

E-Comm 9-1-1

Helping to Save Lives and Protect Property



Schedule 1 to the Minutes of the Community Safety Committee meeting held on Tuesday, June 15, 2010.

City of Richmond Community Safety Committee

Ken Shymanski, president and CEO

Doug Watson, vice-president of operations

June 15, 2010

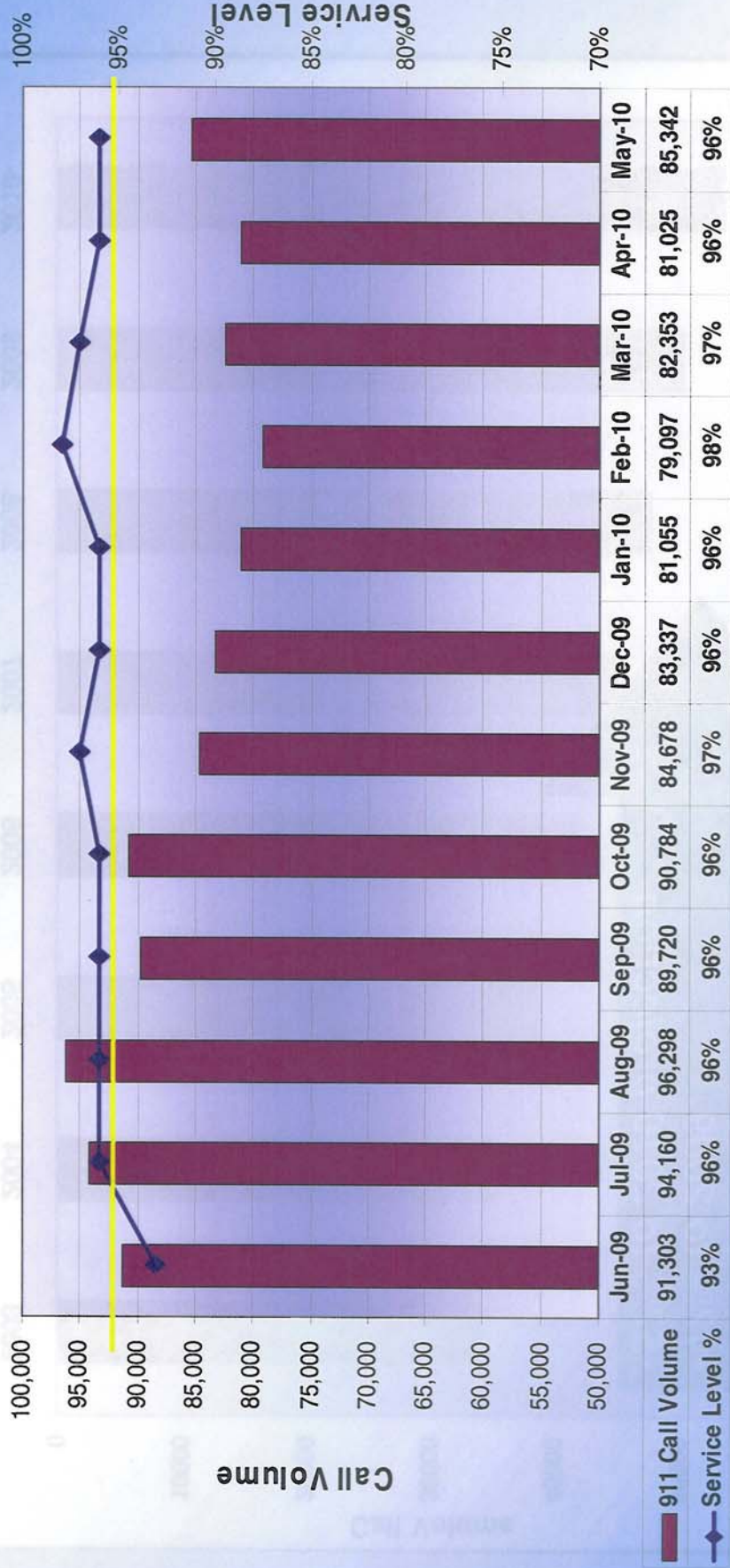
Looking back, looking ahead

- Regional 9-1-1 Answer Point
- Emergency Dispatch (police and fire)
- Wide-Area Radio System

