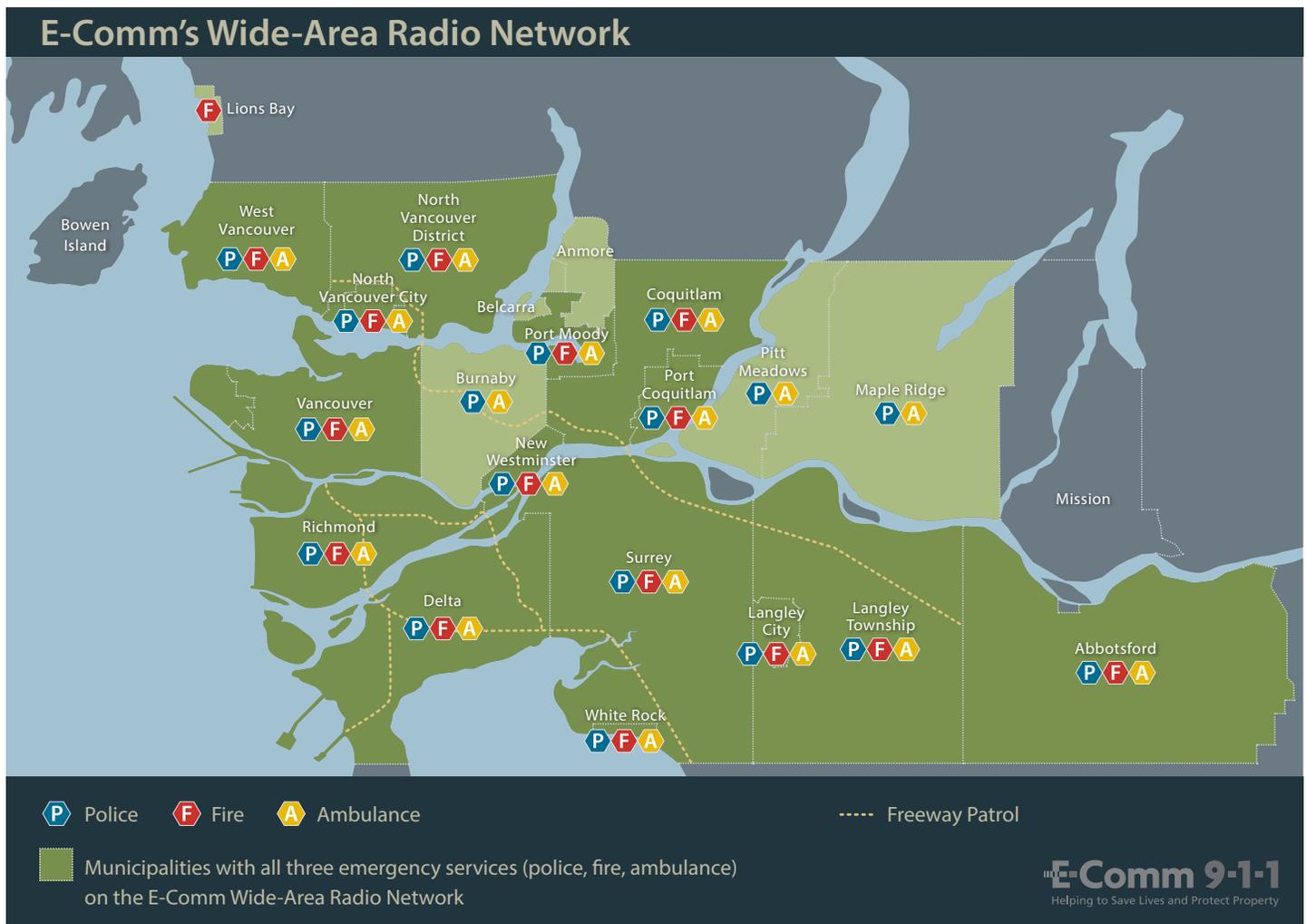## What is E-Comm?

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.

What is the E-Comm Wide-Area Radio Network?

E-Comm owns and operates the largest multi-agency public safety radio network in B.C. It is the largest multi-jurisdictional radio network of its kind and is built on an earthquake-resistant infrastructure. Currently, BC Emergency Health Services within Metro Vancouver and Abbotsford, all police agencies in Metro Vancouver and Abbotsford and 16 fire agencies in Metro Vancouver and Abbotsford use E-Comm's radio network to communicate with each other.

Why does the region need a shared radio network?

A shared radio network is critical to public safety for responding to day-to-day emergencies as well as in the event of a major disaster. Prior to E-Comm, ambulance, fire, and police agencies couldn't communicate with one another effectively as they were all using separate emergency radio systems. This fragmentation stopped them from communicating directly with emergency agencies both within and outside of their own municipalities.

E-Comm's Wide-Area Radio Network

Legend:
- **P** Police
- **F** Fire
- **A** Ambulance
- ----- Freeway Patrol
- Municipalities with all three emergency services (police, fire, ambulance) on the E-Comm Wide-Area Radio Network

What are the benefits of the Wide-Area Radio Network?

- Cross communication between services—police, fire and ambulance personnel within the same community can communicate directly with each other in "real" time
- Better "in-building" coverage
- Wider coverage area
- High level of system reliability
- Earthquake-resistant infrastructure
- Encrypted voice security

How are agencies charged for radio services?

Member agencies are charged for their share of the radio network based on a complex formula called weighted distribution cost allocation model that considers such factors as the coverage area (geography) and radio usage of their region. Shared radio infrastructure costs are allocated based on the following factors:

- Coverage area (50%)
- Radio traffic (20%)
- Number of radios (20%)
- Population (10%)

Agencies determine and pay for their own radio user equipment.