

**PORT MOODY CONNECTS ALL EMERGENCY SERVICES TO RADIO SYSTEM**

Port Moody is now the second city in southwest B.C. to have all of its emergency services on the E-Comm radio system. The Port Moody Fire Department went live on the system in August and now has the ability to communicate directly with Port Moody police and ambulance personnel that have been using the radio system for some time. All Port Moody emergency responders can now also communicate with their counterparts in neighbouring communities. The only other city with this complete communications power is Vancouver.

**TRANSLINK ON BOARD**

TransLink is now using the E-Comm radio system for its Richmond RapidBus Service (98 B-Line), becoming the first non-core agency to transition onto the network. E-Comm is now working to connect TransLink's Trolley Bus service in the City of Vancouver. TransLink buses are now linked to reliable voice radio service, which TransLink will use during emergencies only. This new partnership also provides opportunities to improve mass evacuation plans in the event of a major disaster.

**E-COMM RADIOS TAKE OFF**

Vancouver International Airport (YVR) Emergency Operations Centre and Mobile Command Post are now on E-Comm's radio system. This will greatly improve communication efforts in the event of a major incident at YVR.

**THE E-COMM RADIO ADVANTAGE:**

- Wider radio coverage area
- Multi-agency communication
- Greater clarity
- Enhanced security
- Better in-building coverage
- Cross-jurisdictional communication
- Improved reliability

**Emergency Dispatch**

**New computer system goes live at Vancouver Fire**

Vancouver Fire & Rescue Services (VF&RS) is the first emergency service agency in British Columbia to begin using an advanced new computer-aided dispatch (CAD) system provided by E-Comm.

E-Comm transitioned VF&RS Fire Hall number 1 onto the new CAD September 24, where it replaced a 15-year old system.

The PRC Altaris® CAD is designed to provide swift and easy access to a wide range of information critical to emergency response and includes a Geographical Information System (GIS) that quickly pinpoints residential and business phone numbers and addresses, detailed street maps and other municipal-specific information, as well as images of floor plans and access to a chemical and hazardous waste materials database. Through the CAD system, information can be transmitted immediately from the dispatcher to emergency responders in the field.

"The CAD system increases efficiency and our ability to handle a larger call volume," says Deputy Chief Doug McRae. "The ability to cross-reference information, such as the location of hazardous materials, will also keep firefighters safer."

"I would like to commend all the members of the VF&RS Transition Team, all members of the Department and those at E-Comm who partnered together to make this transition such a great success," McRae adds.

Plans to transition Vancouver police dispatchers onto the new CAD are underway and E-Comm is also working closely with the BC Ambulance Service on implementation. This will make it easier to share call information between the agencies, as police, fire and ambulance frequently respond to the same incident. Having all emergency response teams on the same platform will prove invaluable in the event of a major disaster.

"This technology perfectly positions E-Comm for advancing emergency response and exploring new technologies in the future, including improving cell phone location and subscriber information both in the short and long-term, says Glen Miller, E-Comm's Information Technology manager.



Vancouver firefighter Ron Dulko with new CAD.

Photo: Keith Montgomery, E-Comm

**Vancouver Hams place third in Canada**

Amateur radio operators gathered at Vancouver's Queen Elizabeth Park in June to participate in the international emergency training exercise "Field Day." The operators, members of Vancouver Emergency Community Telecommunications Organization (VECTOR), worked around the clock to set up field radio communications, get on the air, and contact thousands of other operators around the world. Field Day is the annual "shakedown run" for the amateur radio component of the City of Vancouver's Emergency Program. The VECTOR team, a new club and an E-Comm partner, placed third in Canada for making the most radio contacts.

"Field Day is a chance to fine-tune emergency communication skills," says Paulette Schouten, president of VECTOR. "We use generators and battery power, and we set up antennas in the field. The idea is to quickly put together a self-sufficient, working station and begin making contacts as though it was a real emergency."

Amateur Radio has been effective in establishing emergency communications nets during floods, hurricanes, fires,



Robert Bryan (foreground), the City of Vancouver's Emergency Planning Coordinator and Fred Chen, vice-president of VECTOR.

earthquakes and other major disasters. Field Day is the largest ham radio on-air event in North America.

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- Lori Wanamaker**.....Ministry of Community, Aboriginal Affairs, Women

Visit our new website:  
[www.ecomm.bc.ca](http://www.ecomm.bc.ca)

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 Connecting You with Emergency Communications

**E-Comm welcomes Ken Shymanski**



Photo: Keith Montgomery, E-Comm

Ken Shymanski joins E-Comm as president and general manager following a career in the telecommunications industry that spans more than 33 years. Ken has held senior positions with TELUS/BCTEL at both the operational and executive level, beginning as a radio and microwave technician in 1968 and retiring as vice-president, Strategic Alliance Management and Integration in December 2000.

