

Combined Events Radio Project Rolls Out to Lower Mainland Agencies

The E-Comm radio system is part of an exciting new project that is being implemented across the Lower Mainland. The Combined Events Radio Project (CERP) empowers responders to use the E-Comm radio system's mutual-aid talk groups on a day-to-day basis, to support emergency responders on their way to, and on scene at, events. In short, it allows responders to use the radio system to its full capability and improves daily emergency response.

The CERP began in the City of Richmond through the leadership of the BC Ambulance Service (BCAS), the RCMP, Richmond Fire-Rescue, the City of Richmond Emergency Management Team and E-Comm.

For more information visit www.ecomm.bc.ca or contact the project leader, BCAS Chief Pascal Rodier, pascal.rodier@gov.bc.ca.

B.C. Fire Chiefs' Conference



Darcy Wilson, Operations Manager for E-Comm, explains the benefits of E-Comm products and services to B.C. Fire Chiefs at the annual fire conference in Kelowna.

E-Comm strengthened its relationship with fire services in B.C. at this year's 2007 Fire Chiefs' Association of British Columbia (FCABC) Conference and Trade Show, held in Kelowna, June 2 – 5. President and CEO Ken Shymanski, Operations Manager Darcy Wilson, and Fire Team Manager Ryan Lawson networked with current clients, as well as increased awareness of E-Comm, informing B.C. Fire Chiefs and their staff about the benefits to using E-Comm's services.

"This was a great opportunity to talk with Fire Chiefs from around the province about how their dispatch operations work and how we could help them," says Ryan Lawson. "Many stopped by E-Comm's booth to say hello and learn about our services." Several hundred B.C. Fire Chiefs along with their support teams of Deputies and other Officers attended the conference.

Special Recognition

Order of Merit awarded to Vancouver Police Chief Constable Jim Chu

Congratulations to Jim Chu, on his appointment as the new Chief Constable of the Vancouver Police Department and for receiving the Order of Merit from the Governor General of Canada. Chief Chu received the order for his contribution to Canada, policing and community development.

West Vancouver Police Chief Constable Appointed

Congratulations to former VPD Superintendent Kashmir (Kash) P. Heed on his appointment as the new Chief Constable of West Vancouver Police.

PRIME Success

White Rock RCMP is the 27th and final agency to transition onto the PRIME Lower Mainland Regional (LMR) server on April 17. The successful transition marked the completion of Phase I implementation of PRIME-BC within the Lower Mainland.

"The White Rock transition concluded an enormous amount of work that was done under very tight deadlines over the past few years," said Project Superintendent Ken Handy, OIC PRIME-BC RMS Renewal Project leader. "Throughout all the transitions, E-Comm's IT Department demonstrated resourcefulness, dedication, hard work and excellent team work."

E-Comm team nominated for APCO Canada Award

The BC Ambulance Service (BCAS) has nominated E-Comm for an APCO Canada Award in response to the fast and efficient emergency re-location of the BCAS dispatch centre to the E-Comm facility in September 2006. "Our partners at E-Comm reacted quickly to our situation and had key infrastructure up and running in short order. Our business is such that there are few entities in Canada that could have created this capacity when faced with a similar challenge," said Robin Doull, former director of BCAS Vancouver Dispatch Centre.

Award of merit for excellence in internal communications

In June, E-Comm received a Bronze Quill Award of Merit from the BC Chapter of the International Association of Business Communicators (IABC/BC). This award is for excellence in the category of internal communication. The submitted project was an employee survey communication plan.



Final GVRD Police Agency Joins E-Comm's Radio System

The policing community's vision of an integrated radio system for all police within the GVRD was recently realized when the West Vancouver Police Department (WVDP) joined the E-Comm Wide-Area Radio System. On March 27th, WVDP was the 14th and final police department to come on-board. Now officers can communicate directly with police departments throughout the Lower Mainland. The E-Comm radio system is one of only a handful of fully interoperable radio systems in North America. Eight fire departments and the BC Ambulance Service also use the radio system.

"The safety of West Vancouver police officers and residents is paramount," says former WVDP Acting Police Chief Barrie Nickerson, who oversaw the transition. "The interoperability provided by the radio system, combined with the increased coverage, are two important features that will enhance emergency response." WVDP's Police Chief, Kash Heed, adds "Being part of this integrated radio system is so important. All of the police agencies are concerned with public safety, so it is in our best interest to have the tools to enable us to work together."

