

e-COMMUNIQUÉ

E-Comm Newsletter Fall 2011, No. 33

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

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E-Comm CEO David Guscott (left), Abbotsford Mayor George Peary, and Police Chief Bob Rich cut ties with the Abbotsford Police Department's old radio system at a media event in October.

Abbotsford police join E-Comm's regional police radio network

On Bob Rich's first day on the job as the new Abbotsford police chief three years ago, he was responding to a shots-fired call when his radio crackled then went dead.

With their old analog VHF radio system, the Abbotsford Police Department (APD) members never knew if their radios would work because of the system's challenges with

the city's topography and geographic size, Chief Rich told a crowd of well-wishers at an Oct. 11 media event to celebrate Abbotsford police joining E-Comm's Wide-Area Radio System.

"We had done all the things we could to improve the radio system that we had but it was not working for the Abbotsford Police Department members and it was not working for the citizens

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of Abbotsford who were protected by us," Chief Rich said. "For us to be on this E-Comm radio system is a very significant part of how we make Abbotsford the safest city in British Columbia."

Abbotsford Mayor George Peary called the transition to the E-Comm network a cost-effective, long-term investment in public safety for the Abbotsford community.

"The police officers made one thing abundantly clear: they wanted a radio system that worked," said Mayor Peary. "That was their number one priority. And we've delivered."

Abbotsford became the first municipality outside Metro Vancouver to join E-Comm's radio system this fall. Through shared radio channels, they can now talk to police departments that are also on the E-Comm radio system, including neighbouring Langley and Maple Ridge, and the other members of the inter-municipal emergency response team (MIERT): Delta, Port Moody and New Westminster. The radio system offers Abbotsford police better coverage from two new towers, enhanced security features, greater clarity and improved reliability.

"For us to be on this E-Comm radio system is a very significant part of how we make Abbotsford the safest city in British Columbia."

Abbotsford Police Chief Bob Rich



E-Comm's Wireless staff were recognized at the October 11 event, pictured here with Chief Bob Rich.

E-Comm President and CEO David Guscott reflected back to 1999 when the E-Comm radio system began. At the time, there was one agency on the system and 1,300 radios. Today, including Abbotsford, there are 26 agencies on the system using more than 7,000 radios, including more than 200 in Abbotsford. Since joining the E-Comm system, APD members have been raving about the crystal-clear quality of the digital network.

Four Sunshine Coast fire departments join E-Comm in Project FIRES



Halfmoon Bay was one of four fire departments on the Sunshine Coast to transition to E-Comm's Project FIRES records management system in October.

Now that four fire departments within the Sunshine Coast Regional District (SCRD) have joined Project FIRES electronic records management system, they will benefit from coordinated training on using the system, shared costs, and improved performance measures.

“Project FIRES brings increased efficiency to the SCRD’s three fire departments and Sechelt Fire that, as small fire

departments, they would be hard pressed to do so on their own,” says Paul Fenwick, the SCRD’s general manager of community services.

E-Comm along with its partner fire departments in Vancouver and Richmond originally established Project FIRES in 2005 to create a cost-effective, coordinated records management system for fire departments that houses data related to incidents, property, inspections, preventative maintenance, equipment, permits, and personnel. This kind of shared data helps improve response to fire-related events and overall firefighter safety. Previously, fire departments would purchase or develop their own records management system and create their own training materials and programs. The 15 fire departments that have joined this shared system together serve just under 1.5 million people—a third of the province’s population.

The process to bring the Gibsons, Roberts Creek, Sechelt and Halfmoon Bay fire departments onto the Project FIRES system started in late 2010 before going live on the Sunshine Coast on Oct. 6. Detailed data on property locations, fire apparatus, and fire personnel for each fire department were collected and added to the system.

“I would like to thank the many individuals who worked so hard on this project including all the E-Comm team, the members of the four fire departments and SCRD staff along with the software provider FDM [Flexible Data Management],” says Dave Mitchell, E-Comm’s director of Fire Services. “I look forward to working with more agencies to bring them onto the Project FIRES system in the years to come.”

Independent panel acknowledges E-Comm's work during riot



David Guscott, E-Comm president & CEO, speaks to riot review co-chairs Douglas Keefe and John Furlong during their visit to E-Comm.

The authors of the Stanley Cup riot review — John Furlong and Douglas Keefe — stated in their report to government that E-Comm has shown the investment in people, technology and infrastructure made after the '94 riot has worked exceptionally well. As a result, they have recommended more involvement from E-Comm on planning, training, and mutual-aid approaches and frameworks for managing regional events. The report from the independent review looking into the planning and activities leading up to the

Stanley Cup final game this spring, and the riot that ensued, also recognizes the solid performance of E-Comm staff and our technology on June 15.

“There were many positive statements about E-Comm in the riot report and I am extremely proud of our performance and how it was seen by the independent panel,” says David Guscott, E-Comm president & CEO. “The six recommendations that directly relate to us present a major opportunity to broaden our role in public safety. We are committed to working with our partners to bring those recommendations to life.”

The report also acknowledges the extraordinary 9-1-1 call volume (2,000 calls in four hours) and the ability of the radio system to cope with a 243% increase in radio traffic in the Vancouver coverage zone.

“We were very candid with the review panel about the challenges we faced and appreciated that many of the recommendations we provided to them were included in the report,” adds Guscott. “I think this shows the value placed on the services we provide, our level of expertise and willingness to progress.”

Of particular note, the provincial review recommends that the process of bringing all police, fire, and ambulance and 9-1-1 services in Southwest B.C. on to a single system should be completed, and that E-Comm should take a leadership role in developing some emergency broadcast-type tools that could be used for public announcements during critical situations.

