E-Comm 9-1-1
Helping to Save Lives and Protect Property

Who we are

Through two 9-1-1 call centres, our wide-area radio network used by police, fire and ambulance personnel, and our integrated dispatch service that supports more than 70 police agencies and fire departments, E-Comm—Emergency Communications for British Columbia Incorporated—provides emergency communication services in 25 regional districts spanning from Vancouver Island to Alberta, and from the U.S. border to north of Prince George. E-Comm is unique in Canada for its size, breadth of service, and expertise.

Established in 1997 under the provincial *Emergency Communications Corporations Act*, E-Comm is owned by the municipalities and public safety agencies it serves. Operating from a purpose-built facility, E-Comm is recognized nationally as an industry leader whose defining mission is to help save lives, protect property and to build partnerships that help create safer communities in British Columbia.

What we do

Wide-Area Radio Network

E-Comm owns and operates the largest multi-agency public safety radio network in British Columbia. 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 18 fire agencies in Metro Vancouver and Abbotsford use E-Comm's radio network to communicate with each other.

9-1-1 Call-Answer/Police & Fire Dispatch Services

E-Comm answered more than 2.1 million 9-1-1 calls in 2022 and provides dispatch services to 33 police agencies and 40 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.

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 CAD systems, records management systems and electronic mapping services. E-Comm's in-house 24/7 information technology service desk has the depth and breadth of experience to support a diverse set of software, systems and platforms to ensure continuity of service.

Is there anything special about the E-Comm buildings?

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.

How is E-Comm structured?

E-Comm is owned by its shareholders and operates on a not-for-profit/cost recovery basis. E-Comm has an annual operating budget of approximately $75 million.

E-Comm has 26 Class A shareholders holding 37 Class A shares. E-Comm also has 16 Class B shareholders holding 18 Class B shares. Class 'A' shareholders are part of the E-Comm radio network and are bound by the terms and conditions of the *Members' Agreement* (*Special Users Agreement* for the RCMP). A Class 'B' share secures the shareholder future radio network access. E-Comm is governed under the *Emergency Communications Corporations Act (1997)* and incorporated under the *BC Business Corporations Act*.

How are members charged for services?

Radio Levy

Member agencies are charged for their share of the radio network based on a complex formula called a weighted distribution cost allocation model that considers such factors as the coverage area (geography), population, the number of radios required and the amount of radio traffic generated.
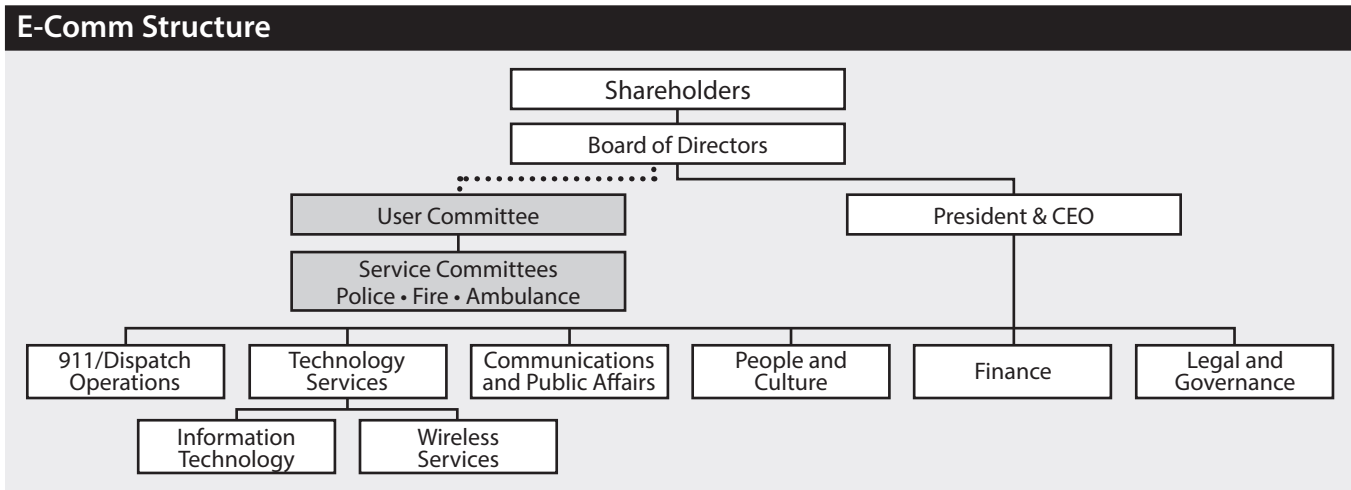
Dispatch Levy

Dispatch services are charged based on direct staffing costs and an allocation for corporate administration (includes premises expenses, operating costs, support staffing for information technology, finance, payroll, human resources and communications).

9-1-1 Levy

9-1-1 service is contracted to E-Comm by the regional districts/communities who use E-Comm as their first point of contact for 9-1-1 callers. Most regional districts/communities fund 9-1-1 through property taxes, however some use other methods such as call-answer levies.

How is E-Comm governed?

A 22-member Board of Directors governs E-Comm and is responsible for overseeing the Corporation's strategic direction, finances and operating results. Management is accountable to the Board of Directors for the day-to-day operations and administration of the Corporation. The members of the Board of Directors, nominated by E-Comm shareholders, provide extensive knowledge and experience to the Corporation through their work on the Board and as members of the Board's standing committees. These committees are the Audit committee, the Human Resources and Compensation committee, and the Governance committee. In addition, E-Comm ensures that it meets its shareholders' and partners' needs through User and Service committees composed of representatives from police, fire and ambulance.

E-Comm Structure

E-Comm Shareholders

	Class A — Ambulance	Class A — Fire	Class A — Police	Class B — Municipal Services	Class B — Fire	Class B — Police
Abbotsford		●				
Abbotsford Police Board			●			
BC Emergency Health Services	●					
Belcarra				●	●	●
Burnaby		●				
Coquitlam		●	●	●		
Delta		●		●		
Delta Police Board			●			
Langley City		●				
Langley Township		●	●	●		
Lions Bay		●				
Maple Ridge		●	●	●		
Metro Vancouver				●		
New Westminster		●		●		

	Class A — Municipal Services	Class A — Fire	Class A — Police	Class B — Municipal Services	Class B — Fire	Class B — Police
New Westminster Police Board			●			
North Vancouver City	●	●		●		
North Vancouver District	●					●
Pitt Meadows	●	●		●		
Port Coquitlam	●	●		●		
Port Moody	●	●		●		
Richmond	●	●		●		
South Coast British Columbia Transportation Authority	●					
Surrey	●	●		●		
Transit Police Board			●			
Vancouver	●			●		
Vancouver Police Board			●			
West Vancouver	●	●		●		
White Rock	●	●				

For more information visit **ecomm911.ca**

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