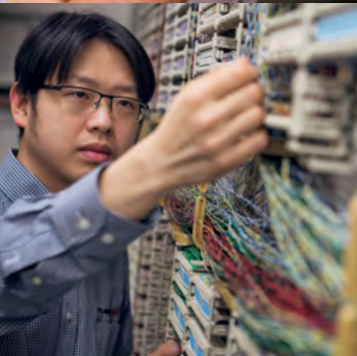


About E-Comm 9-1-1

Facts and figures at a glance



E-Comm Services

- Two 9-1-1 call centres: Lower Mainland and Vancouver Island
- Police and fire dispatch
- Multi-agency radio system
- Public safety technology services

9-1-1

E-Comm provides 9-1-1 service for 25 regional districts spanning from Vancouver Island to Alberta and from the U.S. borders to north of Prince George. Thousands of calls are placed to 9-1-1 each day. Our goal is to answer 95% of the 9-1-1 calls we receive in five seconds or less.

9-1-1 Tips

- 9-1-1 is for police, fire or medical emergencies when immediate action is required.
 - Be prepared to answer questions. Listen carefully, speak clearly and try to remain calm.
 - Know your location at all times.
 - Don't program 9-1-1 into speed dial; store your cellphone carefully, preferably in a protective case, to prevent accidental calls.
 - If you dial 9-1-1 accidentally, stay on the line and advise the call taker. If you hang up we don't know if you're okay and must take the time to call you back.
 - E-Comm has access to an interpretation service with more than 170 languages. Teach your non-English speaking family and friends the English word for the language they speak in case an interpreter is needed.
 - Persons who are Deaf/Deaf-Blind, Hard-of-Hearing or Speech Impaired (DHHSI) can register for Text with 9-1-1, a special service only available for the DHHSI community. To register visit textwith911.ca
 - Do not text* or tweet 9-1-1. Dial 9-1-1 in an emergency.
- * Unless you are part of the DHHSI community and have pre-registered your cellphone for Text with 9-1-1

Emergency Dispatch

When a caller dials 9-1-1, an E-Comm call taker will ask "do you need police, fire or ambulance?" The call taker will also confirm for which municipality you require service and will then transfer the call accordingly. E-Comm call takers will stay on the line with you until the service you requested answers.

In some cases, 9-1-1 calls are transferred to emergency agencies that are located within E-Comm. Other times calls are transferred to agencies outside of E-Comm that provide their own dispatch service. E-Comm currently provides dispatch service to more than 70 police agencies and fire departments. Approximately 67% of the 9-1-1 calls E-Comm receives are for police, 27% are for ambulance and 6% are for fire.

E-Comm dispatches for the following agencies*:

Police Dispatch (33)

- Abbotsford Police Department
- Burnaby RCMP
- Central Saanich Police Service
- Central/Southern Vancouver Island RCMP Detachments (11)
- Delta Police Department
- Lower Mainland District Traffic Services (Deas Island and Port Mann Freeway Patrol)
- New Westminster Police Department
- Oak Bay Police Department
- Port Moody Police Department
- Richmond RCMP
- Ridge Meadows RCMP
- Saanich Police Department
- Sea to Sky RCMP (including Squamish, Whistler, Pemberton, and Bowen Island)
- Stl'at'imx Tribal Police
- Sunshine Coast RCMP
- UBC RCMP
- Vancouver Police Department
- Victoria Police Department
- West Vancouver Police Department

Fire Dispatch (40)

- Coquitlam Fire/Rescue
- Delta Fire & Emergency Services
- Fraser Valley Regional District (15 departments)
- New Westminster Fire & Rescue Services
- Port Moody Fire-Rescue
- Regional District of the North Okanagan (7 departments)
- Richmond Fire-Rescue
- Squamish-Lillooet Regional District (6 departments)
- Sunshine Coast (6 departments)
- Vancouver Fire and Rescue Services

* E-Comm does not dispatch for ambulance services—that is done by BC Emergency Health Services.



Wide-Area Radio System

The E-Comm Wide-Area Radio network allows police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley to communicate with each other.

Benefits

- Better “in-building” coverage
- Wider coverage area
- High level of system reliability
- Earthquake-resistant infrastructure
- Encrypted voice security

Public Safety Technology Services

E-Comm provides a variety of secure, mission-critical technology services that support its own operations and those of its public safety partners, including multi-jurisdictional computer-aided dispatch (CAD) systems, records management systems and electronic mapping services. E-Comm’s technology service desk operates 24/7 to ensure continuity of service to its partners and staff in fulfilling their public safety missions.

Governance

E-Comm is governed under the *Emergency Communications Corporations Act (1997)* and incorporated under the *BC Business Corporations Act*. As a cost-recovery model, E-Comm is not structured to make a profit.

Facilities

E-Comm operates two purpose-built facilities: one in the Lower Mainland and one on Vancouver Island. Both are post-disaster buildings designed to resist an earthquake and operate self-sufficiently for up to 72 hours following a disaster.

E-Comm Statistics

Service area:	4.6 million residents
9-1-1 call volume:	Approximately 1.6 million in 2018
Service level:	98% of 9-1-1 calls answered in five seconds or less in 2018
Dispatch agencies:	73 police agencies and fire departments
Number of wide-area radios:	10,300
Number of radio transmissions per month:	Approximately 3.9 million
Employees:	More than 600

For more information visit ecomm911.ca