E-Comm	1999	2009	Change
Dispatch Customer - Police & Fire	9	24	166.7%
Radio Customers (Police)	1	14	1300.0%
Radio Customers (Fire)	1	9	800.0%
Radio Customers (Ambulance)	0	1	100.00%
Number of radios in use by PFA	1,342	7,904	489.0%
9-1-1 Calls	1,064,827	1,024,137	-3.8%
Non-Emergency Calls	See note	376,508	
Employees	177	348	196.6%
Revenue (millions)	\$7.20	\$49	580.6%
Class A shares	12	24	100.0%

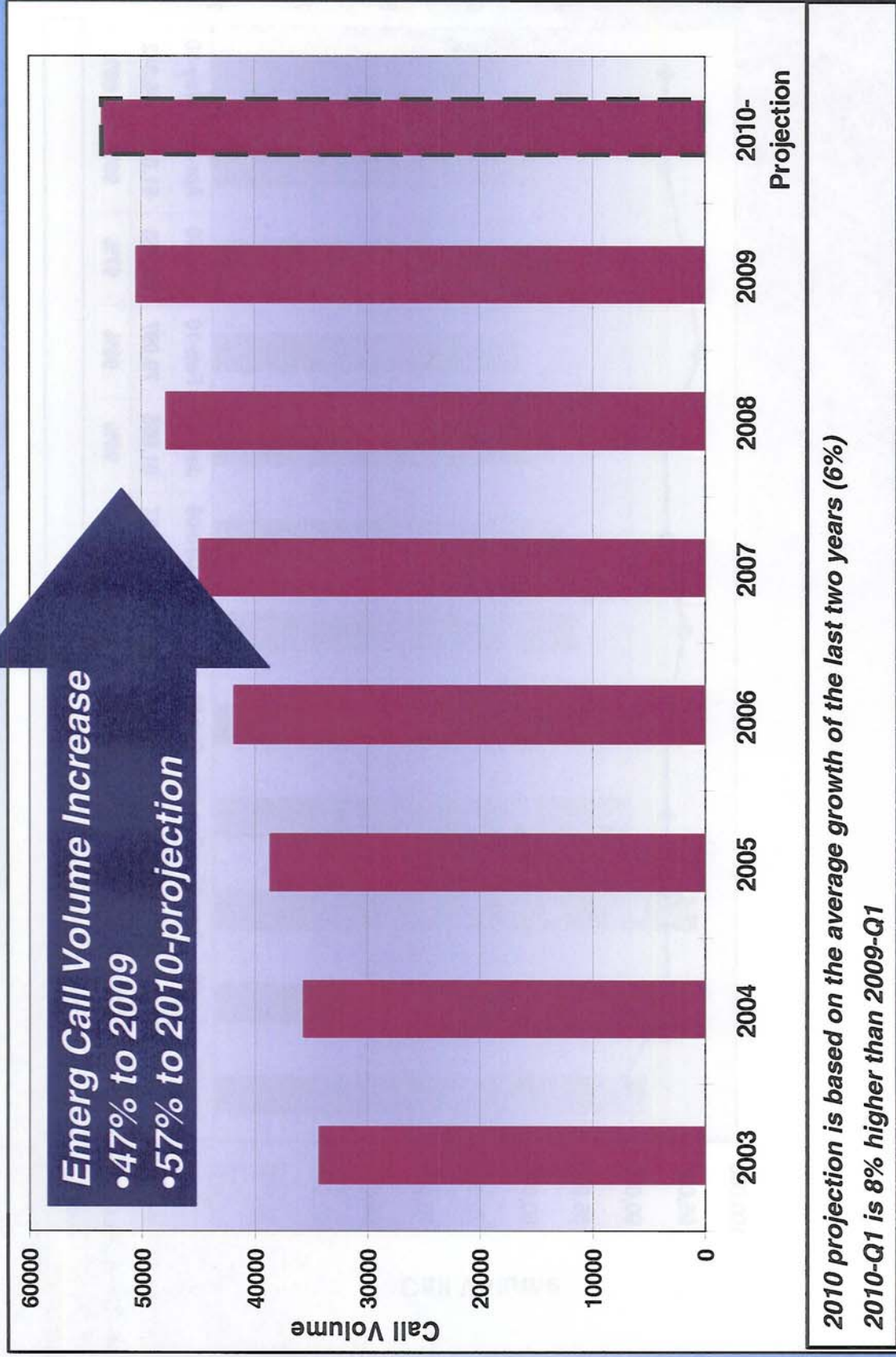
Note: In 1999 VPD non-emergency calls were included with 9-1-1 calls.

