

Into the future: E-Comm's roadmap to 2025 and beyond *New strategic plan focused on resiliency and innovation*

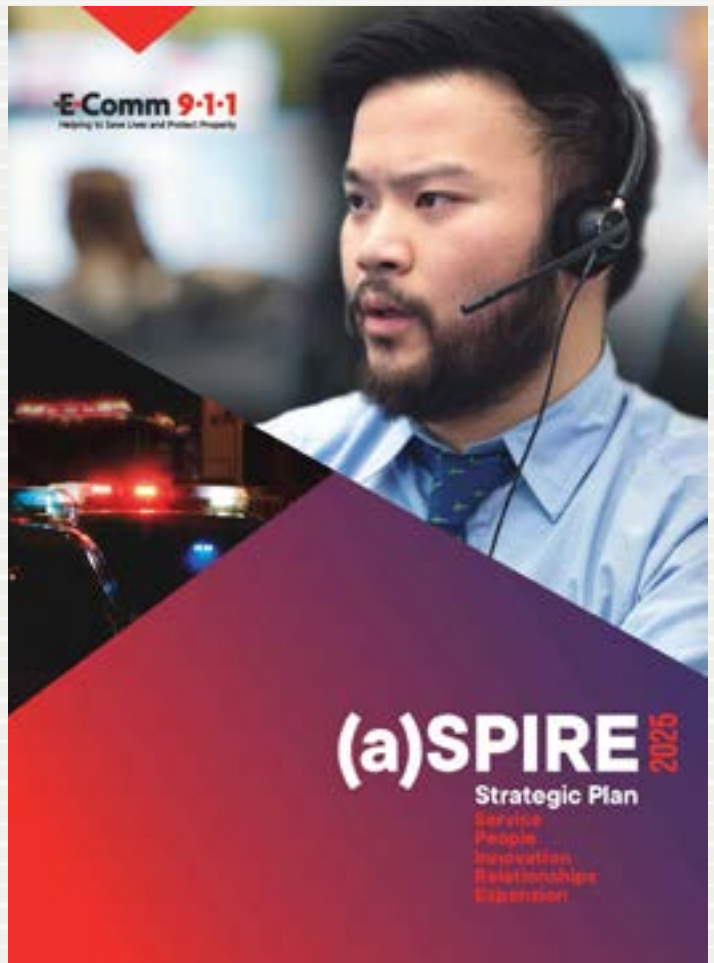
With the pace of change accelerating to what can feel like the speed of light, operational resiliency, service quality and collaboration with our public safety partners, has never been more important to tackle the challenges ahead. Given that Maslow's hierarchy of needs places a person's safety second only to the basics of food, water and shelter, it is safe to assume our partners and the public expect nothing less.

With that in mind, E-Comm has launched a new strategic plan—(a)SPIRE 2025—to guide the organization as it faces both increasing call volumes and complex social concerns, rapidly changing technology, competition for talent and the biggest overhaul of the 9-1-1 system in 50 years. Innovation and partnership will be at the forefront in order to maximize operational resiliency, every day or in a disaster.

Building on the organization's previous strategic plans, (a)SPIRE 2025 will lead and inspire the organization's actions as E-Comm moves into its third decade of providing public safety services in B.C.

"It's a bold plan—one that is focused on service, the people who provide it, innovation and trusting relationships," said Oliver Grüter-Andrew, E-Comm President and Chief Executive Officer. "It's a vision that includes transforming the 9-1-1 platform

provincewide, increasing operational and technical resilience against all kinds of threats, bringing our services to more communities in British Columbia and supporting the health and well-being of all our staff in the process."



Continued inside >>>



“We believe (a)SPIRE 2025 puts us on a path to what matters most—safer communities in British Columbia.”

Oliver Grüter-Andrew,
E-Comm President and CEO

(a)SPIRE 2025 summarized:

- 1. There are five strategic pillars—our Commitments, that we collectively call (a)SPIRE—Service, People, Innovation, Relationships, Expansion. In short, they are the key areas we are directing our attention to.
- 2. Multiple strategies support each Commitment. For example, under our Service Commitment we have strategies focused on hiring, training and expanding our operational resilience.
- 3. Ten key initiatives borne out of those strategies are the projects we’re undertaking to support our people, our partners and the public.