"Ken's track record of success is built on a foundation of executive leadership, business expertise, and a love of technology and people," says E-Comm Board Chair Don Evans.

*"Consolidating emergency communications may not be the easiest task, but it is the right thing to do for public safety."*

— Ken Shymanski

Ken's background also includes a Master of Business Administration from Simon Fraser University, a Certificate of Business Administration from the University of Ottawa and a Diploma of Electronics Technology from the Manitoba Institute of Technology.

"I believe that quality, cost and service are what define successful companies and I look forward to being part of the team that will steer E-Comm through the 21st century," Ken says.

**New Human Resources Manager**



Photo: Keith Montgomery, E-Comm

E-Comm is pleased to announce the appointment of Tracey Lee Lorenson as Manager, Human Resources. Tracey obtained her Bachelor of Arts (International Relations) and Law degrees from the University of British Columbia. Since her admission to the Bar, Tracey has practised exclusively in the areas of workplace law (including labour, employment and human rights) at Lidstone, Young and Anderson, and Harris & Company. Recently Tracey was awarded the designation of *Certified Human Resource Practitioner* by the Human Resource Management Association of British Columbia.

**INSIDE**

- New Contract in Place
- Message from the Chair
- Transitions
- September 11 and E-Comm
- Forensic Video
- E-Comm Board of Directors
- New E-Comm Web Site Launched

e-communique



## New contract in place

On October 26, 2001 the provincial government released the binding recommendations of Industrial Inquiry Commissioner Stan Lanyon, ending the labour dispute at E-Comm. This is the first collective agreement between E-Comm and its unionized staff and Mr. Lanyon's recommendations were effective immediately.

"We are happy to have a contract and are looking forward to building a strong relationship with our employees," says E-Comm President Ken Shymanski. "We are committed to the agreement and we will uphold all of the terms and conditions that Mr. Lanyon has set forth. We are ready to move on."

## Message from Don Evans, chair



There's no question it's been a busy year for E-Comm... one that's been filled with many successes and challenges.

In the past year we have seen the 9-1-1 call centre surpass the old system in terms of speed of answer; the wide-area radio system has continued to be successfully deployed and respected by its users; the new records management system has been introduced and is receiving good initial reviews and; the new Altaris® CAD went live at Vancouver Fire and Rescue Services in September. And the work has only just begun.

With the resolution of the labour dispute now comes the need to work together to build a strong and amicable corporate culture for the future. I would like to thank all E-Comm staff for their commitment to maintaining public safety during this difficult period.

**"We will continue to work hard with our partner agencies and municipalities to ensure the systems of E-Comm are deployed so we can achieve the increased public safety for which they are designed."** – Don Evans

Significant steps are being taken to meet these goals and we must keep at it until they are achieved.

With that in mind, I would like to welcome our new president and general manager, Ken Shymanski, to the E-Comm team. With Ken's leadership, we will achieve our objectives and move the organization forward.

I would also like to take this opportunity to thank all 2000-2001 board members for their commitment and hard work this past year and to especially acknowledge those who have left the board. This includes Derek Dang of Richmond, Jon Kingsbury of Coquitlam, and Mervin Harrower of the Ministry of the Solicitor General, and past chair and independent director, Tung Chan.

I would also like to welcome our new directors, Mayor Scott Young of Port Coquitlam, George Duncan of the City of Richmond, Tony Heemskerk of the Ministry of the Solicitor General and David Korbin.

The tragedy that struck the United States September 11, 2001 hit us all hard...as we watched brave emergency responders give and risk their own lives to help others. The outpouring of emotion, donations, and solidarity has been remarkable. September 11 tested every public safety mechanism available and certainly illustrates the importance of coordinated emergency communications. We will use the information gained from this tragic event wisely and apply it to initiatives that help protect the public and emergency responders in our own region.

Our hearts remain with the Canadian families who lost loved ones and of course, our American neighbours, as they continue to heal from this horrible event. God forbid we should ever be tested to this degree.

Our goal going forward now must be to provide the very best emergency communications—the highest quality of service at a cost that is most competitive to our clients. The positive impact in improved public safety, through a strong partnership between E-Comm and our frontline public safety agencies, will continue to demonstrate that this is the right solution for emergency communications in southwest B.C.