911 call volume & service level

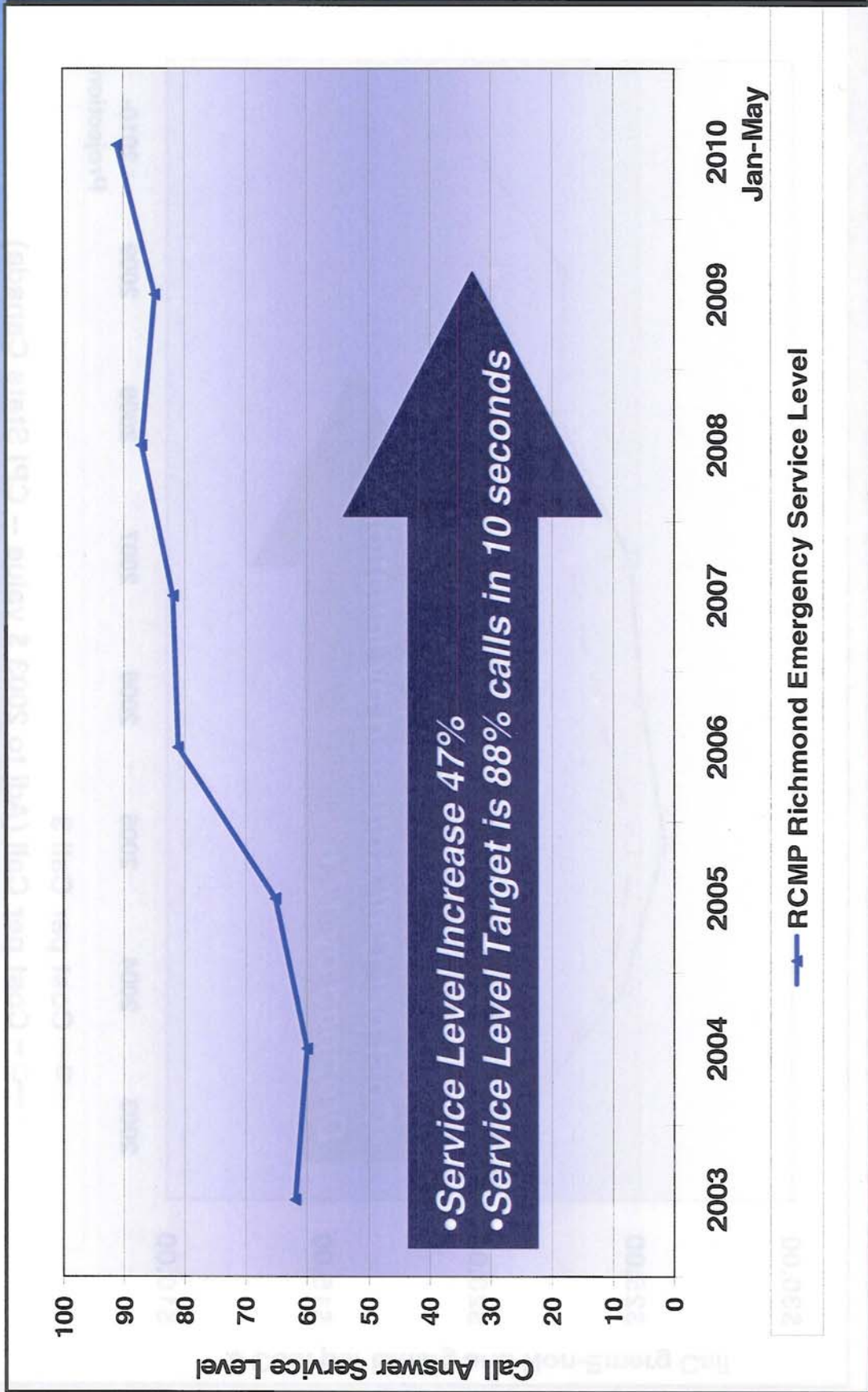


9-1-1 Target