(a)SPIRE 2025 is the result of the leadership of our Board of Directors and extensive consultation with our public safety partners, stakeholders and staff throughout 2018.

Key Commitments

SERVICE:

E-Comm delivers reliable, continuous, high-quality services that meet the needs of first responders and public safety.

PEOPLE:

E-Comm provides a meaningful, professional work experience and a workplace that values and supports its people.

INNOVATION:

E-Comm provides leadership in emergency communications innovation.

RELATIONSHIPS:

E-Comm fosters strong stakeholder relationships and builds partnerships that advance emergency communications and public safety.

EXPANSION:

E-Comm continually strengthens its services and provides them to communities across British Columbia.

Key Initiatives

- 1. Service Resilience and Optimization
- 2. Strong Workforce
- 3. Additional Operating Centres
- 4. Strong Relationships
- 5. Innovation Centre
- 6. Next Generation 9-1-1 Implementation
- 7. Computer-Aided Dispatch/ Records Management System Evolution
- 8. Service Expansion
- 9. Sustainable Funding Assurance
- 10. Corporate Structure Evolution

Visit ecom911.ca for full details about our new strategic plan, the Key Commitments and further information on each initiative.

Annual General Meeting 2019: Celebrating success and looking to the future



E-Comm Board Chair Doug Campbell highlights 2018 achievements at the AGM on June 20.

Messages of accomplishment and appreciation for the dedication of our staff and partners were highlighted in E-Comm Board Chair Doug Campbell's speech at the organization's Annual General Meeting, held June 20 in the lobby of E-Comm's Lower Mainland Emergency Communications Centre.

From readying the new 9-1-1/police dispatch centre on southern Vancouver Island to completing all the agency transitions to the new E-Comm next generation radio system, 2018 was a year of new beginnings for our organization.

On the completion of the new South Island 9-1-1/Police Dispatch Centre, Campbell said, "a project this multifaceted takes years of planning and work, and I'd like to thank our staff and our Vancouver Island partners for their extraordinary effort in conceiving, building and opening the centre." He also praised E-Comm's Technology and Wireless teams and police, fire and ambulance partners in the Lower Mainland for their efforts in completing the Next Generation Radio Program in 2018 and shutting down the legacy radio network, which was implemented in 1999. Police, firefighters and ambulance paramedics use the E-Comm radio network to communicate their essential messages.

E-Comm's 2018 Annual Report is available at ecomm911.ca.

2019-2020 Board of Directors

E-Comm's Board includes elected officials, representatives of emergency services and the provincial government, in addition to municipal staff and local community and business leaders.

Doug Campbell

Board Chair & Independent Director

Brent Asmundson

Cities of Coquitlam, Burnaby, New Westminster, Port Coquitlam, Port Moody, Village of Belcarra

Dan Copeland

City of Delta / Delta Police Board

Bill Dingwall

Metro Vancouver and TransLink

Barry Forbes

Independent Director

Lori Halls

Province of British Columbia

Lois Karr

RCMP

Anne Kinvig

Independent Director

Warren Lemcke

Vancouver Police Board

Neil Lilley

BC Emergency Health Services

Gayle Martin

Cities of Langley, Surrey and White Rock, Township of Langley

Jack McGee

Independent Police Boards (Abbotsford, New Westminster, Port Moody, Transit Police, West Vancouver)

Bill McNulty

City of Richmond

Paul Mochrie

City of Vancouver

Mike Morden

Cities of Maple Ridge and Pitt Meadows

Denise Nawata

Independent Director

Mark Sieben

Province of British Columbia

Richard Walton

City of North Vancouver, District of North Vancouver, District of West Vancouver, Village of Lions Bay

Terry Waterhouse

Cities of Surrey, Langley and White Rock, Township of Langley



CEO Update

Oliver Grüter-Andrew, President and CEO

This year, we marked 20 years of helping save lives and protect property in B.C. From answering that first 9-1-1 call back on June 8, 1999, E-Comm has grown to a team of more than 650 public safety communications professionals—all dedicated to serving the public and first responders.

