

### What is E-Comm?

E-Comm's legal name is Emergency Communications for British Columbia Incorporated. E-Comm is the first point of contact for 9-1-1 callers in 25 regional districts in British Columbia, handling approximately 1.8 million 9-1-1 calls a year (99 per cent of B.C.'s 9-1-1 call volume). E-Comm also provides dispatch services for more than 70 police and fire departments. E-Comm operates two 9-1-1 call centres: Lower Mainland (largest in B.C.) and Vancouver Island.

### Who does E-Comm provide dispatch service for?

E-Comm provides dispatch services to more than 70 police agencies and fire departments. E-Comm's integrated multi-jurisdictional dispatch provides economies of scale, the ability to deliver top-tier technology to smaller communities, and increased operational efficiency. E-Comm emergency call takers and dispatchers are supported by a computer-aided dispatch (CAD) system that allows for swift and easy access to a wide range of information critical to emergency response.

### What role do call takers and dispatchers play in emergency services?

They coordinate all communications between 9-1-1 callers and police officers, firefighters, and paramedics to ensure a safe, swift and appropriate response.

### What is the difference between a call taker and a dispatcher?

A call taker speaks with the person who has dialed 9-1-1 and a dispatcher speaks with the emergency personnel in the field. In some cases, the dispatcher will speak to the caller as well. The call taker and dispatcher work together, using computer and radio systems to share information instantly and seamlessly.

### What technology supports dispatchers?

E-Comm call takers and dispatchers use CAD systems to ensure that call details are automatically transmitted from the call taker to the dispatcher. CAD systems allow the 9-1-1 call taker to be on the line with the caller while a dispatcher is mobilizing units to help.

### Who decides what response measures should be taken?

E-Comm follows the policies and procedures of the agencies that it dispatches for. This includes determining appropriate units to dispatch, the size of the response, and even if a response is warranted (agencies specify which calls for service they will respond to). For example, some police agencies respond to all motor vehicle accidents while others respond to only those with injuries.

### How are agencies charged for dispatch services?

Dispatch service costs are based on direct staffing expenses and a share of E-Comm's corporate administration costs.

### 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'átl'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 the ambulance service; that is done by BC Emergency Health Services.*