

# e-COMMUNIQUE

E-Comm Newsletter Winter 2011, No. 31

**E-Comm 9-1-1**

Helping to Save Lives and Protect Property

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[ecomm911.ca](http://ecomm911.ca)



*E-Comm Report Agents Sue Hermann, Daphne Christianson and Elayna Wahl.*

## Report Agents use super-sleuth skills to assist VPD

known to spot trends in criminal activity that extend beyond those routine calls. And in December their ability to link Canadian Police Information Centre (CPIC) data together is being credited with bringing a series of mischief reports in Vancouver to a halt.

Just before Christmas there were several different reports of mischief around Vancouver in the same timeframe. Detailed suspect descriptions were recorded for each separate case, but

A typical day for our report team might include calls about stolen wallets or lost ID cards, but agents have also been

**“We are crediting highly trained E-Comm report agents for discovering the key link that put an end to a series of mischief-related crimes in Vancouver.”**

***VPD Constable  
Jana McGuinness***

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the culprits were still on the loose. Because our report team monitored the progression of calls, they were able to connect previous suspect descriptions with the ones made for the calls at hand. A consolidated 'package' of information was subsequently sent to the investigating unit, which ultimately led to the identification and arrest of four suspects.

"It's quite often that we can 'connect the dots' for our clients," says Sue Hermann, report agent. "If we ever notice trends in the types of reports we're getting – like the location of crimes or even suspect descriptions – we can set up a query that helps us identify important investigative information for our partners."

The unit assigned to the file was unaware of the previous mischief calls created about that particular case and when report agents tied some facts together and supplied them with several associated mischief files, they were impressed by the amount of work the team had done.

"We are crediting highly trained E-Comm report agents for discovering the key link that put an end to a series of mischief-related crimes in Vancouver," reports VPD Cst Jana McGuinness. "We value their partnership and expertise as we work together to reduce crime in our city."

## E-Comm's report team

**The report team at E-Comm was created in 2002 with seven full-time staff members. That same year report agents at E-Comm were responsible for creating 100,000 new files for the Vancouver Police Department. Today our team boasts 13 full-time report agents and several cross-trained staff who take reports for all police departments we serve.**

**E-Comm's report agents are also responsible for adding data to CPIC. The CPIC station is staffed 24 hours-a-day to ensure critical information including warrants and accused persons, stolen items such as vehicles and licence plates, and urgent data on missing persons is available promptly to police.**

# Outreach high on new president's priority list



*David Guscott, E-Comm president and CEO.*

E-Comm welcomed David (Dave) Guscott as its new president and CEO in late November. "David's 30-year track record of leadership, innovation and building strategic partnerships is a perfect fit for E-Comm," says Jocelyn Kelley, chair of the E-Comm Board of Directors. "E-Comm's purpose is to help bring emergency communication systems and operations together for the benefit of public safety. We're confident David will advance that vision into our second decade of operation."

**"There's no other organization that is taking such a significant and unique approach to emergency communications."**

***David Guscott***

As a member of the executive team of VANOC, Guscott was responsible for the relationship between the organizing

committee and its municipal, provincial and federal government partners and the highly successful opening, closing and victory ceremonies. Government responsibilities have included emergency communications planning, crisis management and deputy minister roles within the ministries of transportation, labour, and the Cabinet Office.

"There's no other organization that is taking such a significant and unique approach to emergency communications," says Guscott. "Its technology innovations, industry leadership and ability to provide fast and efficient service help to save lives and protect property. I am anxious to increase awareness of the contribution E-Comm makes to public safety."

Since his arrival Guscott has been busy meeting with our shareholders, customers, mayors, provincial government representatives and employees. "As a service provider with a critical mandate it's imperative I speak with all our stakeholders to gain input into the future direction of public safety communications."

# Public confidence in 9-1-1 system reaches all-time high



*E-Comm call-takers La Vern Richards and Corey Kelso.*

In a December Ipsos Reid survey of 500 residents, 89% indicated they were “confident” or “highly confident” in the 9-1-1 service in Metro Vancouver. In addition, almost half of those respondents (48%) indicated they are aware of E-Comm and the role we play in public safety. That number is also an all-time high.

“Each year we measure confidence in the 9-1-1 system and awareness of our organization,” says Jody Robertson, director of corporate communications. The data are essential for helping us to ensure we not only provide excellent service but to also build education programs that help to save lives and protect property.”

- **1,031,326 calls to 9-1-1 in 2010.**
- **96% of calls to 9-1-1 were answered in 5 seconds or less.**

## New look; new features for [ecom911.ca](http://ecom911.ca)



We’ve improved our website’s navigation to enhance visitors’ experience and make it easier to order public education materials.

Please take a moment to go to [ecom911.ca](http://ecom911.ca). If you have any feedback please submit it through “contact us” on the site.

# Olympic legacy spearheads Abbotsford transition



*Technician Brian Poon is just one member of the E-Comm Wireless Team working on the Abbotsford radio transition.*

Careful planning during preparations for the 2010 Olympic Games and our ability to secure additional public safety frequencies from Industry Canada has paid off tremendously as we gear up to roll the Abbotsford Police Department onto E-Comm's Wide-Area Radio System.