Our work affects real people.

We help make sure first responders get home safely at the end of a long shift. No matter who they are or what their circumstance, we get people the help they need—often in the most perilous of situations. We find new ways of doing things and implement technology to support this work so we can keep evolving and getting better. We advocate, we educate and we contribute to a healthy society. I am incredibly proud to say that I am a part of E-Comm and the public safety community. But most of all, I am proud to know and work with every member of our team across four locations. We are also thankful of the many partnerships we've cultivated within the public safety community, governments and volunteer organizations over the last two decades.

Earlier this spring, we were honoured to have our Lower Mainland Emergency Communications Centre as the site of an important B.C. Government announcement. Labour Minister Harry Bains announced the Province is extending presumptive coverage to emergency dispatchers, call takers, nurses and healthcare aids. This means they'll be able to receive workers' compensation for post-traumatic stress disorder and other mental injuries without having to prove their condition was caused by their work. Adding call takers and dispatchers in the legislation truly recognizes that emergency

communications professionals face many day-to-day challenges and need every bit of support possible. Protecting their mental health and well-being is critical.

We too took another step this past quarter to support our staff by welcoming a registered clinical counsellor and certified assistance dog to our team. Lynn Gifford, a specialist in trauma stewardship, joined E-Comm as our Workplace Wellness Manager along with Koltan, a certified assistance dog from Pacific Assistance Dogs. Every day, I see how Lynn and Koltan are having a positive impact at E-Comm. You can't help but smile and seek a cuddle with Koltan when they enter a room and Koltan knows when you need one. This is such a wonderful initiative and, in the words of one of our team members on Vancouver Island, is "a boost to the happiness factor at work."

As we look to the future of our service, our workforce and our relationships, I am pleased to announce we now have a new strategic plan to guide the next phase of E-Comm. Called (a)SPRIRE 2025, our plan is focused on service, the people who provide it, innovation and trusting relationships. As communities and technology continue to evolve, (a) SPIRE 2025 will be our strategic roadmap, focused on five key commitments: Service, People, Innovation, Relationships and Expansion. I encourage you to have a look at our plan at ecomm911.ca and we welcome your comments at talktoecomm@ecomm911.ca.

In closing, I want to take this opportunity to acknowledge and thank all first responders across our province for helping to keep us safe throughout the summer and, of course, every day of the year.



Visit our ecomm911.ca website and sign up to receive this newsletter electronically.

Look for the *Sign Up* button on the home page.

B.C. Government eliminates barriers to care for emergency dispatchers and call takers

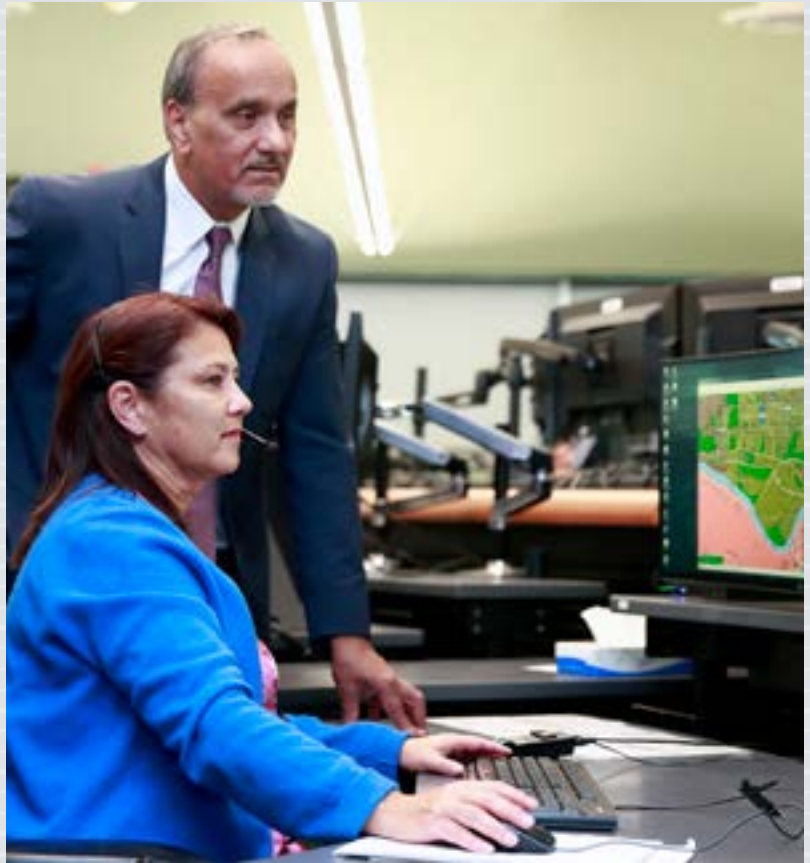
B.C. Labour Minister Harry Bains was at E-Comm's Lower Mainland Emergency Communications Centre in April to announce legislative changes providing emergency dispatchers and call takers with easier access to workers' compensation for mental health disorders stemming from work-related trauma.

