

What is E-Comm 9-1-1?

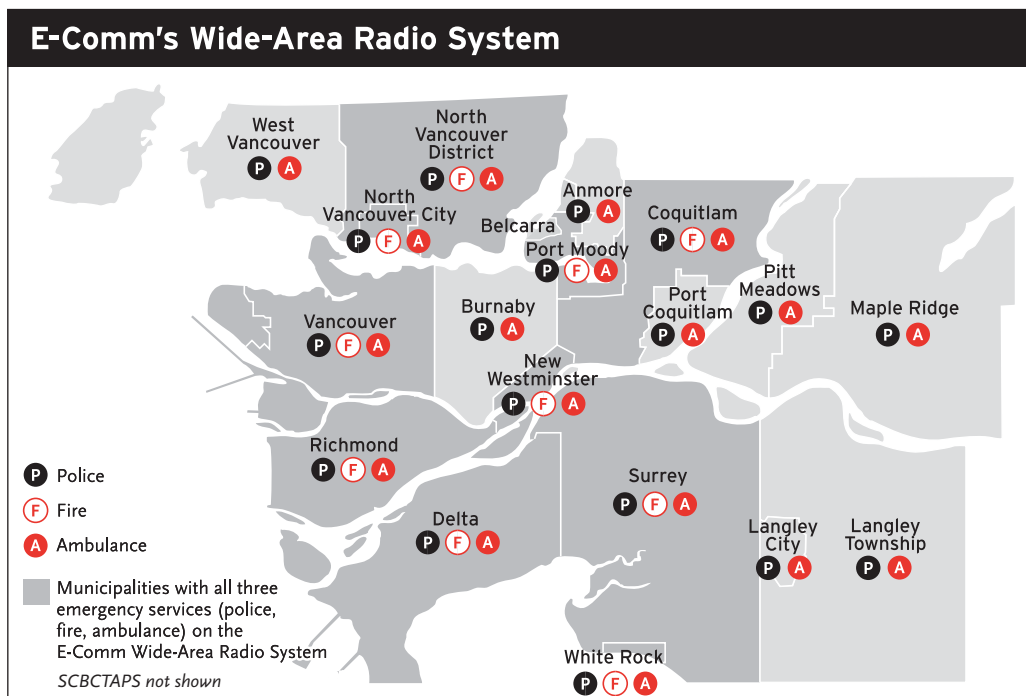
E-Comm 9-1-1 is the regional emergency communications centre for southwest British Columbia. Our legal name is Emergency Communications for Southwest British Columbia Incorporated.

What is the E-Comm Wide-Area Radio System?

The E-Comm radio system is a shared communications network used throughout Metro Vancouver by police, fire and ambulance personnel. The E-Comm radio network provides exceptional security, coverage, clarity, and reliability through an earthquake-resistant infrastructure. Being able to communicate between emergency response agencies, and between jurisdictions, has already played a critical role in the successful conclusion of several police pursuits, cross municipal-border crime investigations, and a police shooting.

Why do we need a shared radio system?

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. Most emergency agencies were also using old radio systems, which were not designed to handle increasing call loads.



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 system 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.