

## 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.

## What services does E-Comm provide?

E-Comm is the regional 9-1-1 answer point and also operates the region's Wide-Area Radio System. E-Comm also dispatches for a number of different police and fire departments throughout Metro Vancouver, the Sunshine Coast, and Whistler/Howe Sound.

## The E-Comm building

The E-Comm building is a post-disaster facility. It is a 70,000 square foot, reinforced concrete structure, designed to resist a major earthquake (7+ on the Richter Scale). 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 governed under the *Emergency Communications Corporations Act* (1997) and incorporated under the *BC Business Corporations Act*. E-Comm is owned by its shareholders and has an annual operating budget of approximately \$50 million. As a cost-recovery model, E-Comm is not structured to make a profit; rather any net surplus can be credited back to shareholders at the end of the fiscal operating year and any shortfalls can be recovered through a special levy assessment in the following year.

E-Comm has 24 Class 'A' shareholders and 24 Class 'B' shareholders. Class 'A' shareholders 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 system access. Class 'A' shareholders are required to cover all of E-Comm's financial obligations.

## How are members charged for services?

### Radio Levy

Member agencies are charged for their share of the radio system based on 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

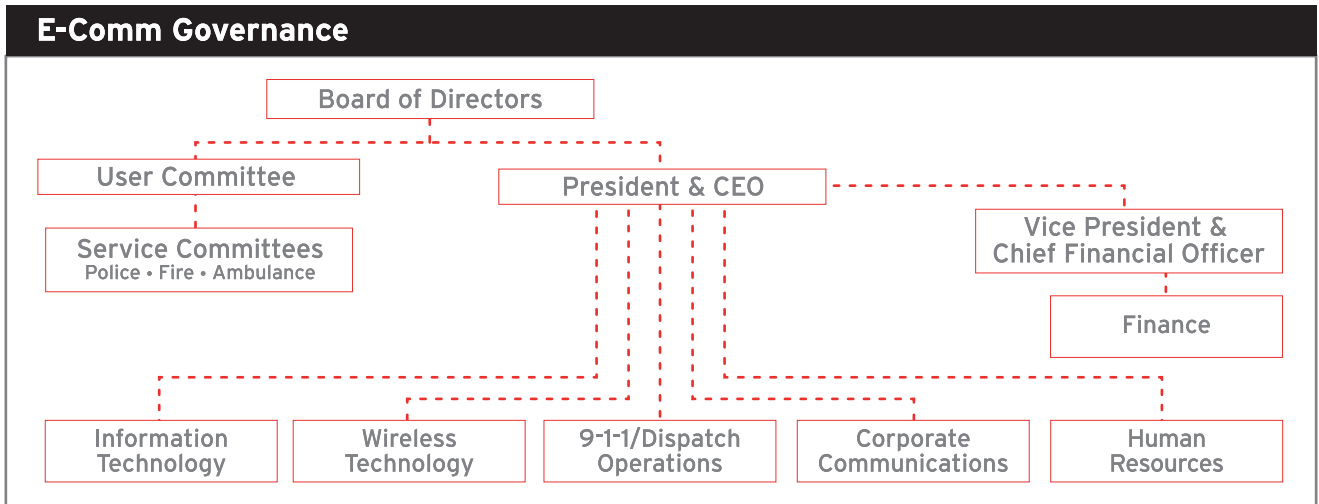
Dispatch services are charged based on direct staffing costs and an allocation for corporate administration (includes premises expenses, operating costs, support staffing for information technology, finance, payroll, human resources, other administration and management).

### 9-1-1 Levy

The 9-1-1 service is contracted to E-Comm by Metro Vancouver which collects for this service from each municipality in this region through property taxes.

## How is E-Comm governed?

A 17 member Board of Directors provides governance to E-Comm and is responsible for overseeing the Corporation's strategic direction, its 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 & Compensation committee, and the Governance committee. In addition, E-Comm ensures that it meets its customers' needs through a User committee and Service committees comprised of representatives from police, fire and ambulance.



### Shareholders

Class A			Class B		
Ambulance	Fire	Police	Public Works	Fire	Police
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●	●	●	●		
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