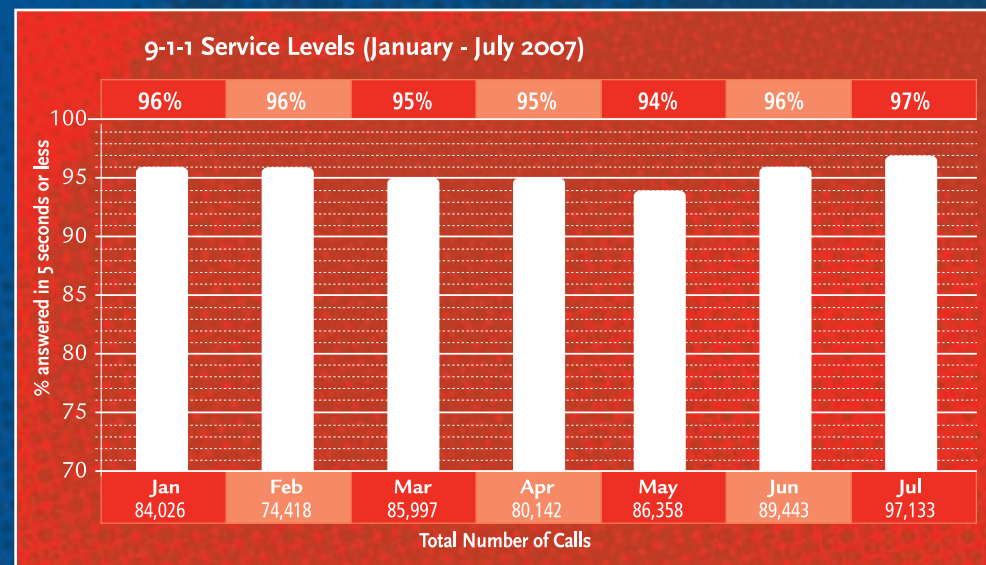
In addition to enabling direct communication with other police departments and emergency agencies such as the BC Ambulance Service, the E-Comm radio system offers police officers improved communication and safety features such as a wider coverage area, increased reliability and clarity, emergency buttons, and higher peak traffic capacity.

"This is a significant milestone for E-Comm and the policing community," says E-Comm President Ken Shymanski. "In terms of response, there is no more important aspect than communication. This is a major public and officer safety advantage."

WVDP now has 52 portable radios at its disposal, along with 36 mobiles and two base units for dispatchers. More than 6,000 wide-area radios are now active in southwest British Columbia. Currently, the network processes approximately 10 million radio transmissions each month.



E-Comm's Director of Wireless, Peter Gauthier, congratulates West Vancouver's new Police Chief, Kash Heed, on their decision to move to E-Comm's radio system.



This newsletter is produced by E-Comm Corporate Communications. For more information on E-Comm or to comment on a story featured in this newsletter, contact Angela Wilson at:

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Backing Up Emergency Services – E-Comm establishes reciprocal agreements with service agencies for emergency back-up call taking and dispatch

Emergency service organizations handle emergencies every day. But what happens when those services have their own emergency that jeopardizes their call taking and dispatch abilities? In the past three years, E-Comm has been instrumental in two such events. With the BC Ambulance Services (BCAS) and most recently the Coquitlam RCMP, E-Comm helped temporarily relocate call taking and dispatch to the E-Comm facility. The centralized integration of E-Comm's communication services made these transitions possible and relatively seamless. And more important, it ensured the public could continue to access emergency assistance.

On January 24th, at 1325 hours, Coquitlam RCMP requested that their 9-1-1 calls be directed to E-Comm for call taking and dispatch, in response to an evacuation order from a gas leak in the Coquitlam area. E-Comm's on-duty manager, Richard Traer, immediately re-routed calls for Coquitlam to E-Comm RCMP call-takers and dispatchers. A general radio broadcast was sent to Coquitlam units that dispatch functions were temporarily controlled by E-Comm and a provincial CPIC fan-out was sent to all police agencies.

E-Comm's Ridge-Meadows dispatcher, Jennifer Phillip, who has previous experience in Coquitlam, was re-assigned to assume full command of Coquitlam dispatch. Her dispatch position for Ridge-Meadows was then back-filled by other dispatchers who are cross-trained. All non-emergency callers who dialed 9-1-1 were advised to call back at a later time due to the incident. After approximately one-hour Coquitlam dispatch resumed command, the E-Comm breakout position for Coquitlam dispatch stood down and E-Comm dispatchers returned to their previous posts.

This incident, along with E-Comm's response for the BCAS, is a prime example of the power of integration and common platforms. Because Coquitlam and E-Comm are both on PoliceCAD, the transition of dispatch was relatively smooth. The ability for E-Comm to assume command of radio is possible because of its Wide-Area Radio System. In addition, the ability of E-Comm's operations to shift staffing resources is achievable due to E-Comm's integrated police dispatch approach and cross training.

E-Comm now has formal agreements with several agencies that will see each organization acting as the other's back-up facility on a permanent basis. The back-up arrangements include dedication of a specific area in each facility to accommodate an emergency evacuation (which will be in a ready response state) and an immediate assumption of each other's calls.

