

What is E-Comm?

E-Comm's legal name is Emergency Communications for British Columbia Incorporated. E-Comm is the largest 9-1-1 call centre in B.C. and provides dispatch services for 36 police agencies and fire departments in southwest B.C. E-Comm also owns and operates the wide-area radio network used by police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley.

Who does E-Comm provide dispatch service for?

E-Comm answers approximately 1.45 million 9-1-1 calls each year and provides dispatch services to 18 police agencies and 18 fire departments. E-Comm's integrated multi-jurisdictional dispatch provides economies of scale, the ability to deliver top-tier technology to smaller communities, and increased operational efficiency. E-Comm emergency call-takers and dispatchers are supported by a computer-aided dispatch (CAD) system that allows for swift and easy access to a wide range of information critical to emergency response. A complete list of dispatch agencies is below.

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

Call-takers and dispatchers 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 dialed 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 it dispatches 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

- Abbotsford Police Department
- Burnaby RCMP
- Delta Police Department
- Lower Mainland District Traffic Services (Deas Island and Port Mann Freeway Patrol)
- New Westminster Police Department
- Port Moody Police Department
- Richmond RCMP
- Ridge Meadows RCMP
- Sea to Sky RCMP (including Squamish, Whistler, Pemberton, and Bowen Island)
- Stl'átl'imx Tribal Police
- Sunshine Coast RCMP
- UBC RCMP
- Vancouver Police Department
- West Vancouver Police Department

Fire Dispatch

- Coquitlam Fire/Rescue
- Delta Fire & Emergency Services
- New Westminster Fire & Rescue Services
- Port Moody Fire-Rescue
- Richmond Fire-Rescue
- Squamish-Lillooet Regional District (5 departments)
- Sunshine Coast (6 departments)
- Squamish Fire Rescue
- Vancouver Fire and Rescue Services
- Whistler Fire Rescue Service

E-Comm does not dispatch for the ambulance service; that is done by BC Emergency Health Services.