# e-communique

## September 11, 2001 How Did We Respond?

The impact of the terrorist attacks in New York and Washington, DC was felt in B.C. almost immediately. At E-Comm, 9-1-1 call-takers and police dispatchers braced themselves for potential emergency situations here at home and for the usual influx of "information calls" that follow major incidents, even if they are at a distance. Thankfully, those calls did not surface and the 9-1-1 lines were kept free, which is of utmost importance should there have been a threat to southwestern B.C.

As North American airspace was shut down and aircraft were ordered out of the skies, the Vancouver International Airport's (YVR) Emergency Operations Centre was activated. Planes were guided safely to the ground as Emergency Social Services coordinated accommodation for more than 6,000 stranded travelers.

Vancouver's Emergency Operations Centre (EOC) was activated in part just before 8:00 a.m. as a precautionary measure. It's known as a "shadow activation," and

involves senior representatives from Vancouver's police and fire departments, as well as the BC Ambulance Service and E-Comm. Together they monitored the events of the day and collected and coordinated information from their respective agencies. If necessary, the EOC would have been elevated to a full-scale activation to coordinate communications in the event of an incident within the Lower Mainland. Fortunately, that full activation was not needed.

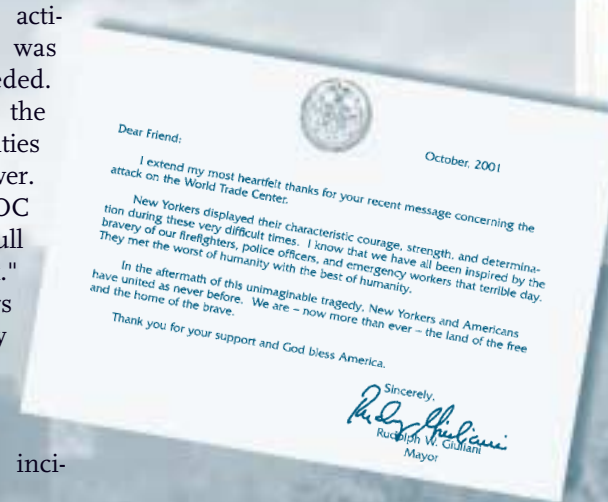
In the days that followed the September 11 tragedy, authorities remained on high alert however.

Six weeks later, the EOC was again activated for a full exercise called "Silver Streak." More than 100 EOC members played out emergency response scenarios surrounding a fictitious train derailment that led to a major hazardous materials inci-

**"E-Comm is a state-of-the-art emergency communication centre recognized as one of the most advanced in North America. We are proud of the Lower Mainland's emergency personnel... who are always ready and willing to serve."**

– Vancouver Mayor Philip Owen

dent. For this exercise, EOC members dealt with fires, explosions and deadly gas plumes caused by liquid leaks that occurred when a train derailed and was then hit by a second train. 75 people were injured and a major evacuation and reception centre was needed. The exercise lasted six hours and was followed by a full de-brief. Exercises like Silver Streak are used to keep the EOC in a ready state of response.



Above left and right photos: Keith Montgomery, E-Comm

Above left: VPD Inspector John Schouten talks with EOC member during operation Silver Streak.

Above right: E-Comm network administrator Bryan Canuel keeps systems running.

Left: New York Mayor Rudy Giuliani thanks E-Comm 9-1-1 staff for the hand-made card they sent to NY's police dispatchers.

## Forensic video experts gather at E-Comm

Forensic video experts from across North America met in Vancouver

in October for the 12th annual Law Enforcement/Emergency Services Video Association (LEVA) conference. Delegates were shown the latest advances in video-investigation techniques.

As part of the conference, a pre-event workshop on *Digital Forensic Video Analysis* was held at E-Comm. Analysts from North American police agencies worked on their own homicide cases using advanced foren-



Photo: Keith Montgomery, E-Comm

Police detectives work their homicide cases.

sic video analysis systems supplied by AVID Technology of Massachusetts. Former Vancouver police constable

Grant Fredericks, a forensic video expert, led the workshop. "The experiences that we learned in Vancouver (from the 1994 Stanley Cup riots, the catalyst for E-Comm) are now being applied to police agencies throughout North America."

**"Vancouver was seen and is currently still seen, as the leader of forensic video technology."**

– Grant Fredericks

	Number of 9-1-1 calls to E-Comm
January	99,358
February	91,150
March	104,096
April	101,899
May	112,069
June	113,528
July	119,406
August	118,047
September	105,261
October	102,512
<b>Total</b>	<b>1,067,326</b>