Service Levels Maintained Throughout Vancouver Celebration of Light

The Vancouver Celebration of Light festival is always a very busy operational time for emergency services in the Lower Mainland and E-Comm. Every year E-Comm develops a multi-faceted plan for Operations, Wireless and Information Technology. Despite the heavy call volumes on all four firework nights, E-Comm Operations exceeded its 9-1-1 service level mandate of answering 95% of calls in five seconds or less. Service levels for the Vancouver Police Department and the RCMP and Fire detachments that we dispatch for also remained very solid under this heavy call load.

9-1-1 CALLS (between 1900 hrs – 0630 hrs)

Date	Number of Calls	Service Level
JULY 25	1,153 calls	98% calls answered in 5 sec/less
JULY 28	1,748 calls	99% calls answered in 5 sec/less
AUG. 1	1,287 calls	99% calls answered in 5 sec/less
AUG. 4	1,570 calls	98% calls answered in 5 sec/less



Photos compliments of Sherwin Andral

E-Comm Welcomes in the 2007-2008 Board of Directors

Mr. David Sutcliffe, Independent Director, Board Chair.

New appointments:

- **Mary-Wade Anderson**, Councillor, City of White Rock (representing City of White Rock, City of Surrey, Township of Langley)
- **Pamela Goldsmith-Jones**, Mayor of District of West Vancouver (representing District of West Vancouver, District of North Vancouver, City of North Vancouver)
- **Jocelyn Kelley** (Independent Director)
- **Karl Preuss**, Director of Finance, Corporation of Delta (representing the Corporation of Delta)
- **Wes Shoemaker**, Associate Deputy Minister, Ministry of Public Safety and Solicitor General (representing Ministry of Public Safety and Solicitor General)

Returning board members:

- **Kevin Begg**, Assistant Deputy Minister, Policing and Community Safety Branch, Ministry of Public Safety and Solicitor General (representing Ministry of Public Safety and Solicitor General)
- **Gary Briggs**, Inspector, RCMP, retired (representing RCMP)
- **Daphne Corbett** (Independent Director)
- **Calvin Donnelly**, Councillor, City of New Westminister (representing Coquitlam, Port Moody, Port Coquitlam, New Westminister, Belcarra)
- **Len Garis**, Fire Chief, City of Surrey (representing City of Surrey, City of White Rock, Township of Langley)
- **Cindy Grauer** (representing City of Vancouver)
- **Kiichi Kumagai**, (representing City of Richmond)
- **Michael Sanderson**, Executive Director, Lower Mainland, BC Ambulance Service (representing Emergency Health Services)
- **John Schouten**, Inspector, VPD retired (representing Vancouver Police Board)
- **Joe Trasolini**, Mayor of Port Moody (representing Independent Police Boards in Port Moody, District of West Vancouver, New Westminister, Greater Vancouver Transportation Authority Police Service)

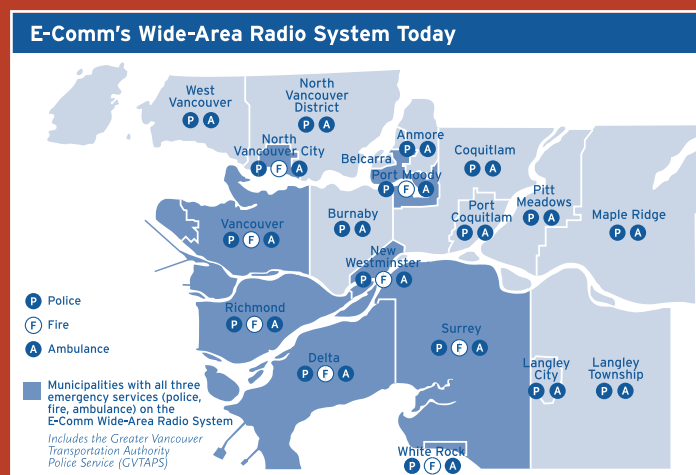
Celebrating Eight Years of Growth and Expansion

To view E-Comm's recent *Annual Report* and *Stakeholder Report* go to www.ecomm.bc.ca

E-Comm not only recently completed the police radio network for the GVRD, but also celebrated its eighth anniversary. Several special guests joined E-Comm staff to celebrate this occasion: Deputy Solicitor General David Morhart; Chief Constable Jim Chu, VPD; Inspector Kevin McQuiggin, VPD Pipe band; and David Sutcliffe, E-Comm Board Chair.

Since 1999, when E-Comm went live, there has been much growth and advancement:

Then - 1999	And Now - 2007
1,064,827 911 calls (for the year of 1999)	1,089,771 911 calls (for the year of 2006)
One police department on radio system	14 police departments on radio system
No fire departments on radio system	Eight fire departments on radio system
1,362 radios in service	More than 6,000 radios in service
Dispatch for two police agencies, Vancouver Police and RCMP 43	Dispatch for 21 police and fire departments



E-Comm's 2007-08 Board of Directors at their first board meeting of the year.