Service level 95%

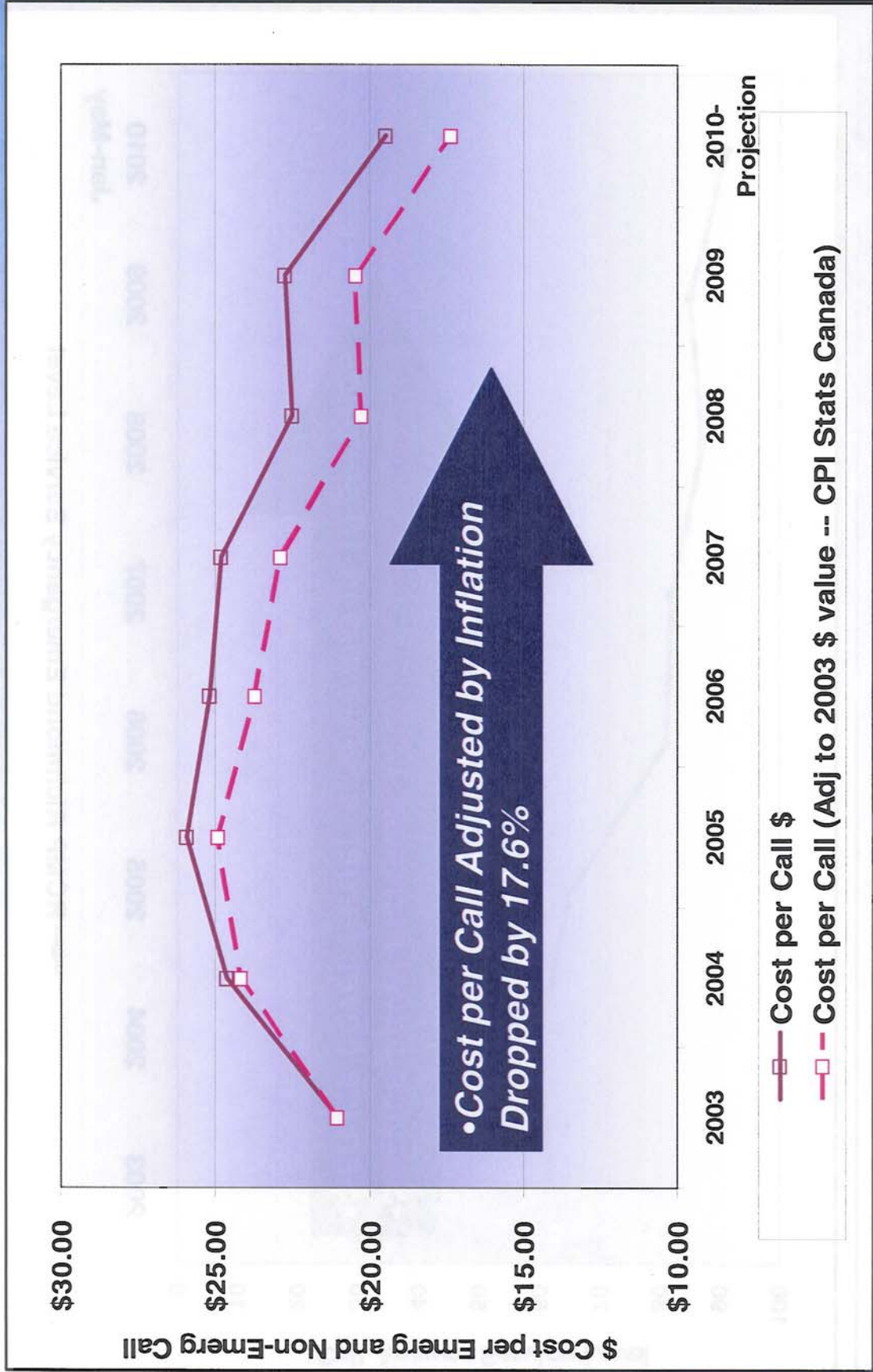
Richmond RCMP Emergency Call Volume



