

E-Comm Dispatcher Honoured for “Quarterbacking” Daring Cold-Water Rescue



RCMP Inspector Darren Lench presents award to Caroline Dyck.

On July 13, 2006 the RCMP recognized the efforts of one of E-Comm’s police dispatchers for her work during a cold-water rescue in the Whistler/Pemberton area. Caroline Dyck was presented the RCMP’s 2005 Operational Communication Centre Award of Excellence — a provincial recognition — at a special ceremony at E-Comm.

At approximately 1140hrs March 5th, 2005, E-Comm received a 9-1-1 call about a man who had fallen through the ice on Green Lake where he had been kite surfing. When police arrived, they found the victim was trapped and struggling to stay afloat in the freezing waters. The ice proved too thick for boat rescue and Blackcomb Helicopters assisted.

“Caroline was absolutely phenomenal in her ability to get me what I needed to assist in the rescue efforts,” says Corporal Paul Vadik of the Pemberton RCMP, first on scene.

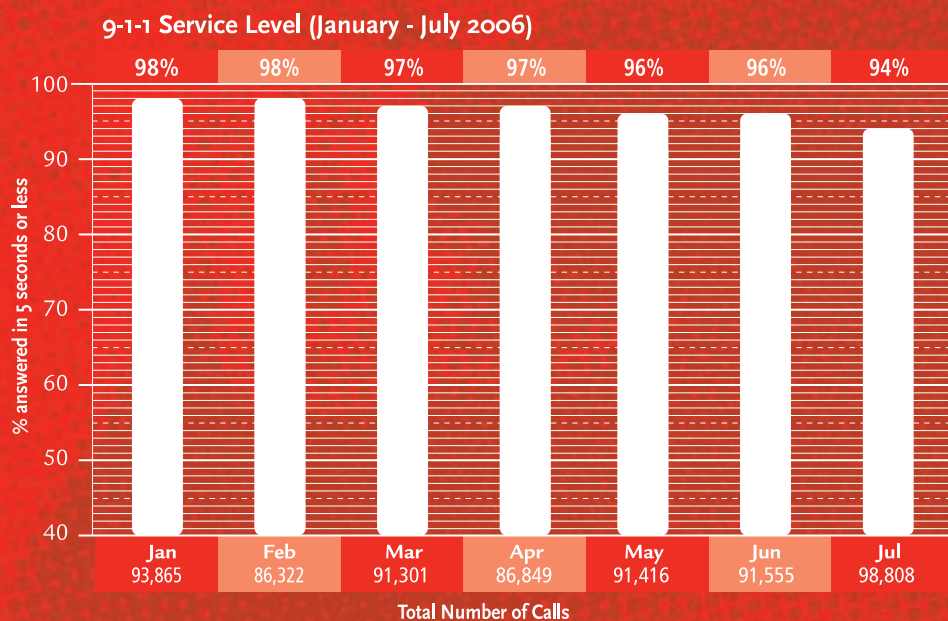
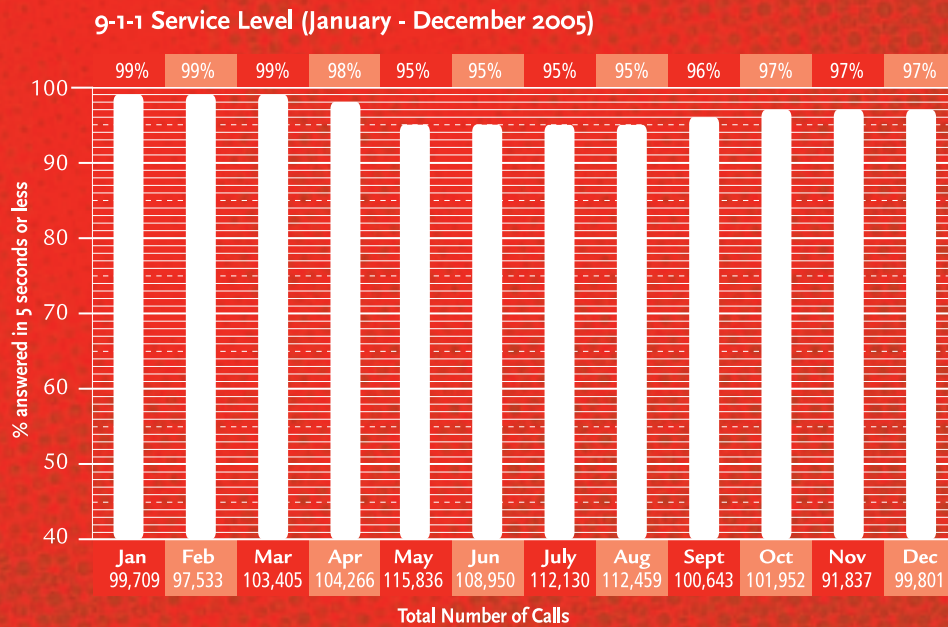
Dyck is credited with greatly assisting the rescue efforts by expertly managing response communications including making multiple calls for assistance to a variety of agencies, including the BC Ambulance Service and Whistler Fire-Rescue Services. The victim was rescued after the pilot for Blackcomb Helicopters conducted a precision hover and was able to use one of the helicopter skids to break apart the ice, then scoop up the arm of the victim and lift him to safety.

