You Don’t Need to Speak English to Use 9-1-1

E-Comm is reaching out to non-English speaking residents and those with limited English about the interpretation service available to 9-1-1 callers. Our message of “you don’t need to speak English to get help from 9-1-1” educates residents about the purpose of 9-1-1 and that interpreters are available in 173 languages, 24-hours a day. In addition, we are providing important tips callers can follow to speed up the process of getting an interpreter on the line.

“E-Comm is providing a wonderful service with this campaign, and we are very proud to be supporting their efforts,” says Tung Chan, CEO of S.U.C.C.E.S.S. (an organization that assists immigrants to Canada with settling in). “We have thousands of people from different countries that are accustomed to using different numbers to reach emergency services or have English as a second language. People from Hong Kong, for example, dial 999 if they need to reach police, fire or ambulance. It is critical to their safety that they learn about 9-1-1 and the interpretation service available.”

Continued on next page
Does your organization need 9-1-1 information materials?
Since January, close to 40,000 public education pieces have been distributed to various stakeholder groups and community organizations. To order these free materials, please go to ecomm911.ca.

Continued from page 1
To help convey this message, radio ads in the top three languages spoken after English in Metro Vancouver (Cantonese, Mandarin, and Punjabi) aired on local ethnic radio in March. The issue garnered significant media coverage in both South Asian and Asian markets (radio, television, newspaper) and among English newspapers. On a community level, posters and handouts have been distributed to multicultural organizations for display (e.g. to the new arrivals program at YVR, operated by S.U.C.C.E.S.S.). Staff also attended the BC Multicultural Health Fair in late February, speaking with more than 1,000 people about the interpretation service and providing information packages.

Moving forward, E-Comm is developing the second phase of its overall public education campaign that will focus on key issues affecting 9-1-1 and public safety: location information, accidental calls (pre-programming/hang-ups) and information for children.

9-1-1 Interpretation Service
• From January through to April of 2008, 9-1-1 call-takers throughout southwest B.C. managed 1,079 interpreter-assisted calls in 29 different languages. The majority of those were for the three most common languages spoken in southwest B.C., Cantonese, Mandarin and Punjabi, but calls requiring interpretation also included less-common languages such as Haitian Creole and Ilocano.
• The average time to connect with an interpreter is approximately 30 seconds.
• Metro Vancouver has provided 9-1-1 interpretation service to residents through the telephone interpretation service “Language Line” since 1992.
• For a complete list of languages that are available through the interpretation service visit www.ecomm911.ca/9-1-1/interpretationservices/

Tips for Using 9-1-1
• Dial 9-1-1 in emergencies that require police, the fire department or ambulance.
• If you can’t speak English, knowing the name of your language in English can help get an interpreter on the line faster.
• Call from a landline telephone if possible. Unlike cell phones and most internet-based phones, landlines display your location information to the 9-1-1 call-taker. If for some reason you can’t communicate, the 9-1-1 call-taker will dispatch police to your landline phone location.
E-Comm's call-takers and dispatchers are dedicated to helping emergency responders save lives and protect property. In recognition of Emergency Service Dispatchers’ Week in B.C. from April 8-15, 2008 (honouring the dedication of dispatchers in supporting emergency service personnel and the public), here are a few examples of how our staff contribute every day:

E-Comm call-takers received numerous calls about a robbery in progress... the information was that one suspect had a gun and the other a baseball bat. With the assistance of some excellent call-taking and dispatching, the suspect vehicle was apprehended with one of the suspects still inside and a gun was recovered in the vehicle.

"Please pass on the VPD's thanks for the great work your staff did on this robbery. This was a case of good teamwork and it resulted in immediate apprehension, which probably prevented additional robbery victims."

Sgt. Jim Scott and Insp. Rollie Woods, Vancouver Police Department

"Just to let you know, on Thursday when we were dealing with the home invasions and several other priority events, the E-Comm personnel did an exemplary job. They did so many things right I can't do it justice by listing them other than to use 'exemplary'."

