

### 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?

We provide emergency dispatch services for a number of police and fire departments within Metro Vancouver, the Sunshine Coast, Whistler, and Squamish. 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 abides by 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.

#### Fire Dispatch

Delta Fire & Emergency Services  
Egmont & District Volunteer Fire Department  
Gibsons & District Volunteer Fire Department  
Halfmoon Bay Fire Department  
New Westminster Fire/Rescue Service  
Pender Harbour Fire Department  
Port Moody Fire-Rescue  
Richmond Fire-Rescue Services  
Roberts Creek Fire Department  
Sechelt Volunteer Fire Department  
Squamish Fire-Rescue  
Vancouver Fire & Rescue Services  
Whistler/Garibaldi Fire Department

#### Police Dispatch

Bowen Island RCMP  
RCMP Traffic Services (Freeway Patrol)  
Richmond RCMP  
Ridge Meadows RCMP  
Squamish RCMP  
Sunshine Coast RCMP  
UBC RCMP  
Vancouver Police Department  
Whistler RCMP (including Pemberton & Stl'atl'imx Tribal Police Department)