

e-COMMUNIQUE

E-Comm Newsletter, Winter 2010, No. 27

E-Comm 9-1-1
Helping to Save Lives and Protect Property

Exercise Gold brings action to air, water and E-Comm



Fire fighters attend to civilians during a simulated Chemical Biological Radiological Nuclear Explosive (CBRNE) incident in Richmond as part of Exercise Gold. Photos: Canadian Armed Forces

With the countdown to the 2010 Olympics in full swing, the Lower Mainland is buzzing with activity in preparation for the Games. E-Comm has also been involved in final preparation exercises, taking part in one of the biggest multi-agency events ever executed in North America—Exercise Gold.

As a final tune-up before the official February 12 Olympic kick-off, more than two dozen staff from Operations and other departments participated in this week-long activity from November 2-6, exercising plans on both operational and public affairs fronts.

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Emergency preparedness, response and management were all tested during Exercise Gold.

Cindy Defazio, Operations Manager and E-Comm's primary contact for Exercise Gold, worked with a team of call-takers and dispatchers who fielded "mock" calls to E-Comm as part of the exercise scenarios.

"E-Comm definitely proved to be a leader in emergency communication during Exercise Gold," says Defazio. "We learned some great lessons that will help streamline communications during the Games."

Handling two major full-live events in Richmond and Vancouver and multiple 'pretend' normal day-to-day events during the Exercise, E-Comm teams were able to test the communication systems of all agencies related to 2010, specifically call-taking flow with the Integrated Security Unit Operations Command Centre and our police and fire agencies.

While no live 9-1-1 calls were made during the exercise, our team fielded mock calls and "played" at activities including:

- 9-1-1 call-taking for the Lower Mainland, Whistler and Squamish
- Police and fire call-taking for the Games Host Region (Vancouver, Richmond and Whistler) for member agencies and the ISU
- Dispatching for member agencies for events that occur outside of Olympic venues
- Serving as E-Liaison: E-Comm worked with an ISU Liaison Dispatcher to ensure smooth communication and call flow between both operation centres

During the Exercise, E-Comm's Corporate Communications team worked with public affairs centres across the country to ensure streamlined communication in times of crisis. Through scenarios presented via national conference calls and a simulated Canadian media environment, the opportunity to practise crisis response proved invaluable for both public and internal audiences.

Tracking the Olympic torch using E-Comm innovation

The Olympic flame began its 45,000-kilometre trek across Canada on the B.C. Legislature grounds in Victoria on October 30 watched over closely by E-Comm's award-winning public safety and emergency response application Emergency Event Map Viewer (E²MV). The technology, which allows emergency services to share incident data through a common operating picture, provided Victoria police with improved situational awareness during the Olympic event.

"Through E²MV, we were able to provide the Victoria Police Department with a complete view of police activity for the Capital Regional District during the torch relay," said David Hamilton, E-Comm's Public Safety and GIS Manager.

"E²MV was a key operational tool for us."

***Darlene Gehl,
Victoria Police
Department***

E-Comm's geographic information system (GIS) team added a turn-by-turn route of the relay as an additional layer of data to E²MV for the event, which saw thousands of spectators watch

the torch pass through 147 pairs of hands. From downtown Victoria, all the way to Sidney and back, Victoria police were able to use this additional data from E²MV's common operating picture to monitor incidents and anticipate potential interruptions. At one point, the torch relay route was changed because of protesters.

"E²MV was a key operational tool for our Emergency Operation Centre and Incident Command Centre during the first day of the Olympic torch relay," said Darlene Gehl, Director of the Information Management Division for the Victoria Police Department. "The technology allowed us to isolate incidents very quickly."

Based on the success of the torch relay, E-Comm is hopeful E²MV will be used for future coordinated events on Vancouver Island. The technology will also be used by the RCMP's Integrated Security Unit and will be deployed for the duration of the Olympics, including the conclusion of the 106-day torch relay on February 12 at B.C. Place in Vancouver.



The mapped out view of day one of the Olympic torch relay route on E²MV.

E-Comm launches new children's public education program



Ani

9-1-1 is for emergencies involving the police, fire, or ambulance.



Ali

E-Comm recently added two new faces to its team of public education ambassadors: Ani and Ali, a brother and sister team dedicated to helping children in southwest British Columbia learn about 9-1-1.

E-Comm's new children's education materials include a storybook about calling 9-1-1 if English isn't your first language and a colouring page that asks kids to identify different emergency and non-emergency scenarios. The storybook for the campaign is extra special because E-Comm employee Krishna Sharma wrote it for her son. Stickers, magnets, and bookmarks have also been developed for E-Comm to present to children at public education events after they correctly answer a few questions about calling 9-1-1.

"Learning when to call 9-1-1 during an emergency is an essential skill for children."

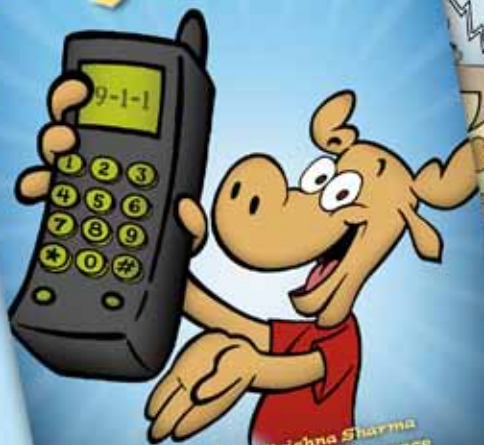
***Kt King,
E-Comm Trainer***

"Learning when to call 9-1-1 during an emergency is an essential skill for children," said Kt King, E-Comm Trainer. "We hope that Ani and Ali will help teach kids that 9-1-1 is for emergencies involving the police, fire, or ambulance."