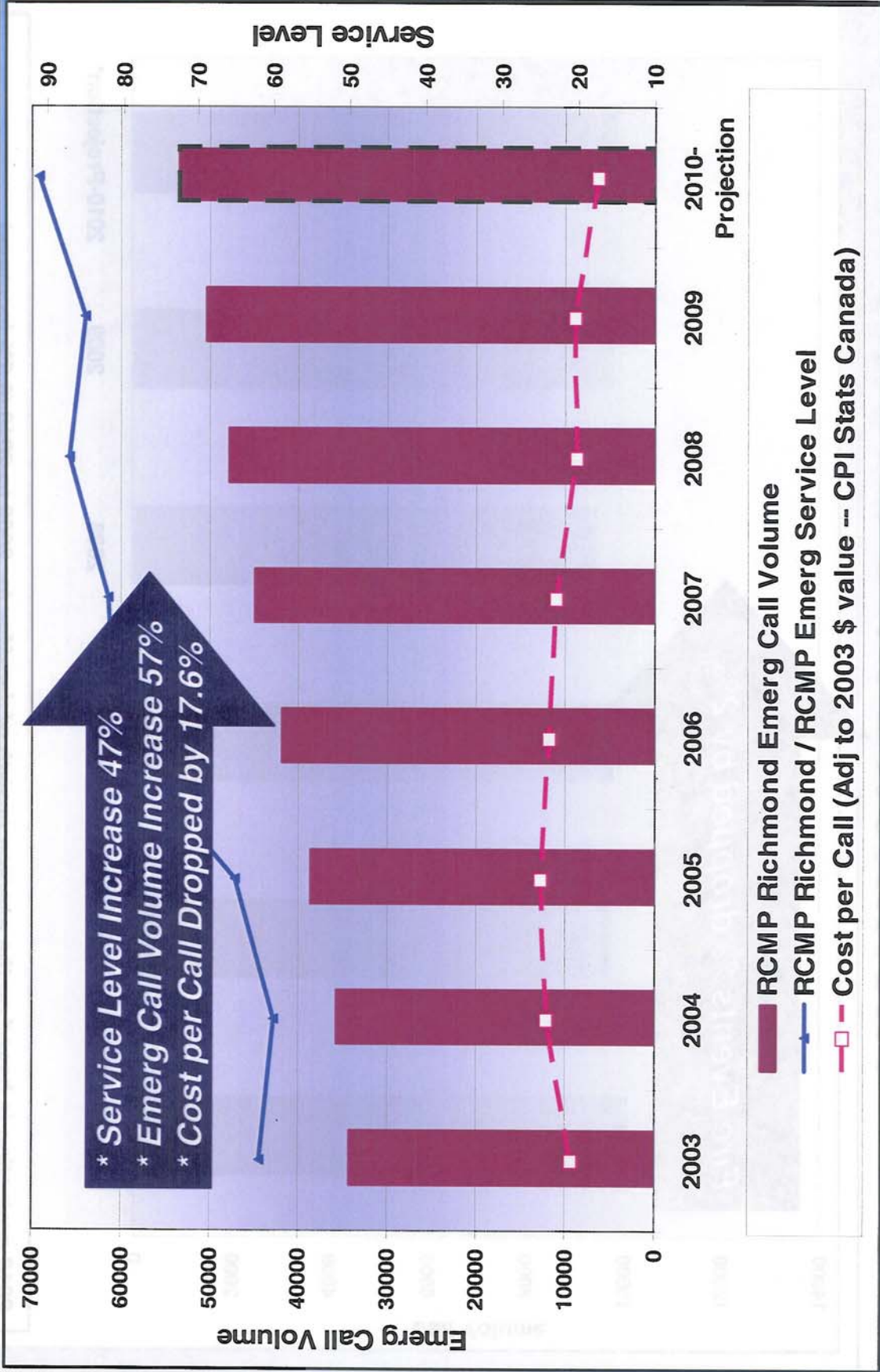
Richmond RCMP Emergency Call Service Level