Sgt. Marc F. Alexander, Ridge-Meadows RCMP

"As scene commander I was very pleased with our dispatcher. His dispatching of this event, like all matters he deals with, was professional and calm. He relayed information in a timely and concise manner to me, other units and agencies as various updates and information became available. Additionally, he utilized his initiative in a number of different areas and quite frankly made my task considerably easier."

Cpl. David MacDonald, Richmond RCMP

"I would like to thank you and your crew for the great communication work during last week's third alarm fire...there were times that there were a lot of 'mouthfuls' of information and your crew repeated it back without missing a beat or needing me to repeat it...I really appreciate the effort!"

Battalion Chief Michael Berube, Vancouver Fire Hall 1
Survey Says!  
*Customer Satisfaction Survey*

E-Comm conducted a customer satisfaction survey in the fall and is pleased to report an increase in customer satisfaction with radio, IT support and dispatch service. E-Comm’s customer satisfaction target is an 80% satisfaction rating for all areas of service.

### Mobile radios
**overall satisfaction:** 78%

More than 75% of respondents were satisfied with the ease of use for the mobile radio, radio coverage and overall radio quality.

### Portable radios
**overall satisfaction:** 71%

More than 70% of respondents were satisfied with the ease of use, coverage within their jurisdiction, and overall quality of the radio.

### E-Comm’s dispatch
**overall satisfaction:** 71%

In all categories, more than two-thirds of respondents expressed satisfaction with E-Comm’s dispatch service. Respondents were the most satisfied with dispatchers’ professionalism (80%). Eight agencies reported an overall dispatch service satisfaction of greater than 80%.

### E-Comm Help Desk service
**overall satisfaction:** 82%

Overall satisfaction with Help Desk service increased eight per cent over 2004. Courtesy and knowledge of staff rated very high: 88% and 78% respectively.

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**E-Communiqué Survey Results**

Thank you for your feedback about E-Communiqué last fall. Survey highlights include a 76% satisfaction rating with E-Communiqué, finding it easy to read (93%) and increasing your overall knowledge of E-Comm and its services (76%). Areas where we could improve were in layout so we have refreshed the look. To save on paper (reducing our environmental footprint) and mailing costs, and to consolidate our updates to you, we have also chosen to include service statistics in E-Communiqué and discontinue E-Comm’s Stakeholder Report. E-Comm’s financial statements and performance results will be available annually in E-Comm’s Annual Report and on our Web site.
You don’t become a racecar driver without driving a racecar first to see if you are good at it. E-Comm is using that same strategy with its streamlined recruitment process of information & screening sessions. At these sessions, potential hires get information about the company and organizational culture, and their aptitude and ability to call-take are tested before they are offered an interview.

“We want to ensure we hire top candidates, who possess not only the skills and ability needed but E-Comm’s corporate values as well,” says Erin Ramsay, director of Human Resources. To help recruit qualified communications operators in today’s tough job market, information and screening sessions started in April 2007 to increase E-Comm’s candidate pool.

“From a resource standpoint, we are able to process more applicants and significantly increase our pool of qualified potential hires for communication operators from just one information session,” adds Ramsay. Over the last 14 months E-Comm has held a total of 14 information and screening sessions; more than 500 candidates attended; 160 passed CritiCall testing (a skill testing program that helps determine if candidates have the skills needed for call-taking) and those candidates were then interviewed.

More than 70 communication operators have been hired through these sessions. E-Comm communications operator (call-taker) Jordan Bruce attended one of the first information and screening sessions. “It was great to hear all about the job so you could decide if it was really for you, before things went any further. The Web site told you what would happen so you can be prepared and talking to managers at the session made the company seem small and friendly,” says Bruce.

Recruitment remains a top priority for E-Comm.

E-Comm will continue information & screening sessions for the remainder of this year. If you know someone who has the skills to work as a communication operator and who demonstrates E-Comm’s values, ask them to register online at ecomm911.ca.