Wondering where the names Ani and Ali came from? They pay homage to the 9-1-1 technology that displays automatic number information (Ani) and automatic location information (Ali) to a call-taker when a 9-1-1 call comes in.

The children's materials, including the storybook in six different languages, will be available to order free of charge from E-Comm's Web site in January 2010. Visit www.ecomm911.ca to learn more.

The Magic Three Numbers: 9-1-1



Written by Krishna Sharma
Illustrated by Julian Lawrence

E Comm 9-1-1
Help us help.



"Ani" and "Ali" 9-1-1 educational materials including a story book, magnets, stickers, and bookmarks will be available free of charge to help children learn when to call 9-1-1.

New radios and increased channel capacity another Olympic legacy for region

More than 1,700 new radios have been delivered to E-Comm over the last few months in preparation for distribution to the Integrated Security Unit (ISU) for the 2010 Olympic and Paralympic Winter Games. These new multi-band and multi-mode radios will help provide increased communications between emergency responders during the Games. In addition to the ISU radios, more than 800 new radios will also be distributed to the Vancouver Police Department and 150 for Vancouver Fire and Rescue Services.

"The 1,700 radios will assist RCMP ISU communications within Metro Vancouver during the 2010 Olympic and Paralympic Games. After the Games, these radios will be redeployed to RCMP municipal detachments as part of a radio refresh," said E-Comm's Wireless Operations Manager, Blair Kent.



Presidential motorcade arrives at E-Comm's doorstep



RCMP's E Division Protective Services Unit performing the training exercise outside E-Comm.

A stretch limo, eight support security vehicles, and 13 VPD motorcycles all roared down East Pender Street and into the E-Comm parking lot November 27 in what was a quick, but exciting exercise of the RCMP's E Division Protective Services Unit.

The Unit was tasked with moving "President Sanduchi" of the mystical land "Europa" throughout the city, stopping

at various venues for official visits. At E-Comm, she held a mock news conference and answered questions from the media (as mock protestors gathered outside). The objective of the exercise was to train new and experienced members of the Protective Services Unit in preparing site plans, security provisions and safe travels for a visiting dignitary—something they are sure to be doing a lot of in February 2010!

"The invaluable assistance of E-Comm 9-1-1 members to ensure a successful outcome to the MOCK training exercise is highly commendable," says Corporal Mike Servais.

E-Comm offers fire dispatch technology to benefit partners



Members of Coquitlam Fire with E-Comm's Tammy Chabot, GIS Technician, preparing for a September 2009 transition to FireCAD and Locution hosted through E-Comm.

After months of preparation, Coquitlam Fire/Rescue and Saanich Fire Department are the first agencies to be using the Intergraph computer-aided-dispatch (CAD) technology accessed remotely through E-Comm.

Intergraph CAD requires fewer actions by a dispatcher to create a dispatched call, and also provides valuable information to dispatchers and firefighters like detailed street maps, images of building floor plans, and indications of hazards at the event. The system also provides an automated fire hall alerting system, mobile workstations for fire apparatus, and a full electronic interface with the British Columbia Ambulance Service (BCAS) to provide simultaneous dispatch of ambulance and fire first responder units.

Both Coquitlam and Saanich are using the Intergraph CAD technology through E-Comm's Application Service Provider (ASP) model; meaning agencies are able to retain their

own dispatch centres and simply access i/CAD remotely from their own building. The ASP model also provides a hosted Record Management System (RMS) for fire departments. Saanich has already transitioned to this system and Coquitlam will begin their transition in January 2010.

First successful call dispatched:

- **Coquitlam Fire/Rescue: November 4 at 1008 hrs.**
- **Saanich Fire Department*: November 19 at 0936 hrs.**
- **All calls dispatched by operators out of the Coquitlam and Saanich buildings used the Intergraph computer-aided dispatch system (i/CAD) located at E-Comm in Vancouver.**

* *Saanich also dispatches for Oak Bay, Central Saanich, North Saanich, Esquimalt, and Sidney.*

9-1-1 service levels

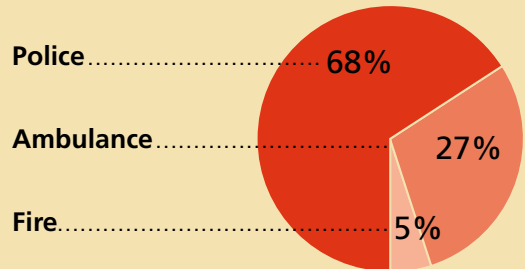
	9-1-1 calls placed to E-Comm	Service level*
September	89,720	96%
October	90,784	96%
November	84,678	97%
Total	265,182	96%

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

Technology (September - November 2009)

Telephony (9-1-1) Uptime: 100%

9-1-1 calls directed to police, fire and ambulance (September - November 2009)



Number of landline vs. cell phone 9-1-1 calls received

	Landline Telephones		Cellular Telephones	
September	45%	40,184	55%	49,536
October	45%	41,073	55%	49,711
November	46%	38,826	54%	45,852
Total	45%	120,083	55%	145,099

Wide-Area Radio system

System grade of service and availability

2009	System Air Time (secs)	System Transmissions (#)	System Availability	System Queuing
September	31,526,055	8,312,581	99.9960%	0.01%
October	31,421,189	8,285,449	99.9938%	0.08%
November	30,063,455	7,941,656	99.9966%	0.00%

System grade of service average* (September - November 2009)

Target: <3.00% Actual: 0.03%

System availability average (September - November 2009)

Target: 99.99% Actual: 99.9954%

*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.

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

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 Jordana Froese at: jordana.froese@ecomm911.ca Ph 604-215-4877 Fax 604-215-4923

