

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.

Who does E-Comm provide dispatch service for?

E-Comm provides emergency dispatch services for more than 30 police and fire departments within Metro Vancouver, the Sunshine Coast, Whistler, Squamish and the Squamish-Lillooet Regional District (south). A complete list of agencies can be seen below.

What role do dispatchers and call-takers play in emergency services?

Dispatchers and call-takers are a vital link in emergency response. They coordinate all communications between 9-1-1 callers and police officers, firefighters, and paramedics to ensure a safe, swift and appropriate response.

What is the difference between a call-taker and a dispatcher?

A call-taker speaks with the person who has dialled 9-1-1 and a dispatcher speaks with the emergency personnel in the field. In some cases, the dispatcher will speak to the caller as well. The call-taker and dispatcher work together, using computer and radio systems to share information instantly and seamlessly.

What technology supports dispatchers?

E-Comm call-takers and dispatchers use Computer-Aided Dispatch (CAD) systems to ensure that call details are automatically transmitted from the call-taker to the dispatcher. CAD systems allow the 9-1-1 call-taker to be on the line with the caller while a dispatcher is mobilizing units to help.

Who decides what response measures should be taken?

E-Comm follows the policies and procedures of the agencies that we dispatch for. This includes determining appropriate units to dispatch, the size of the response, and even if a response is warranted (agencies specify which calls for service they will respond to). For example, some police agencies respond to all motor vehicle accidents while others respond to only those with injuries.

How are agencies charged for dispatch services?

Dispatch service costs are based on direct staffing expenses and a share of E-Comm's corporate administration costs.

Police Dispatch

- Lower Mainland District Traffic Service (RCMP Freeway)
- Richmond RCMP
- Ridge Meadows RCMP
- Sea to Sky RCMP (including Squamish, Whistler, Pemberton, Tribal Police and Bowen Island)
- Sunshine Coast RCMP
- UBC RCMP
- Vancouver Police Department

Fire Dispatch

- Delta Fire & Emergency Services
- New Westminster Fire and Rescue Services
- Port Moody Fire-Rescue
- Richmond Fire-Rescue
- Squamish-Lillooet Regional District (south) (6 departments)
- Sunshine Coast (6 departments)
- Squamish Fire Rescue
- Vancouver Fire & Rescue Services
- Whistler Fire Rescue Service