“Caroline’s ability to multi-task is something rarely seen. In my opinion, she was the quarterback in the rescue effort which ultimately saved this victim’s life.”

E-Comm Director of Operations Deborah Cherry added that if it was not for the quick actions of Corporal Vadik, Caroline, and all of the agencies involved, this situation may have had a very different outcome. “We are extremely proud of their efforts and the work of all E-Comm police and fire dispatchers and our support staff. Their work is a vital link in helping to save lives and protect property.”

E-Comm 9-1-1 Service Levels for 2005, 2006

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



E-Comm is committed to the use of environmentally responsible papers. By choosing 100% post-consumer recycled fiber instead of virgin paper for this printed material the following savings to our natural resources were realized:

Trees Saved	Wood Reduced (Lbs)	Landfill Reduced (Lbs)	Energy Reduced (btu)	Water Reduced (Gallons)	Net Greenhouse Emissions (Lbs)
.5	292.93	45.7	710.06	430.72	88.62

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Integrated Call-Taking

In early July, the process of transitioning the RCMP detachments that E-Comm provides dispatch for onto PoliceCAD (Computer-Aided Dispatch) and the PRIME Records Management System (RMS) was completed. Call-taking duties are now being shared among the Richmond, Maple Ridge, Bowen Island, Whistler/Pemberton, Sunshine Coast, Freeway and UBC RCMP detachments as well as the Sta’at’imx Tribal police.

Integrated call-taking (ICT), which has been in use for Whistler, Bowen Island, Freeway, the Sunshine Coast and UBC for many years, allows E-Comm to share staffing resources among multiple detachments. ICT also allows dispatchers to concentrate only on dispatching. Prior to the transitions, dispatchers had to both dispatch emergency responders at the same time they carried out the call-taker function.

This integration will allow E-Comm to realize economies-of-scale and provide the public and police agencies with enhanced service. This includes access to back-up and additional staffing resources in times of need. Because the RCMP has moved to the new PoliceCAD they will also have the ability to integrate with municipal police forces that are using this same computer system.

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E-Comm Staff Recognized

Great teamwork, quick thinking, creative solutions and collaborative efforts in helping to save lives and protect property earned individuals from E-Comm nominations for Richmond Chamber of Commerce Awards. These awards honour the dedication and courage of local heroes who go above and beyond to ensure community safety.



Ken Shymanski (left) president of E-Comm, and Fire Dispatch teams 7/8.

Congratulations to:

- E-Comm's Fire Dispatch, nominated for the Community Safety Partner Agency Award for their work on the 2005 Best Western Richmond Inn fire
- E-Comm's Darcy Wilson and Martin Schoenfeld who were nominated as part of the Radio Communications Inter-Operability Project Team, for the Community Safety Initiative Award
- Sue Harradine, E-Comm Dispatcher for Richmond RCMP, who was nominated for Municipal Employee of the Year

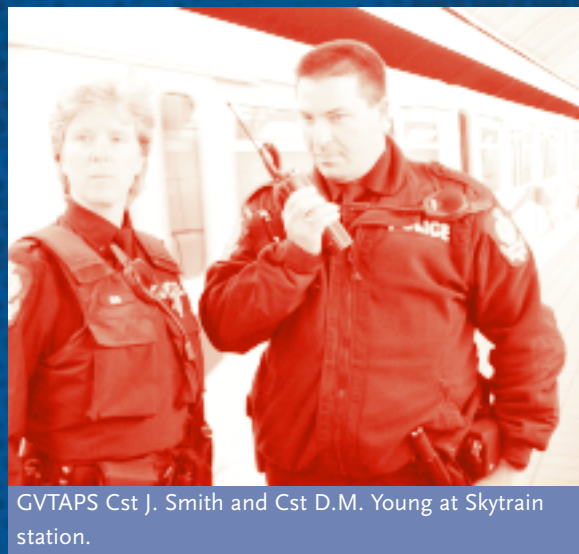
E-Comm is proud to employ such talented and dedicated people!

GVTAPS Increases Communications Power

The Greater Vancouver Transportation Authority Police Service (GVTAPS) can now communicate directly with other police departments and emergency agencies throughout the Greater Vancouver Regional District following its transition to the E-Comm radio system.

In addition to the ability to directly communicate with emergency responders, the E-Comm radio system offers GVTAPS officers enhanced safety features such as emergency buttons, increased reliability and clarity, and higher peak traffic capacity.

GVTAPS is the 12th police department to join the interoperable radio system which now has 6,000 wide-area radios in use. Currently, the network processes approximately 7.8 million radio transmissions each month.



