

What is E-Comm?

E-Comm's legal name is Emergency Communications for British Columbia Incorporated. E-Comm is the largest 9-1-1 call centre in B.C. and provides dispatch services for 35 police and fire departments in southwest B.C. E-Comm also owns and operates the wide-area radio network used by police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley.

What services does E-Comm provide?

Wide-Area Radio Network

E-Comm owns and operates one of the largest multi-agency public safety radio networks in North America. It is the largest multi-jurisdictional radio network of its kind in British Columbia and is built on an earthquake-resistant infrastructure. Currently, the ambulance service (BC Emergency Health Services) within Metro Vancouver and Abbotsford, all police agencies in Metro Vancouver and Abbotsford and 12 fire agencies in Metro Vancouver use E-Comm's radio network to communicate with each other.

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

E-Comm is currently responsible for answering approximately 1.35 million 9-1-1 calls each year in B.C. and provides dispatch services for 17 police agencies and 18 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 technology service desk operates 24/7 to ensure continuity of service to its partners and staff in fulfilling their public safety missions.

Is there anything special about the E-Comm building?

The E-Comm building is a purpose-built facility and is designed to resist a major earthquake (7+). As a secure, purpose-built facility, the E-Comm building is designed to be self-sufficient for 72 hours.

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 \$50 million.

E-Comm has 21 Class A shareholders holding 28 Class A shares. E-Comm also has 16 Class B shareholders holding 23 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. Class 'A' shareholders are required to cover all of E-Comm's financial obligations. 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).

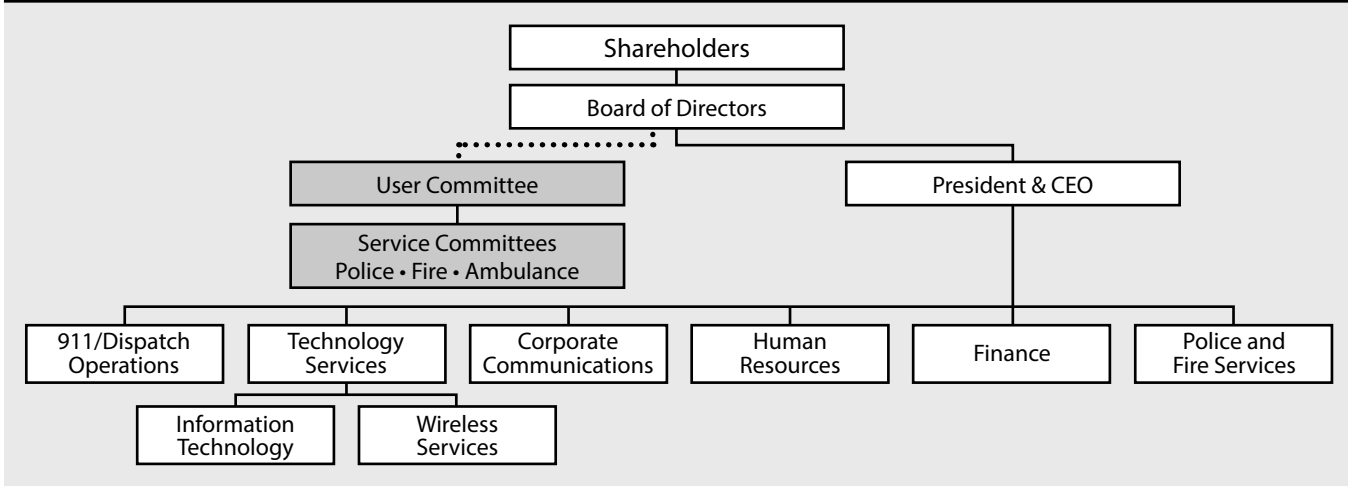
9-1-1 Levy

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 19-member Board of Directors provides governance to 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 Governance



E-Comm Shareholders

	Class A			Class B		
	Ambulance	Fire	Police	Public Works	Fire	Police
Abbotsford			•			
Coquitlam	•	•		•		
Delta	•	•		•		
Emergency Health Services	•					
GVRD (Metro Vancouver)				•		
Maple Ridge		•		•	•	
New Westminster	•	•		•		
North Vancouver City	•	•		•		
North Vancouver District	•					•
Pitt Meadows		•		•	•	
Port Coquitlam		•		•	•	
Port Moody	•	•		•		
Richmond	•	•		•		
Surrey	•	•		•		
Transit Police			•			
Township of Langley				•	•	•
Vancouver	•	•		•		
Village of Belcarra				•	•	•
Village of Lions Bay	•					
West Vancouver	•	•		•		
White Rock	•	•				

For more information visit ecomm911.ca

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