

# e-COMMUNIQUÉ

E-Comm Newsletter Winter 2013, No. 38

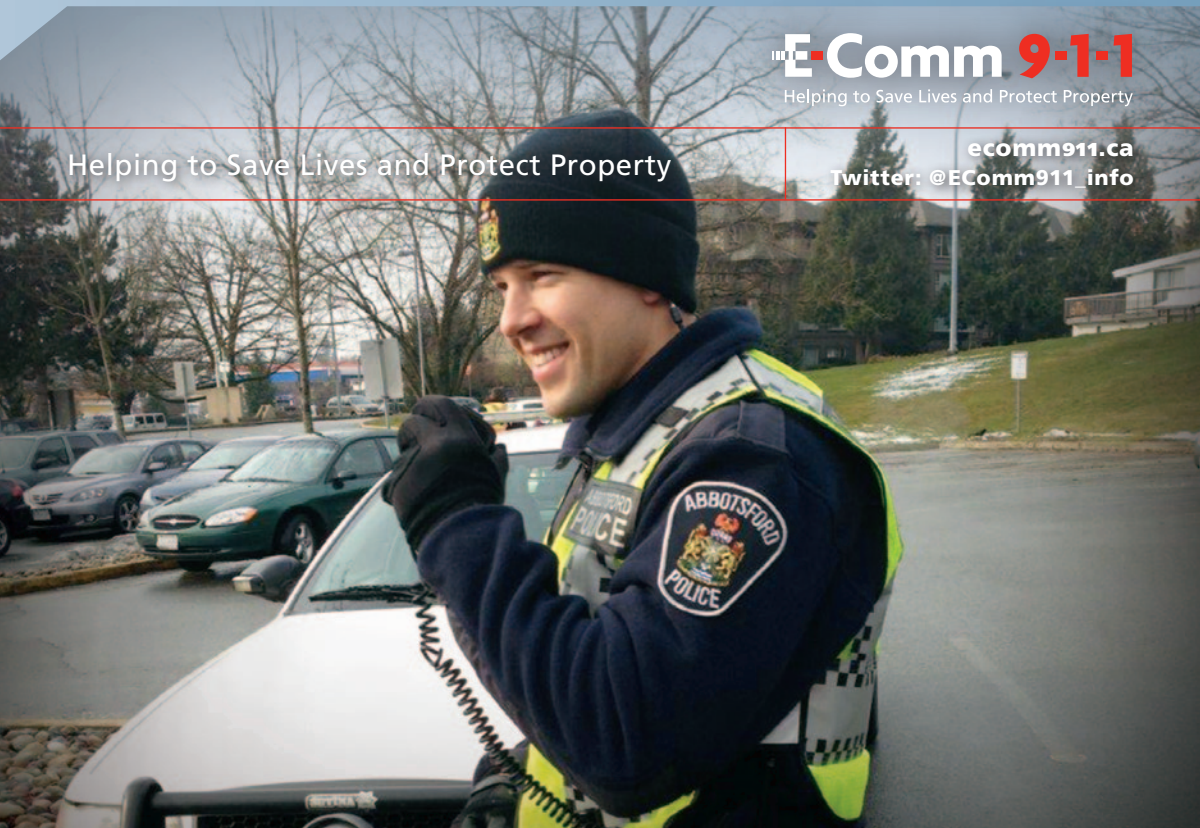
**E-Comm 9-1-1**

Helping to Save Lives and Protect Property

Helping to Save Lives and Protect Property

[ecomm911.ca](http://ecomm911.ca)

Twitter: @EComm911\_info



*Justice Institute of British Columbia police recruit, Cst. Daniel Heideman, using one of the E-Comm radios that were provided to the Police Academy. Photo courtesy of JIBC.*

## E-Comm radios offer real-life training for police recruits

in B.C., including Abbotsford, Delta, New Westminster, Transit Police, Port Moody, Vancouver and West Vancouver in the Lower Mainland—users of E-Comm's Wide-Area Radio Network. The JIBC identified their radio and simulation training was being seriously hampered by the out-of-date analog training radios they were using in the Police Academy. So JIBC Instructor Sgt. Nick Bell from the West Vancouver police worked with E-Comm's Director of Wireless Services Peter Gauthier to arrange for E-Comm to provide 30 digital radios to the JIBC for training purposes.