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“We want to ensure we hire top candidates, who reflect not only the skills and ability needed but E-Comm’s values as well.” Erin Ramsay, director of Human Resources, E-Comm 9-1-1
E-Comm Receives Richmond 9-1-1 Community Safety Partner Agency Award

On October 19, 2007 at approximately 1600 hours, E-Comm’s 9-1-1 lines were inundated with calls about a plane that had crashed into an apartment building in Richmond. At the time, the impact of the event was unknown, as well as who was at risk. The Richmond Chamber of Commerce acknowledged E-Comm’s response to this unique and rare incident at their recent 2008 9-1-1 Awards.

The response to this incident was a testament to the skill of Richmond’s first responders, E-Comm’s dispatchers and call-takers and the partnerships established between the different agencies based at E-Comm. The first call came in to 9-1-1 at 1604 hrs and Richmond RCMP members were immediately dispatched. Within the RCMP work group at E-Comm, an incident command structure was setup. Because of the consolidated nature of dispatch at E-Comm, the on-duty managers were able to shift resources from other areas to provide additional call-taking support for Richmond.

Police and Ambulance established a combined talk group on E-Comm’s Wide-Area Radio system to coordinate responses to the incident. E-Comm’s Fire dispatchers were alerted electronically from BC Ambulance Service (BCAS) that this crash was a combined event. The Fire team immediately dispatched a full first alarm assignment for Richmond Fire and dispatched further resources upon direction of the responding battalion chief. At the same time of the plane crash, a fully involved fire was occurring at the other end of the city (Queensbourough). Once available Fire responders were dispatched to both events, the Fire team began their callout process to backfill empty fire halls, maintaining fire suppression coverage within the City of Richmond. Without the coordinated efforts of the Fire team, responding to both of these incidents would have been unmanageable.

E-Comm dispatchers assigned to Vancouver Police (VPD) recognized the crash incident as a multi-agency event and alerted Car 10 (operations Inspector for that day). The VPD central dispatcher on duty was paramount in ensuring that appropriate VPD resources were available to assist Richmond RCMP, BCAS and Richmond Fire with traffic control and other duties.

E-Comm continued to answer 9-1-1 calls and manage emergency calls for the other 11 fire departments and 10 police agencies that it dispatched for during the crash incident. One hundred and nineteen calls came to 9-1-1 within the first 20 minutes of the plane crash.

The timeliness of information and coordination of response is crucial for the safety of the community and to the first responders. E-Comm’s call-takers and dispatchers were exceptional in their skill, collaboration and teamwork to assist emergency services in acting quickly and safeguarding the public.

E-Comm congratulates all of the nominees and recipients of the City of Richmond’s 2008 9-1-1 Awards, including:

**Police Officer of the Year:**
Cst. Wayne Laviolette

**Fire Rescue Crew of the Year:**
Battalion Chief Glenn Tinkley; Captains Doug Harris, Kirby Graeme, and Brian Flett; and firefighters Mike Kelly, Glen Cameron, Aaron Van Iperen, Jason Pinkney, Steve Jeffcoatt, Jerret Vaughn, and Kelvin Cornelssen

**Coast Guard Member Crew of the Year:**
Captain Craig Rackham, First Officer Scott Bennett and crew members Garth Browne, Duane Currie, Roy Klohn, Rhett Miller, and David Schur

**British Columbia Ambulance Paramedic Crew of the Year:**
Paramedics Karen Treffry and Glenn Shale
E-Comm's wireless technicians reprogrammed the entire wide-area radio fleet from March to May. This reprogramming increased user capacity, upgraded radio codes and made minor changes to talk group plans (requested by some agencies).

This was no small feat—more than 6,500 radios had to be individually reprogrammed! The RCMP reprogrammed its 3,000 radios while E-Comm’s wireless technicians reprogrammed the remaining 3,500 police, fire and BC Ambulance Service radios.