"These changes to the Mental Disorder Presumption Regulation are about fairness and support for workers who experience higher-than-average mental harm due to the jobs they do on behalf of British Columbians," said Minister Bains.

"This is good news for B.C.'s emergency call takers and dispatchers," added E-Comm President and CEO Oliver Grüter-Andrew. "There is no doubt that, day in and day out, our people can experience high levels of emotional stress, as they work to save lives and support police and firefighters. Call takers and dispatchers are the first contact for people experiencing trauma which can be often traumatic for them, as well."

In 2018, the B.C. Government amended the *Workers Compensation Act* to add post-traumatic stress disorder (PTSD) and other mental-health disorders to the list of illnesses recognized as being associated with certain professions—specifically police, firefighters, paramedics, sheriffs and correctional officers. This recognition fast tracks the claims process to access support and compensation for those illnesses following a formal diagnosis.

Emergency dispatchers, whose duties include the dispatch of firefighters, police officers and ambulance services, as well as 9-1-1 call takers who answer direct calls from the public will now be covered under these changes.



Labour Minister Harry Bains and Operations team member Shari Thomas

Photo: Province of B.C.

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Oliver Grüter-Andrew,
E-Comm President and CEO

E-Comm celebrates 20 years of delivering public safety services in B.C.

E-Comm began its public safety journey when it started answering 9-1-1 calls and providing dispatch services for police and fire departments on June 8, 1999. E-Comm now operates two 9-1-1 call centres and is the first point of contact for 9-1-1 callers in 25 regional districts across B.C. We also own and operate the largest multi-jurisdictional radio network of its kind in the province. All police agencies, 15 fire departments and B.C. Emergency Health Services in Metro Vancouver and Abbotsford use the E-Comm Wide-Area Radio Network to communicate their essential messages.

Here's a look at other numbers that show the growth of E-Comm's services over the last two decades.

- In 1999, we started with 177 employees in one location. Today, we are a team of more than 650 across four locations.
- In 1999, we were the first point of contact for 9-1-1 callers in two regional districts in B.C. Today, we're the Public Safety Answer Point for 25 regional districts.
- In 1999, we dispatched for eight agencies. Today, we provide dispatch services for 73 police and fire agencies.
- In 1999, the E-Comm radio system had 1,362 radios in service. Now, police officers, fire fighters and ambulance paramedics in the Lower Mainland are actively communicating on some 7,000 next-generation radios.

As E-Comm marks 20 years of service, we extend a big thank you to our past and current staff, partners, board members and stakeholders—all working together to help save lives and protect property in B.C.



E-Comm staff who started with the organization back in 1999 were recognized for their 20 years of service at the Annual General Meeting on June 20, 2019 by board directors (L-R) Anne Kinvig, Bill McNulty and Warren Lemcke.