A new partnership between E-Comm and the Justice Institute of British Columbia (JIBC) is giving police recruits real-life training in using radios.

The JIBC Police Academy provides training for municipal police agencies

*Continued on next page >>*

**“This relationship with the JIBC benefits all of public safety, not just police.”**

***Peter Gauthier,  
E-Comm’s Director of  
Wireless Services***

“One of the pillars at the JIBC is reality-based training and the Police Academy is constantly seeking ways to create the most realistic learning environment for police recruits,” says Steve Schnitzer, director of the Police Academy. “The radios from E-Comm have allowed us to achieve this goal and have given our recruits the ability to train on the equipment they will be using in the field.”

The JIBC has received positive feedback from the recruits on the new training radios, with many saying the training radios allowed them to easily transition to operational duties.

E-Comm is also working with the JIBC to offer recurrent radio training to in-service police members, not just to recruits. This would provide consistent training across police agencies to brush members up on their radio skills or to introduce them to new radio features. Gauthier anticipates that once the recurring training for police members is rolled out and proves to be successful, E-Comm will look at offering similar training to fire and ambulance members.

“This relationship with the JIBC benefits all of public safety, not just police,” says Gauthier. “Delivering our radio training to in-service members through the JIBC makes perfect sense because the JIBC provides a wide range of public safety education and training in B.C.”



*Recruits from municipal police forces throughout B.C., including Cst. Evelyn Zheung pictured here, are using E-Comm radios in their training at the Justice Institute of British Columbia Police Academy. Photo courtesy of JIBC.*

# B.C Justice Minister visits E-Comm for tour and media event



*B.C. Justice Minister and Attorney General Shirley Bond listens to audio of thieves in a Bait Car during a demonstration of the technology at E-Comm's communications centre with E-Comm Application Specialist Rocky Tees (left) and President & CEO David Guscott.*

B.C.'s Minister of Justice and Attorney General Shirley Bond recently toured E-Comm's communications centre to get a close-up look at the centre's technology and learn more about E-Comm's role in public safety.

Minister Bond was at E-Comm for a Bait Car media conference on Jan. 31, jointly hosted by the Ministry of Justice, the Integrated Municipal Provincial Auto Crime Team (IMPACT) and ICBC to launch Auto Crime Enforcement Month. The E-Comm building was chosen as the venue for the event

because E-Comm's communications centre monitors bait vehicles using GPS. The minister announced police will be introducing 'bait property,' which can also be tracked when stolen.

"If you break into a bait vehicle to steal property inside, you will be seen live on video right here at E-Comm, and the police will already be on their way," Minister Bond said during the media conference.

Minister Bond gave special recognition to E-Comm staff.

"Thanks to everyone at E-Comm; you do a great job keeping people in British Columbia safe," said Minister Bond. "I know how high your standards are and I know that you exceed them."

Prior to the media conference, E-Comm President & CEO David Guscott gave Minister Bond a tour of the communications centre. She was shown a demonstration of how the bait car technology works at a dispatch station and was given an overview of the centre's operations.

"It was great to have Minister Bond here to see the people and technology we use in our work," says E-Comm President & CEO David Guscott. "With such an important role in justice in B.C., she clearly understood the environment we work in."

# Computer-aided dispatch upgrade enhances service to fire partners



*E-Comm Fire Dispatcher Cam McPherson using the upgraded computer-aided dispatch system.*

E-Comm went live this fall on an upgraded version of the Intergraph CAD (Computer-Aided Dispatch) system for its 18 fire agency dispatch partners.

FireCAD, as it's known to agencies, provides critical information to dispatchers and firefighters. This includes computerized dispatch information, enhanced street maps, floor plans, hydrant locations and 'rip and run' print-outs that send information and hazard warnings directly to

fire halls that firefighters can grab-and-go when being dispatched to a call. The recent upgrade to Intergraph CAD version 9.1.1. paves the way to introduce additional tools to assist with emergency response.

