

What is E-Comm 9-1-1?

E-Comm 9-1-1 is the regional emergency communications centre for southwest British Columbia. Our legal name is Emergency Communications for Southwest British Columbia Incorporated.

What services does E-Comm provide?

E-Comm is the regional 9-1-1 answer point; operates the region's Wide-Area Radio System and also dispatches for more than 30 police and fire departments throughout Metro Vancouver, the Sunshine Coast, Whistler, Squamish and the Squamish-Lillooet Regional District (south).

Is there anything special about the E-Comm building?

The E-Comm building is a post-disaster facility. It is a 70,000 square foot, reinforced concrete structure, designed to resist a major earthquake (7+). As a secure, purpose-built facility, the E-Comm building is designed to be self-sufficient for 72 hours.

How is E-Comm structured?

E-Comm is owned by its shareholders and is a not-for-profit organization that operates on a cost-recovery basis. E-Comm has an annual operating budget of approximately \$50 million.

E-Comm has 26 Class 'A' shareholders and 23 Class 'B' shareholders. Class 'A' shareholders are part of the E-Comm radio system and are bound by the terms and conditions of the *Members' Agreement (Special Users Agreement for the RCMP)*. A Class 'B' share secures the shareholder future radio system access. Class 'A' shareholders are required to cover all of E-Comm's financial obligations. E-Comm is governed under the *Emergency Communications Corporations Act (1997)* and incorporated under the *BC Business Corporations Act*.

How are members charged for services?

Radio Levy

Member agencies are charged for their share of the radio system based on a complex formula called a weighted distribution cost allocation model that considers such factors as the coverage area (geography), population, the number of radios required, and the amount of radio traffic generated.

Dispatch Levy

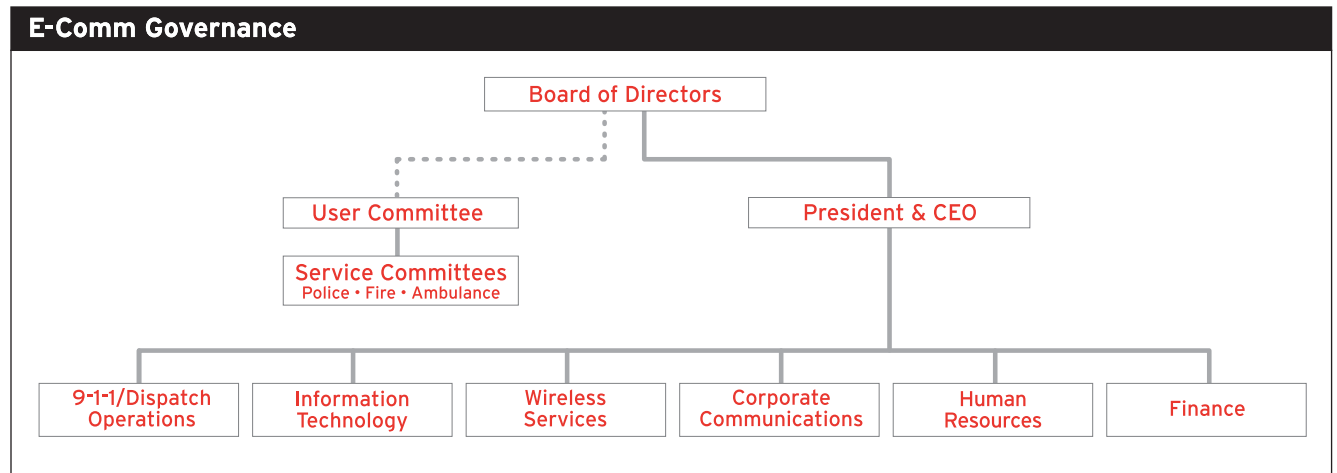
Dispatch services are charged based on direct staffing costs and an allocation for corporate administration (includes premises expenses, operating costs, support staffing for information technology, finance, payroll, human resources, other administration and management).

9-1-1 Levy

The 9-1-1 service is contracted to E-Comm and funded through property taxes collected by municipalities.

How is E-Comm governed?

An 18-member Board of Directors provides governance to E-Comm and is responsible for overseeing the Corporation's strategic direction, finances and operating results. Management is accountable to the Board of Directors for the day-to-day operations and administration of the Corporation. The members of the Board of Directors, nominated by E-Comm shareholders, provide extensive knowledge and experience to the Corporation through their work on the Board and as members of the Board's standing committees. These committees are the Audit committee, the Human Resources and Compensation committee, and the Governance committee. In addition, E-Comm ensures that it meets its customers' needs through User and Service committees comprised of representatives from police, fire and ambulance.



Shareholders

| Class A | | | Class B | | |
|-----------|------|--------|--------------|------|--------|
| Ambulance | Fire | Police | Public Works | Fire | Police |
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