

### What is E-Comm?

E-Comm is the regional emergency communications centre for southwest British Columbia. Our full name is Emergency Communications for Southwest British Columbia Incorporated.

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

E-Comm provides emergency dispatch services for a number of police and fire departments within Metro Vancouver, the Sunshine Coast and Whistler/Howe Sound. (A complete list of agencies can be found on the back of this information sheet).

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

Dispatchers and call-takers are a vital link in emergency response. They coordinate all communications between police officers, firefighters and paramedics to ensure a safe, swift and appropriate response.

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

In short, a call-taker is the person who normally speaks with the person who has dialled 9-1-1 and a dispatcher is the person who speaks with the emergency personnel in the field. Sometimes the dispatcher will also speak to the caller as well. The call-taker and dispatcher work together, sharing information through computer and radio systems, which allow for the instant and seamless sharing of information.

### What technology supports dispatchers?

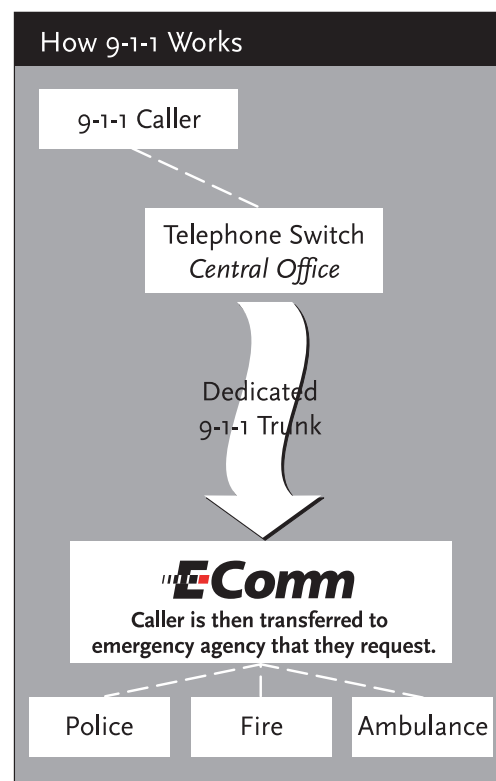
E-Comm dispatchers utilize Computer-Aided Dispatch (CAD) systems to ensure that call details are automatically transmitted from the call-taker to the dispatcher. The CAD systems allow the 9-1-1 call-taker to be on the line with the caller while at the same time the appropriate dispatcher is mobilizing units to help that person.

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

E-Comm abides by the policies and procedures of the agencies for which it dispatches. This includes determining appropriate units to dispatch, the size of the response and even if a response is warranted (agencies specify what calls for service to which they will respond). As an example, some police agencies respond to all motor vehicle accidents while others respond to only those with injuries. E-Comm does not control response methods for any agency for which it dispatches.

### How are agencies charged for dispatch services?

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, other administration and management).



## **Dispatch – POLICE**

Bowen Island RCMP  
RCMP Traffic Services (Freeway Patrol)  
Richmond RCMP  
Ridge Meadows RCMP  
Squamish RCMP  
Sunshine Coast RCMP  
UBC RCMP  
Vancouver Police Department  
Whistler RCMP (including Pemberton and Stl'átl'imx Tribal Police Department)

## **Dispatch – FIRE**

Delta Fire & Emergency Services  
Gibsons and District Volunteer Fire Department  
Halfmoon Bay Fire Department  
New Westminster Fire/Rescue Service  
Pender Harbour Fire Department  
Port Moody Fire-Rescue  
Richmond Fire-Rescue Services  
Roberts Creek Fire Department  
Sechelt Volunteer Fire Department  
Squamish Fire-Rescue  
Vancouver Fire & Rescue Services  
Whistler/Garibaldi Fire Department

**For more information visit [www.ecomm911.ca](http://www.ecomm911.ca)**