GVTAPS Cst J. Smith and Cst D.M. Young at Skytrain station.

"Like every police agency, the safety of the public and our police officers is our top priority. The E-Comm Radio System provides advanced communication capabilities for seamless policing."

GVTAPS Chief Officer Robert Kind

MEET OUR BOARD...

E-Communicqué is pleased to continue with its profiles of E-Comm Board members. This issue we speak with David Sutcliffe, our new chair.



David Sutcliffe

David Sutcliffe joined the E-Comm Board of Directors in 2004 and became chair in May of this year. With 25 years experience in the high-technology industry, David is poised to help guide E-Comm, with the support of the 2006-2007 Board of Directors, to the next phase of development.

David is the former CEO and chair of Sierra Wireless, as well as the former president and CEO of Xillix Technologies. He also served as vice-president of Motorola's Mobile Data Division.

Why did you want to be on the E-Comm Board?
There are certainly less challenging prospects than consolidating emergency communications.

For me, I look for two things when considering serving on a board. Can I make a contribution and will I learn something?

On the contribution side, I have spent much of my career in wireless communications and many of my customers were from the public safety community. I have been fortunate to have worked all over the world in this capacity so the chance to make a contribution in my own community and use some of the knowledge I have gained, is a great opportunity.

On the learning side of the equation, I have lived in Vancouver all my life but because my business career focused on providing solutions in the US, other parts of Canada, Europe and Asia, I look forward to learning about the issues closer to home.

So what have you learned so far?

E-Comm is what most metropolitan regions and public safety agencies are striving for today. E-Comm crosses multiple municipalities and multiple agencies, which other areas have had challenges gaining agreement on. I think as people get more and more conscious of emergency communications and preparedness with the state of today's world, it just becomes more and more obvious that working together needs to occur.

What, if any, comparisons can you make between E-Comm and Sierra Wireless, where you were previously CEO and chair? They are both young companies for sure.

The most striking comparison to me is people. When you have an organization with a strong sense of purpose you get highly motivated, passionate people. I lived that at Sierra and I see that at E-Comm. It's more than just a job, the people want to deliver high-quality services because they know they are helping to save lives and protect property.

You've always worked in the high-tech world. What intrigues you about this industry?

When I was going to university, my interest was in electronics and computing. Early in my career, when computers and wireless communications started converging, I got hooked. I thought it was going to be a high growth area for a very long time. What I appreciate about E-Comm is the combination of challenging, interesting technology with the opportunity to do something with a high public service and social value.

How important is it for your municipality to be part of a shared radio system?

I think that's the bottom-line. All public safety agencies need to work on the same communications system. Not because someone tells them they have to, but because they recognize the vital need to communicate

effectively with others. That's what makes the E-Comm system special... it is multi-agency (police, fire, ambulance) and crosses municipal boundaries. Time and time again we see scenarios play out around the world and it's the same lesson over and over again. Major events don't respect municipal boundaries or involve only single agencies, so you need a radio system that can handle that. E-Comm's does.

How important is public safety among all of the issues facing municipalities?

When September 11 occurred, I was in San Diego at a wireless communications conference with thousands of other executives from across North America. We were all stranded there because of the shut down of the airline system and the borders. It was an experience I will never forget.

The bottom line is that if you have an emergency, whether a medical emergency, car

accident, natural disaster or terrorist attack...if you can't communicate you can't get help. Communication is the vital link in public safety and public services in general. I think it has always been critically important and the public's recognition has increased as a result of recent events. It's like the telephone; as long as it works you don't think about it... you take it for granted. Take it away and it's a whole new ballgame.

Emergency services in southwest B.C. have worked hard to build a strong communications system and we have that through our 9-1-1, radio, and dispatch staff and infrastructures. But no system or technology is 100% failsafe. People need to take the necessary steps to prepare themselves personally. If the phones go down, and that's highly probable in an earthquake scenario for example, are you ready at home with the supplies you'll need: First-aid, water, food, clothing and so on?

2006-2007 Board of Directors

Mr. David Sutcliffe, Independent Director, has been elected chair.

- Kevin Begg, Assistant Deputy Minister, Policing and Community Safety Branch, Ministry of Public Safety and Solicitor General
- Gary Briggs, Inspector, RCMP, ret
- Daphne Corbett
- Calvin Donnelly, Councillor, City of New Westminster
- Gord Freeborn, Fire Chief, Delta
- Len Garis, Fire Chief, Surrey
- Cindy Grauer
- David Hodgins, Fire Commissioner, Province of B.C.
- David Korbin
- Kiichi Kumagai
- Don MacLean, Mayor, District of Pitt Meadows
- Darrell Mussatto, Mayor, City of North Vancouver
- Michael Sanderson, Regional Director, BC Ambulance Service
- John Schouten, Inspector, VPD, ret
- Joe Trasolini, Mayor, City of Port Moody
- Grant Ward, Councillor, Township of Langley