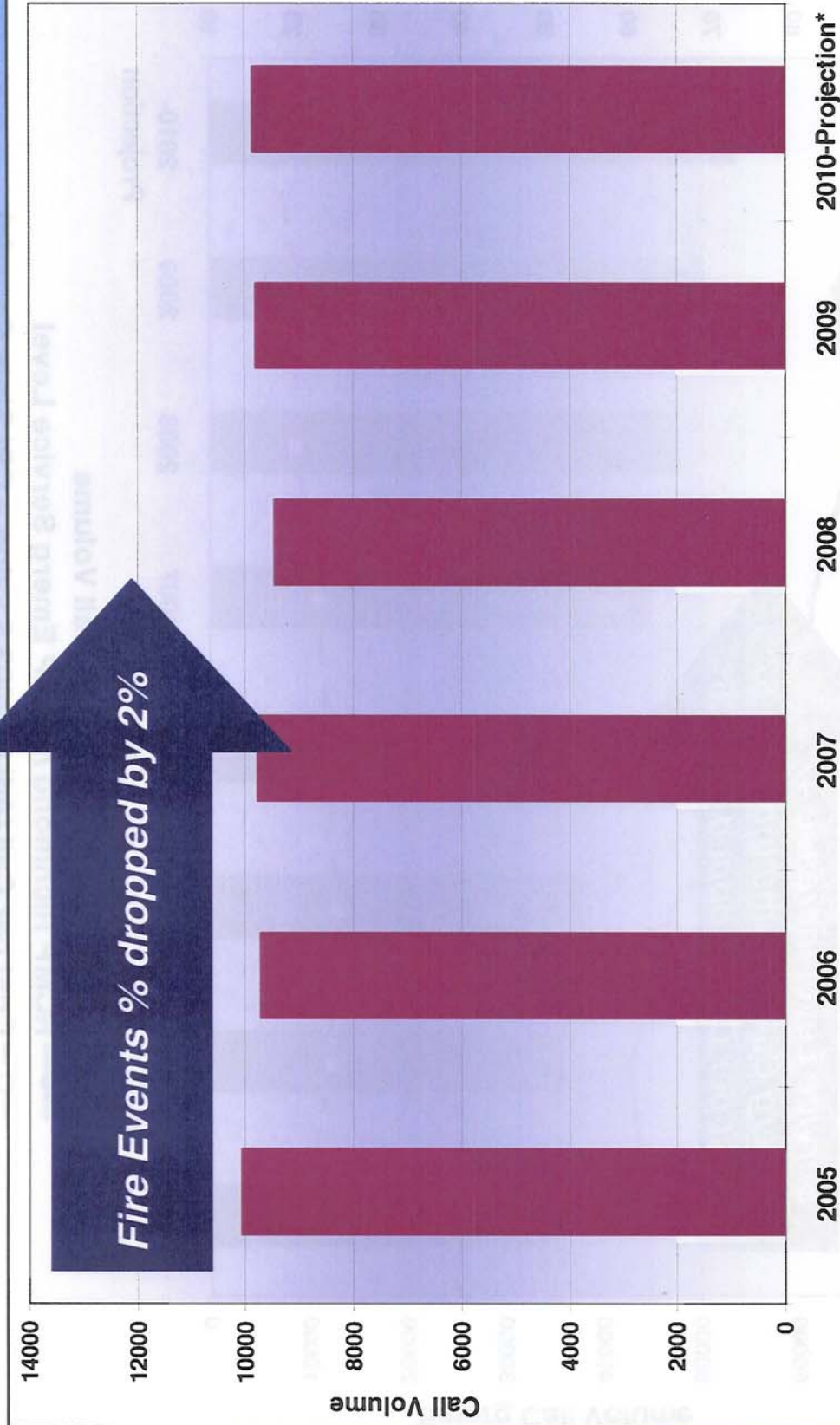
Richmond RCMP Cost per Call



Richmond RCMP Volume, Service Level and Cost



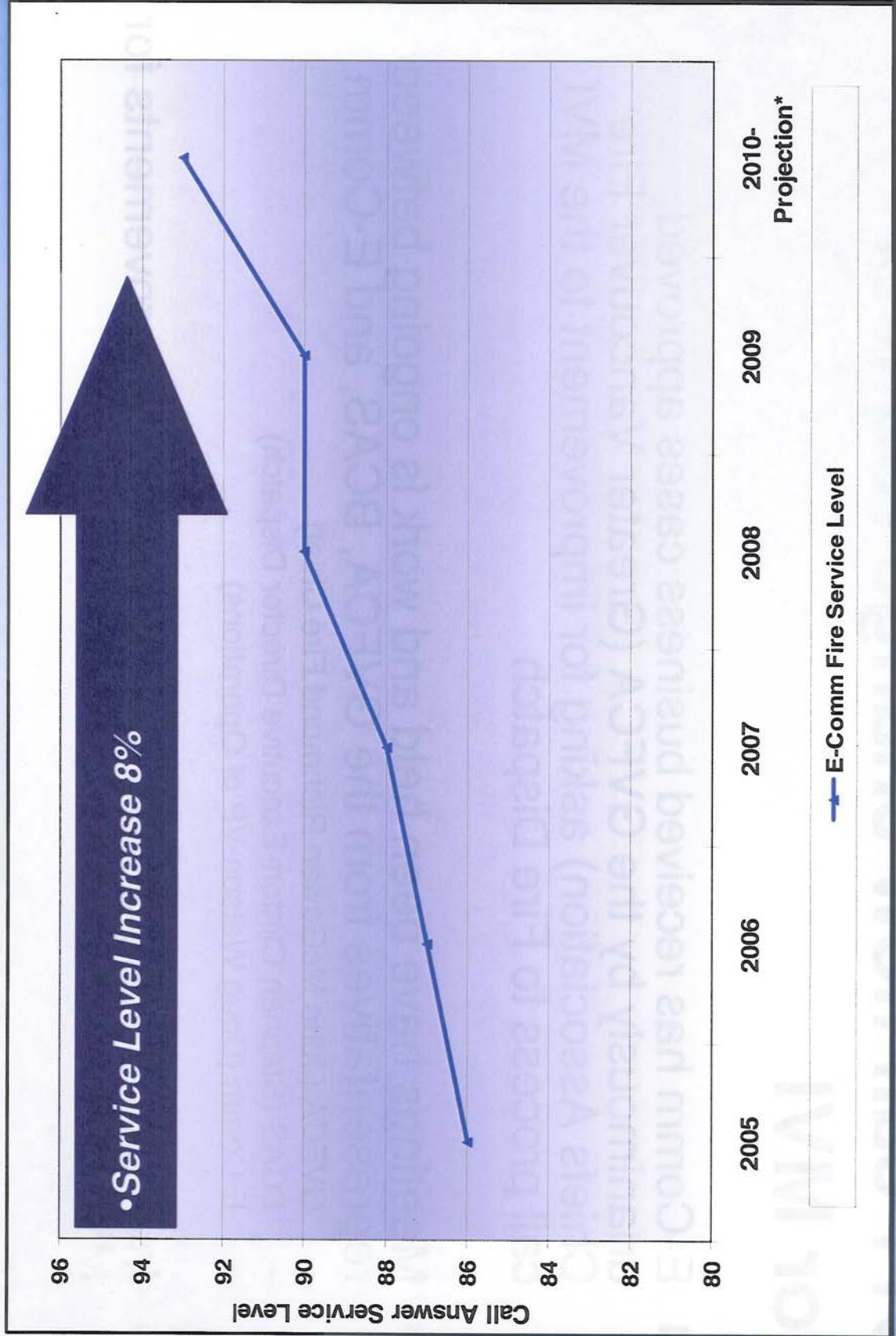
Richmond Fire Events



Fire Events % dropped by 2%

2010 projection is based on the average growth of Jan-May for 2009 to 2010 (0.5% increase)

E-Comm Fire Service Level



911 call flow change request for MVI

- E-Comm has received business cases approved unanimously by the GVFCA (Greater Vancouver Fire Chiefs Association) asking for improvement to the MVI call process to Fire Dispatch
- Meetings have been held and work is ongoing between representatives from the GVFCA, BCAS, and E-Comm
 - GVFCA (John McGowan Richmond Fire Chief)
 - BCAS (Stephen Clinton-Executive Director Dispatch)
 - E-Comm (Doug Watson-VP of Operations)
- Indications are positive that operational improvements for MVI events will be achieved.

Olympic Experience

E-Comm was:

- The 9-1-1 answer point for the host region
- Dispatch headquarters for three Venue Cities
- Liaised with the ISU on behalf of Richmond RCMP
- Two additional dispatchers provided for YVR and the Live site

Successes:

- Integrated planning efforts of Richmond RCMP, YVR and the City of Richmond with E-Comm
- Preparation resulted in an extremely positive and uneventful Games with the provision of excellent service

Olympic Experience cont'd

Impact:

- E-Comm's capacity planning forecasted a 25-31% increase in emergency call volume
- Actual increase was 34% for Richmond and Whistler RCMP
- E-Comm call takers handled over 77,000 calls during the Games
- Forecasted cost to Richmond for E-Comm additional staffing was \$16.2K
 - Actual billing was \$12.6K

E-Comm Backup

- E-Comm has a complete warm backup center at BCAS.
- Functionality has now been improved to enable full staffing with supporting technology to accommodate entire Dispatch Operation.
- Full Dispatch capability even during relocation of staff.
- This improved capability was in place for the Olympics.

questions comments



comments questions