finance
Karen Hay, Trainer
Ed Hayman, Wireless
Greg Hunter, Wireless
Blair Kent, Wireless
Ferenc Lenert, Wireless
Mark Pare, Wireless
Natalia Pekic, Wireless
Martin Schoenfeld, Wireless
Alex Wai, Wireless
Andrew Worthington, Wireless

And thank you to all Delta Police and Fire staff who helped to make the transition a success.

Chief Constable Jim Cessford
Staff Sergeant Norm Morrison
Chief Gord Freeborn
Deputy Chief Rick Lehrbauer
Firefighter Shawn Smith
Pat Hart, Manager, Financial and Administrative Services

Our Recent Visitors Have Included...

- The RCMP Integration Task Force Committee
- International Olympic Committee
- Brigadier General Ivan Fenton (Commander of Western Canada Army)
- Vancouver Chinese Community Centre Board of Directors
- GVDR Emergency Planners

VECTOR Recognized by Premier Campbell

VECTOR, the City of Vancouver’s Amateur Radio Group (based at E-Comm) was recently presented with a recognition plaque by the Premier of British Columbia, Gordon Campbell. VECTOR received the award for its efforts during the forest fires that ravaged the Okanagan last summer.

VECTOR members, along with ham radio operators from Richmond, Chilliwack/Abbotsford and North Vancouver spent more than a week assisting the Provincial Regional Emergency Operations Centre based in Kelowna.

Congratulations VECTOR!

The Big Storm

In anticipation of the big snowstorm in January, E-Comm undertook a number of precautionary measures in order to ensure the safety of our staff and of course, continued 9-1-1 and dispatch operations. We provided taxi vouchers to those staff who were unable to drive or get a cab and we made arrangements with a local hotel to reserve a block of rooms for staff who were working day shift, but who were required back at work the next morning. This way they did not have to travel long distances in heavy traffic, only to return hours later for their next shift. We also provided food for staff waiting for cabs, or, who were unable to get out of the building for breaks and did not have food with them.

These efforts were extremely well received by all E-Comm staff and provided a level of comfort many staff said they had not experienced in the past. In addition, many staff members who may not have been able to make it to work because of the weather conditions did so and Operations continued seamlessly. We have put together a plan to make these sorts of provisions readily available should we once again be faced with treacherous weather conditions. Although it is an employee’s responsibility to find their own way to and from work, there is no doubt that E-Comm is a special situation for the audience and certainly for those of us at E-Comm connected to both initiatives.

With the ongoing support and direction from our Board of Directors and E-Comm’s dedicated, enthusiastic staff, we’re destined to make great strides in 2004.

In the next issue...

The June edition of E-Communique will profile a communications workshop organized by Jody Robertson, E-Comm’s Director of Corporate Communications. The event was designed to explore collaborative ventures, share ideas and build a stronger network. The workshop, held March 19th, brought together members from Surrey RCMP, Langley RCMP, Richmond Fire-Rescue, Richmond RCMP, New Westminster Police, Delta Police and Coquitlam RCMP.

AGM Moves to May

E-Comm’s Annual General Meeting will be held May 21st, 2004. A condensed Annual Report with 2003 audited financial statements and Operational highlights from October 1st 2003 to December 31st, 2003 will be mailed to shareholders and on E-Comm’s web-site following the meeting.