"We are now positioned to take advantage of new functionality available in CAD 9.1.1. that will provide an enhanced level of service to the public and our dispatch partner agencies," says Rob Darts, E-Comm's service delivery manager, Fire Applications & GIS.

Version 9.1.1. will provide some additional functionality that can be phased in, including, for example, GPS-based dispatching, enhanced software on mobile workstations on fire apparatuses, enhanced mapping for dispatchers (e.g. aerial photos), and more flexibility for combined events with B.C. Ambulance. The aim of GPS-based dispatching is to improve response times by dispatching the closest and most appropriate type of apparatus to a fire based on real-time locations. E-Comm is planning to roll out a GPS-based dispatching pilot project for Vancouver Fire and Rescue Services in early 2013.

E-Comm's Technology Services and fire dispatch staff showed exceptional dedication and hard work to ensure a smooth transition. This recent upgrade is an example of E-Comm's Vision 2020 strategic goals of service excellence and collaborative partnerships.

Saanich and Coquitlam fire departments operate off of E-Comm's Intergraph CAD server so they are also now operating on version 9.1.1. E-Comm fire dispatch first transitioned to the Intergraph CAD system in 2008.



# West Vancouver robbery suspects caught in four minutes



*The West Vancouver Police Department apprehended a robbery suspect within four minutes after numerous 9-1-1 calls came into E-Comm from witnesses. Photo credit: Flickr Creative Commons.*

**“With E-Comm at our side, West Vancouver can continue to be one of the safest cities in Canada.”**

***West Vancouver Police Department Chief Peter Lepine***

dispatching from the detachment, perhaps only two people would have been taking calls so some of the important witnesses would have been on hold. This event is a really great example of the value E-Comm brings to WVPD dispatch.”

E-Comm’s unified dispatch service meant seven call-takers trained in WVPD procedures were available to take the 9-1-1 calls and provide fast updates to Cohan so the appropriate resources could be assigned and officers were well-informed.

“When dangerous situations such as these are unfolding, the public needs to be assured that when they call 9-1-1, somebody will be speaking with them within seconds and that their information is being provided to the police in a timely fashion,” says WVPD Chief Peter Lepine. “This situation is a clear example of how the police in partnership with E-Comm worked as a team to bring this situation to a safe conclusion. With E-Comm at our side, West Vancouver can continue to be one of the safest cities in Canada.”

Thanks to proficient response by West Vancouver police and speedy information flow from 9-1-1 callers to dispatch and then officers, four suspected armed jewelry store robbers were in custody within four minutes of the first 9-1-1 call being received on December 2, 2012.

The first 9-1-1 call came into E-Comm at 8:29 p.m. from a member of the public witnessing the crime-in-progress. The call was

quickly put up for dispatch and West Vancouver Police Department (WVPD) officers immediately responded. Five more calls followed, all providing additional critical information for officers.

“I believe no one was hurt during this call in part because I had so much information to pass on to the officers,” says E-Comm Dispatcher Jodie Cohan. “Had this event happened while we were still

# 9-1-1 pocket dial advertising campaign reaches millions

## 911 EMERGENCY? SCAN TO SEE WHAT'S REALLY GOING ON.



No smartphone? Visit [ecomm911.ca/toughcall.php](http://ecomm911.ca/toughcall.php)

Accidental calls can be tough calls. Help put an end to the 70,000 accidental calls we receive each year. Please lock and store your cell phone carefully.

**E-Comm 9-1-1**  
Help us help.

*E-Comm placed advertisements featuring quick response (QR) codes in daily newspapers in Metro Vancouver during the November public education campaign to prevent accidental calls to 9-1-1.*

effectively," says Jody Robertson, E-Comm's director of Corporate Communications. "Accidental call prevention was at the top of the list."

