

### What is E-Comm?

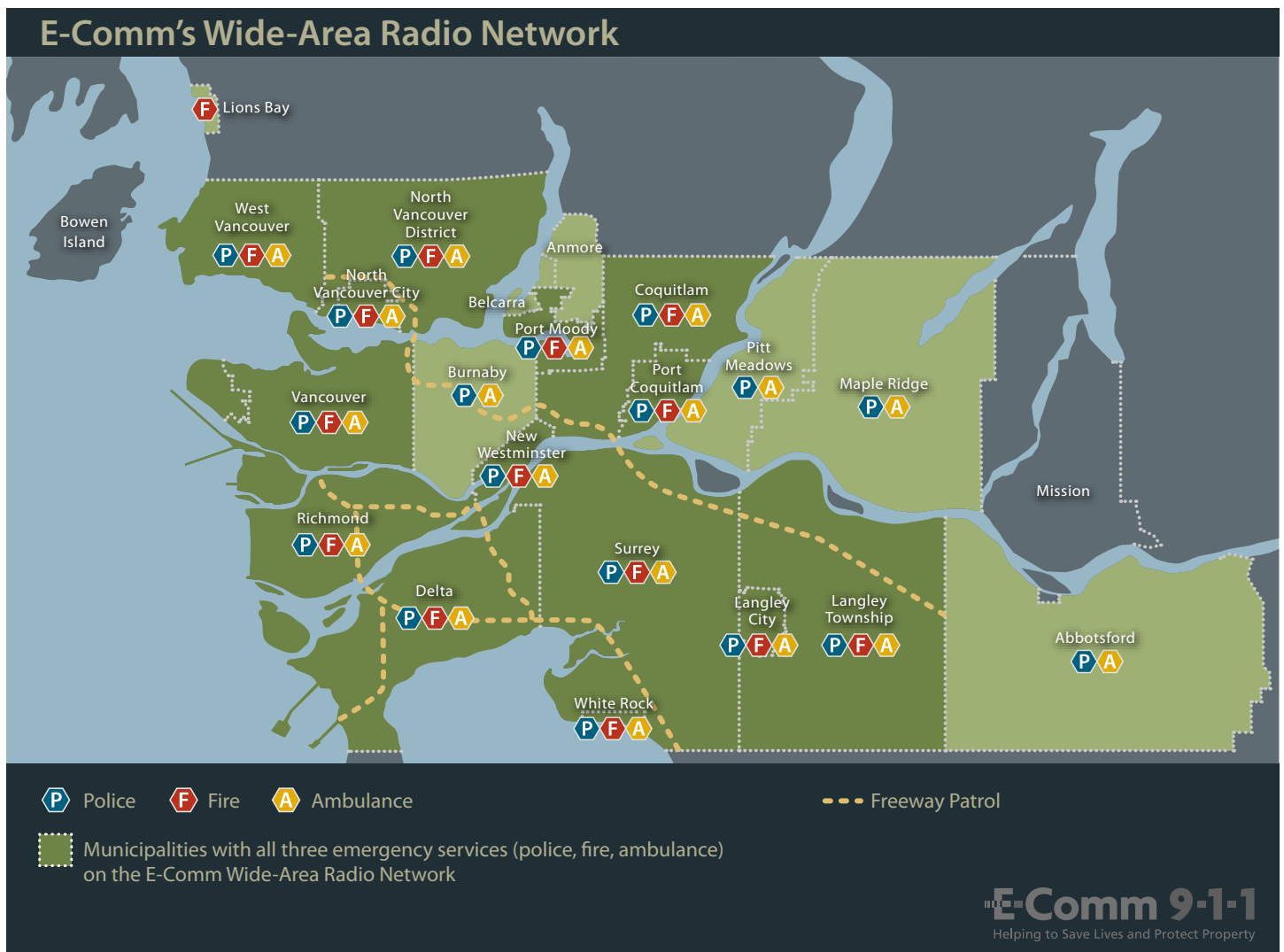
E-Comm's legal name is Emergency Communications for British Columbia Incorporated. E-Comm is the largest 9-1-1 call centre in B.C. and provides dispatch services for 36 police agencies and fire departments in southwest B.C. E-Comm also owns and operates the wide-area radio network used by police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley.

### What is the E-Comm Wide-Area Radio Network?

E-Comm owns and operates the largest multi-agency public safety radio network in B.C. It is the largest multi-jurisdictional radio network of its kind and is built on an earthquake-resistant infrastructure. Currently, BC Emergency Health Services within Metro Vancouver and Abbotsford, all police agencies in Metro Vancouver and Abbotsford and 15 fire agencies in Metro Vancouver use E-Comm's radio network to communicate with each other.

### Why does the region need a shared radio network?

A shared radio network is critical to public safety for responding to day-to-day emergencies as well as in the event of a major disaster. Prior to E-Comm, ambulance, fire, and police agencies couldn't communicate with one another effectively as they were all using separate emergency radio systems. This fragmentation stopped them from communicating directly with emergency agencies both within and outside of their own municipalities.



## What are the benefits of the Wide-Area Radio Network?

- Cross communication between services—police, fire and ambulance personnel within the same community can communicate directly with each other in “real” time
- Better “in-building” coverage
- Wider coverage area
- High level of system reliability
- Earthquake-resistant infrastructure
- Encrypted voice security

## How are agencies charged for radio services?

Member agencies are charged for their share of the radio network based on a complex formula called weighted distribution cost allocation model that considers such factors as the coverage area (geography) and radio usage of their region. Shared radio infrastructure costs are allocated based on the following factors:

- Coverage area (50%)
- Radio traffic (20%)
- Number of radios (20%)
- Population (10%)

Agencies determine and pay for their own radio user equipment.