Excess radio capacity from the Vancouver radio zone – created to carry the enormous increase in radio traffic during the 2010 Olympic Games – has been switched to the north Mission and Langley radio zones to handle Abbotsford police traffic. This re-alignment work required E-Comm's entire wireless department on duty to make it happen. Although the switch over took just ten minutes to complete there was a significant amount of preparation and planning.

"The switch went better than I could have hoped, thanks to the effort of our team and cooperation from our partner agencies," says Blair Kent, wireless operations manager.

Welcoming Abbotsford onto the Wide-Area Radio System in the summer of 2011 is an exciting milestone for E-Comm and public safety in the Lower Mainland. It is the first agency outside Metro Vancouver to become part of our interoperable radio system.

# Five-year deal inked with Maple Ridge



*From left to right, Ridge-Meadows RCMP Superintendent David Walsh, Maple Ridge Mayor Ernie Daykin, E-Comm President and CEO David Guscott and Ridge-Meadows RCMP Inspector Derren Lench.*

A five-year service agreement for police dispatch was signed by E-Comm and the District of Maple Ridge December 29 and just two days later on New Year's Eve, it was non-stop 9-1-1 calls with several priorities, including a stabbing.

Ridge-Meadows RCMP Inspector Derren Lench says he was very impressed with the efforts of our staff. "On behalf of the Senior Management Team at Ridge-Meadows Detachment I wanted to pass along our sincere thanks and appreciation."

E-Comm has been providing dispatch for Ridge-Meadows RCMP since 2002 and recently David Guscott, E-Comm president and CEO, met with Maple Ridge Council to discuss our service. "Council was extremely positive about E-Comm and interested in helping us educate the public about 9-1-1, particularly around the growing problem of accidental calls," says Guscott. "Council members have a real desire to understand the problem and volunteered to get public education information out to their community, which is a great example of how we can partner with different organizations."

*Accidental 9-1-1 calls — partnering with Maple Ridge to get the message out.*



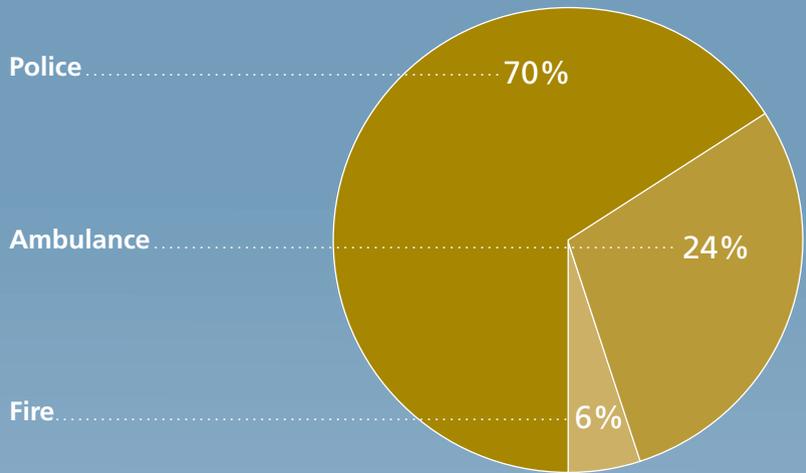
# 9-1-1 service levels

October – December 2010

|              | 9-1-1 calls placed to E-Comm | Service level* |
|--------------|------------------------------|----------------|
| October      | 89,140                       | 96%            |
| November     | 84,959                       | 96%            |
| December     | 87,720                       | 95%            |
| <b>Total</b> | <b>261,819</b>               | <b>96%</b>     |

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

## 9-1-1 calls directed to police, fire and ambulance



## Technology

9-1-1 Uptime: 99.98%

## Number of 9-1-1 calls from landlines and cell phones

|              | Landline Telephones |            | Cellular Telephones |            |
|--------------|---------------------|------------|---------------------|------------|
| October      | 38,736              | 43%        | 50,404              | 57%        |
| November     | 37,203              | 44%        | 47,756              | 56%        |
| December     | 38,179              | 44%        | 49,541              | 56%        |
| <b>Total</b> | <b>114,118</b>      | <b>44%</b> | <b>147,701</b>      | <b>56%</b> |

# Wide-Area Radio system

October – December 2010

## System grade of service and availability

| 2010     | System<br>Air Time (secs) | Transmissions (#) | System<br>Availability | System<br>Queuing |
|----------|---------------------------|-------------------|------------------------|-------------------|
| October  | 38,134,258                | 9,935,854         | 99.9961%               | 0.02%             |
| November | 33,382,294                | 8,683,875         | 99.9944%               | 0.00%             |
| December | 32,062,990                | 8,430,264         | 99.9909%               | 0.00%             |

## System grade of service average\*

**Target:** <3.00%      **Actual:** 0.006%

## System availability average

**Target:** 99.99%      **Actual:** 99.9938%

\*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.

**Correction:** The cover story of the winter edition of *E-Communiqué* should have referenced E-Comm as being dispatch provider for 500 kilometres of response area within the Sea-to-Sky Corridor, not the entire corridor.

## E-Comm mission

To provide emergency personnel and the public with exceptional communication services that help save lives and protect property.

## E-Comm values

Respect, Accountability, Integrity, Service, Collaboration

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This newsletter is produced by E-Comm Corporate Communications. For more information on E-Comm or to comment on a story, contact:

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