Recognizing the *first* first responders during 9-1-1 Awareness Week

It was a week of shout-outs, thank-yous and high-fives as we marked this year's Emergency Service Dispatchers' and 9-1-1 Awareness Week (April 7 to 13, 2019). Proclaimed by the Province of B.C., this annual week recognizes the critical role call takers, dispatchers and support staff play in keeping the public and police, fire and ambulance personnel safe.

Here is a sample of some of the appreciation messages E-Comm staff received from our police and fire partners.

"Our dispatchers are the eyes and ears of emergency responders—keeping our officers safe and helping us respond as fast as possible to help those in crisis. We want to recognize the countless ways you daily keep our community safe!"

Chief Constable Mike Serr,
Abbotsford Police Department

"Thank you for the opportunity to add my support and appreciation to the staff at E-Comm in recognition of their contribution to public safety, on behalf of the men and women of the District of Hope Fire Department. In particular with our agencies in the Fraser Valley moving to E-Comm, the professional service they deliver made the transition very smooth."

Chief Tom DeSorcy,
District of Hope Fire Department

"During this week and throughout the year, please know that we value the contribution that you make and appreciate all that you do for our officers and our community."

Chief Constable Andy Brinton,
Oak Bay Police Department



Burnaby RCMP



Delta Fire and Emergency Services

"It is with great pleasure that I extend a heartfelt thanks to all the dispatchers for doing a fine job for us. We appreciate your extra effort and patience when dealing with the smaller fire departments."

Chief Trevor Pike,
Sechelt Fire Department

"The work you perform behind the scenes is noted by every first responder and your valuable contributions are a communications lifeline between emergency service workers and the citizens we serve. Without you, first

responders would rarely be 'first' on the scene and you are an integral part of the broader emergency services team."

Chief Constable Adam Palmer,
Vancouver Police Department

"The work performed by our E-Comm 9-1-1 call takers, dispatchers and technology specialists is so vital to the safety of our community, our citizens and our fire fighters and we thank you for your continued professionalism and support."

Chief John McKearney,
Whistler Fire Rescue Service

E-Comm

IN THE COMMUNITY



E-Comm joined community safety and emergency response organizations at Delta Police Day on May 16, 2019.



Our E-Comm team was at the BC Fire Expo in June in Penticton. The annual event is the largest exhibition of firefighting equipment and services in the Pacific Northwest.

E-COMM MISSION

To deliver exceptional emergency communications to the public and first responders that help save lives and protect property.

E-COMM VISION

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

E-COMM VALUES

Respect • Accountability • Integrity • Service • Collaboration



e-communiqué was printed with vegetable-based inks on chlorine-free, 100% post-consumer waste recycled paper.

E-Comm service by the numbers

April to June 2019

9-1-1 service levels

9-1-1 calls placed to E-Comm*	Service level achieved [†]
466,366	96%

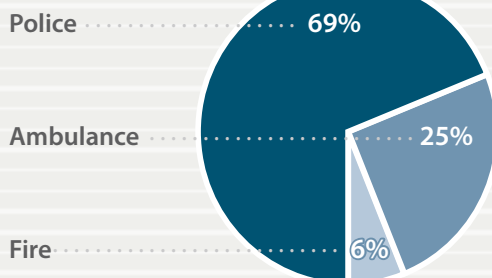
* Total number of 9-1-1 calls for 25 regional districts served by E-Comm. Includes calls placed to the new South Island 9-1-1/Police Dispatch Centre.

[†] Service Level Target: 96% of all 9-1-1 calls answered in five seconds or less.

Number of 9-1-1 calls from landlines and cellphones

Landlines	Cellphones
121,614	344,752
26%	74%

9-1-1 calls directed to police, fire and ambulance



Technology

9-1-1 availability	100%
Radio network availability average	100%
Radio calls (#)	14,225,241
Radio system air time (seconds)	87,335,222

For more information on E-Comm, or to comment on a story, contact corpcomm@ecomm911.ca.

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20 **E-Comm 9-1-1**
Celebrating 20 years