The ads, which ran in November, illustrated how tough these calls can be for staff to identify whether callers have an emergency or if they dialed accidentally. Two newspaper ads that ran in the Vancouver Sun, Province and 24-hours newspapers featured illustrations partially distorted by a Quick Response (QR) code with the headline, "911 Emergency?" The 4,000 mobile phone users who scanned the QR code were taken to E-Comm's website to see the full illustration revealed. The reveal clarified what was happening in the image (a non-emergency) and included 9-1-1 tips to share through social media.

Two radio ads on CFOX, The Beat, QMFM and CKNW underlined how easy it can be to make an accidental call from a cellphone, using humorous situations about what is, and what isn't a "tough call." The ads gave clear instruction: Lock and store your cellphone carefully.

Between the newspapers' combined circulation of 3.5 million over the four weeks of the campaign and radio ads on top stations in Vancouver, the campaign was designed to have a wide reach of approximately 14 million ad impressions.

E-Comm's recent "tough call" advertising campaign aimed to raise awareness of the 70,000 accidental calls E-Comm receives each year from mobile devices.

The majority of pocket dials are the result of poorly-designed mobile devices that easily dial 9-1-1 when keys are accidentally pressed or when people pre-program 9-1-1. Accidental calls are a huge drain on emergency services so the goal of the campaign was to help people think twice about how they store their cellphone.

"When we started working on this year's public education program, we consulted our Operations' staff about what the public needs to know to use 9-1-1 efficiently and

# VP of Technology receives national awards

E-Comm's vice-president of Technology Services was honoured this fall with two national awards for his public safety leadership.

In October, Mike Webb received a Queen Elizabeth II Diamond Jubilee Medal from the Office of the Governor General of Canada. He was recognized for his long-standing dedication and leadership in advancing public-safety practices in B.C. and across the country. Mike is now spearheading projects at E-Comm geared towards evolving public-safety services and enhancing the technology used by police, fire and ambulance partners.

In December, Webb received a National Award of Excellence in Public Safety Interoperability from the Canadian Interoperability Technology Interest Group (CITIG). Representatives of the Canadian Association of Chiefs of Police (CACP), the Canadian Association of Fire Chiefs and the Emergency Medical Services Chiefs of Canada presented the awards on behalf of CITIG at its Canadian Public Safety Interoperability Workshop.

"In addition to his outstanding contributions in building effective collaborative leadership in the public safety community, Mike has been incredibly supportive of and helpful to CITIG since its inception," says Lance Valcour, executive director of CITIG.

**"The work being done at E-Comm under Mike Webb's leadership of operating a regional radio system that allows police, fire and ambulance personnel to communicate with each other is a model for other jurisdictions across Canada"**

***Vancouver Police Chief and CACP President Jim Chu***

## E-Comm in the Community

### Santa Claus Parade



E-Comm's 9-1-1 ambassador ALI marched in the Rogers Santa Claus Parade with the Vancouver police mascots through downtown Vancouver on December 2.

### Variety Children's Christmas Party



ALI also celebrated the holiday season with some great kids and his mascot friends at the Variety Children's Charity Christmas Party December 10 at the Hellenic Centre in Vancouver.

# E-Comm service by the numbers

October – December 2012

## 9-1-1- service levels

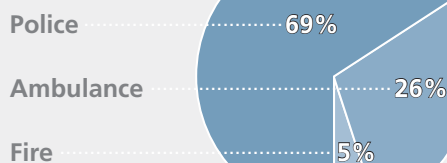
	9-1-1 calls placed to E-Comm	Service level*
October – December	218,730	98%

\* 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	
October – December	75,562	35%	143,168	65%

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



## Technology

9-1-1 uptime: 100%

## System grade of service and availability\*

	System air time (secs)	Transmissions (#)	System availability avg.	System grade of service avg.
2012				
October – December	110,869,253	29,124,675	99.9993%	0.01%

\*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 deliver exceptional emergency communication services that help save lives and protect property, and to advance public-safety partnerships.

## E-Comm vision

Safer communities in British Columbia through excellence in public-safety communication.

## E-Comm values

Respect, Accountability, Integrity, Service, Collaboration

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

This newsletter is produced by E-Comm Corporate Communications.  
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