Wide-Area Radio System

System Grade of Service and Availability

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Queuing</td>
<td>0.07%</td>
<td>0.01%</td>
<td>0.00%</td>
<td>0.01%</td>
</tr>
<tr>
<td>System Availability</td>
<td>99.9994%</td>
<td>99.9980%</td>
<td>99.9784%</td>
<td>99.9978%</td>
</tr>
</tbody>
</table>

System grade of service average* for January – April 2008

Target: <3.00%  Actual: 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.

System availability average for January – April 2008

Target: 99.99%  Actual: 99.993%

Wide-Area Radio System Transmissions

<table>
<thead>
<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Air Time (s)</td>
<td>34,100,464</td>
<td>34,322,586</td>
<td>33,996,586</td>
<td>33,066,764</td>
</tr>
<tr>
<td>Transmissions (#)</td>
<td>8,870,065</td>
<td>8,894,844</td>
<td>8,946,132</td>
<td>8,654,095</td>
</tr>
</tbody>
</table>

(s) Amount of airtime in seconds
(#) Number of times a repeater transmitted in response to a member talking on a radio
9-1-1 Service Levels

<table>
<thead>
<tr>
<th>911 Calls Placed to E-Comm</th>
<th>Service Level*</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>78,705</td>
</tr>
<tr>
<td></td>
<td>98%</td>
</tr>
<tr>
<td>February</td>
<td>78,197</td>
</tr>
<tr>
<td></td>
<td>97%</td>
</tr>
<tr>
<td>March</td>
<td>81,869</td>
</tr>
<tr>
<td></td>
<td>98%</td>
</tr>
<tr>
<td>April</td>
<td>79,976</td>
</tr>
<tr>
<td></td>
<td>98%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>318,747</td>
</tr>
<tr>
<td></td>
<td>98%</td>
</tr>
</tbody>
</table>

*Service Level Target: 95% of all 9-1-1 calls answered in five seconds or less.

Technology (January – April 2008)

- **Telephony (9-1-1) Uptime:** 100%
- **Altaris CAD** Uptime: 99.988%

**Computer-Aided Dispatch**

9-1-1 Calls Directed to Police, Fire and Ambulance (January – April 2008)

<table>
<thead>
<tr>
<th></th>
<th>Police</th>
<th>Ambulance</th>
<th>Fire</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>78,705</td>
<td>98%</td>
<td></td>
</tr>
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<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>318,747</td>
<td>98%</td>
<td></td>
</tr>
</tbody>
</table>

Number of Landline vs. Cell Phone 9-1-1 Calls Received

<table>
<thead>
<tr>
<th>Landline Telephones</th>
<th>Cellular Telephones</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 52%</td>
<td>48%</td>
</tr>
<tr>
<td>(40,677 calls)</td>
<td>(38,028 calls)</td>
</tr>
<tr>
<td>February 51%</td>
<td>49%</td>
</tr>
<tr>
<td>(39,964 calls)</td>
<td>(38,233 calls)</td>
</tr>
<tr>
<td>March 51%</td>
<td>49%</td>
</tr>
<tr>
<td>(41,554 calls)</td>
<td>(40,315 calls)</td>
</tr>
<tr>
<td>April 49%</td>
<td>51%</td>
</tr>
<tr>
<td>(39,403 calls)</td>
<td>(40,573 calls)</td>
</tr>
<tr>
<td><strong>Total 51%</strong></td>
<td>49%</td>
</tr>
<tr>
<td>161,598 calls</td>
<td>157,149 calls</td>
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</tbody>
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E-Comm Mission
To serve emergency personnel and the public by providing exceptional communications services that help save lives and protect property.

E-Comm Values
Respect, Accountability, Integrity, Service, Collaboration

Visit our Web site: ecomm911.ca

E-Commiqué was printed with vegetable-based inks on acid-/chlorine-free, 50% post-consumer waste recycled and Forest Stewardship Council certified paper.