

*Countdown to October 21 Go-Live!*



*New section of E-Comm's communication centre readied for NI9-1-1 transition*

## Stage set for transfer of 9-1-1 services to E-Comm

With the October 9-1-1 Public-Safety Answer Point (PSAP) transition of North Island 9-1-1 Corporation (NI9-1-1) just around the corner, E-Comm's emergency communications centre is a hive of activity as staff from across the organization continue to prepare to welcome regional district members Alberni-Clayoquot, Comox Valley, Mt. Waddington, Nanaimo (School District #69 portion), Powell River and Strathcona.

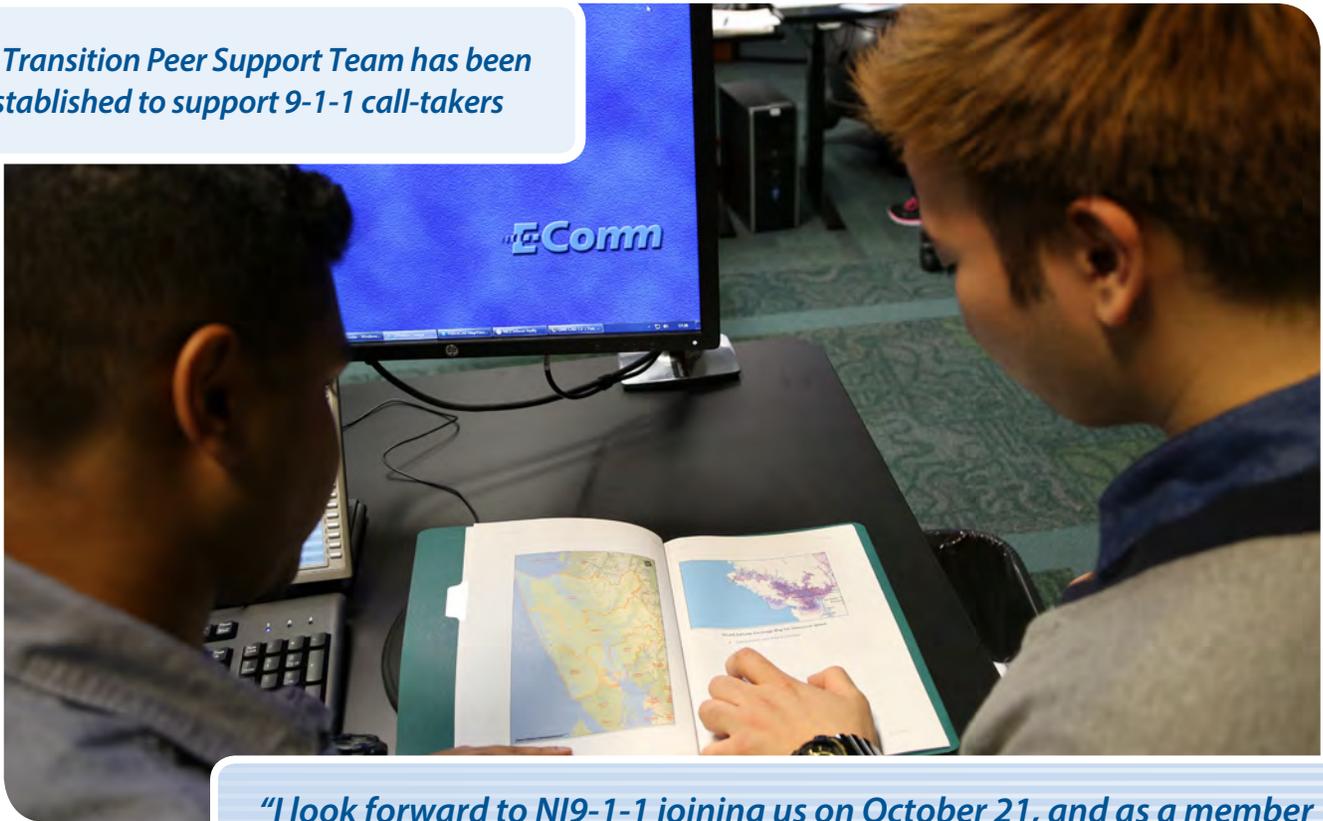
Over the past few weeks, E-Comm technology specialists have been working closely with TELUS on the installation and configuration of new 9-1-1 lines that will allow calls from the six regional district members to be redirected to E-Comm on October 21. With this work completed, technicians are now turning their attention to the comprehensive pre-transition testing of 9-1-1 infrastructure.