Recommendations from the independent riot report relating to E-Comm:

- #7** The police and fire services across the region, together with BC Ambulance, E-Comm and TransLink should together, and under the leadership of the Minister of Public Safety if necessary, develop a framework for mutual aid that can be adapted for regional events.
- #8** The police and fire services across the region, together with BC Ambulance, E-Comm and TransLink should conduct mutual aid training exercises to ensure that each organization understands their roles, and that the equipment they use is compatible.
- #14** The Minister of Public Safety should, in consultation with the police and fire services of the Metro Vancouver region, BC Ambulance Service, E-Comm, and TransLink, determine the best means of enhancing and institutionalizing collaboration and interoperability throughout the region among those services.
- #15** The process of bringing all police, fire and ambulance and 9-1-1 services in Southwest British Columbia on to a single system should be completed.
- #17** We recommend that the municipalities, police and fire services of the Metro Vancouver region, BC Ambulance Service, E-Comm and TransLink, with the support of the Minister of Public Safety and Solicitor General as required, develop a governance structure to support the implementation of the recommendations in this report regarding regional events.
- #41** That all the partners involved in delivering and benefiting from regional events commit to the development of a special Twitter-like social media communications tool to be housed at E-Comm and that this initiative be funded properly so as to achieve immediate and continuing maximum impact.

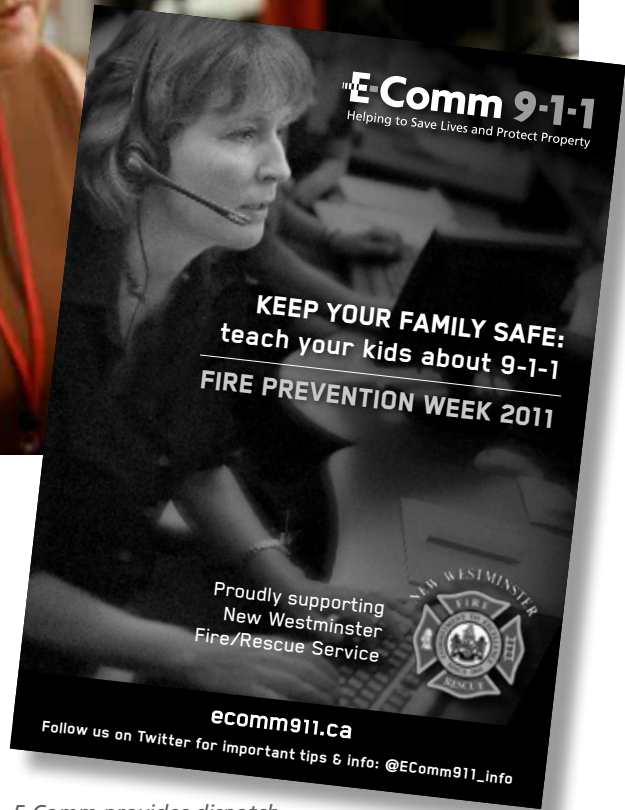
To view the full report, visit pssg.gov.bc.ca/vancouverriotreview.

E-Comm spreads safety tips for kids during Fire Prevention Week



Senseless and preventable fires continue to occur across our country every day, inflicting needless death and loss for individuals and families. It's for this reason that October 9 to 15 has been proclaimed Fire Prevention Week in Canada, and E-Comm seized the opportunity again this year to team up with our dispatch partners in promoting public education on fire-related issues.

E-Comm participated in the annual awareness campaign by publishing public service announcements in community newspapers recognizing our fire department dispatch partners, in line with this year's theme, "keep your family safe." The public service advertisements ran in 24Hours, Metro, Richmond Review, South Delta Leader, New West News Leader, Tri-City News, Squamish Chief, Whistler Question and the Coast Reporter. The newspapers in Squamish, Whistler, and the Sunshine Coast also published articles E-Comm submitted about teaching kids about 9-1-1. Visit the "E-Comm in the news" page of ecomm911.ca to view the articles.



E-Comm provides dispatch to 19 fire departments in southwest B.C.

E-Comm in the community

L-R: E-Comm Communications Advisor Patricia Hall, Gibsons Mayor Barry Janyk, E-Comm President and CEO David Guscott, and Burns Lake Coun. Eileen Benedict at the E-Comm booth at the Union of BC Municipalities convention in Vancouver in September.



Cops for Cancer riders stopped at E-Comm on Sept. 26 to receive the \$3,878 cheque from E-Comm staff for the Canadian Cancer Society.

E-Comm hosted a booth at the Grandview-Woodland Community Policing Centre's Cops & Kids event at Woodland Park Sept. 18 where we met the Vancouver Police Department's mascot, Cst. Chip.



E-Comm service by the numbers

July – September 2011

9-1-1- service levels

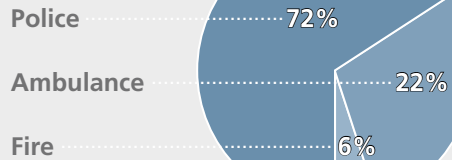
	9-1-1 calls placed to E-Comm	Service level*
July – September	296,409	97%

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

Number of 9-1-1 calls from landlines and cell phones

	Landline Telephones		Cellular Telephones	
July – September	122,830	41%	173,579	59%

9-1-1 call directed to police, fire and ambulance



Technology

9-1-1 uptime: 100%

System grade of service and availability*

2011	System air time (secs)	Transmissions (#)	System availability avg.	System grade of service avg.
July – September	114,030,698	29,120,689	99.9999%	0.0233%

*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

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This newsletter is produced by E-Comm Corporate Communications.
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