"The collaboration between E-Comm and TELUS has enabled our high-performing project team to continue to work toward a seamless cutover for 9-1-1 services," explains Naomi Arita, E-Comm's 9-1-1 Technology Service Delivery Manager. "I'd also like to acknowledge the contributions of the RCMP who we are working closely with in testing new police call-taking lines for the Courtenay dispatch centre, and our partners at BC Ambulance Service who are involved with work related to new secondary and tertiary back-up 9-1-1 lines."

Pre-transition testing will include rigorous assessments and analysis of 9-1-1 infrastructure to ensure all systems are functioning as expected. This includes audio levels, call transfer functionality to local police, fire and ambulance dispatch centres, location information, call recording and fail-over testing.

The new regional district members are also being factored into E-Comm's existing back-up plans. During annual evacuation exercises and other planned maintenance or an unplanned building evacuation, provisions have been made to re-route calls to back-up locations.

*A Transition Peer Support Team has been established to support 9-1-1 call-takers*



*"I look forward to NI9-1-1 joining us on October 21, and as a member of the Peer Support Team, I am excited to support my colleagues during such an important time."*

*Shawnbir Mooker (left), E-Comm Operations*

## Update from Training

All 9-1-1 call-takers answering calls for the regional district members have completed a comprehensive training program developed specifically for NI9-1-1, allowing call-takers to familiarize themselves with the geography and common place names of our new partners. Although E-Comm staff will only be handling the "front-end portion" of 9-1-1 calls with police, fire and ambulance call-taking and dispatch services continuing to be handled locally, a comprehensive training program was deemed a critical part of the overall project plan as a means of supporting operational resources.

As mentioned in the previous bulletin update, part of the overall training program includes the establishment of a group of volunteer staff members to make up a Transition Peer Support Team. A special training module for the members of the Transition Peer Support Team is underway, with additional training on geography and policies for regional district members being the primary focus for this group. Each of E-Comm's four operational teams on shift 24/7 will have two representatives from the Transition Peer Support Team to assist with matters related to the new service areas. Operations managers and supervisors are also being included in this special training opportunity in order to fully support their teams.

"Our Transition Peer Support Team volunteers are excited to support the regional district members of the North Island 9-1-1 Corporation and are ready to assist their colleagues with geography and policies related to the new service areas," says Lindsay Marshall, E-Comm Training and Development manager.



E-Comm communication centre

## Go-Live event plan

A detailed event plan for transition day is underway, which will outline step-by-step all of the various technical and operational requirements that are necessary for a seamless transition. This includes development of a robust series of testing of 9-1-1 infrastructure prior to officially going 'live' at E-Comm.

Preliminary testing of 9-1-1 lines will begin early in the morning on October 21, with dozens of test calls being made from both cellular and landline phones originating from a variety of locations across all six regional districts. This will ensure that call flows and transfer functions to local police, fire and ambulance dispatch centres function seamlessly. Back-up 9-1-1 lines will also be tested. E-Comm technology and operational staff will be kept busy right up until the official cutover moment as they review project tactics, check equipment and prepare to go 'live' at E-Comm.

***“Our pre-planning deliverables, including the development of a comprehensive Go-Live plan remain on track. We’re ready to provide the residents of all six regional district members with the highest level of service.”***

***Corrie Okell, E-Comm Policy, Support and Implementation Manager***

As part of the activities on Go-Live day, E-Comm’s corporate communications team will be sending out a news release advising of the new partnership with E-Comm for 9-1-1 service delivery. The news release will reinforce the message that there will be no change in service for residents, whose police, fire and ambulance calls will still be answered and dispatched by the same local authorities. We will also be 'live' tweeting during the day, with all operational and celebratory activities being captured on video to share with the regional district members following the transition. Clips of the official cutover and interview segments will also be made available to media.



*Proud partners in public safety*

**NI** 9-1-1

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

*"I grew up in Nanaimo and still go back to visit friends. The best thing about the Island is the beautiful coastline – I have spent many an afternoon out there beachcombing."*

*Sam Bruehler, E-Comm Operations*

**For more information contact:**

Doug Watson, E-Comm Vice-President of Operations  
604-215-5006      [doug.watson@ecomm911.ca](mailto:doug.watson@ecomm911.ca)

 |  | [ecomm911.ca](http://ecomm911.ca)