

TO: CHAIR AND MEMBERS
PUBLIC SAFETY COMMITTEE

DATE: 2018 Jun 28

FROM: DIRECTOR PUBLIC SAFETY AND
COMMUNITY SERVICES

SUBJECT: PURCHASE OF AN E-COMM CLASS "A" SHARE

PURPOSE: To obtain Committee and Council authority for staff to purchase an E-Comm Class "A" Share.

RECOMMENDATION:

1. **THAT** The Public Safety Committee recommends Council authorize staff to purchase an E-Comm Class "A" Share.

REPORT

1.0 INTRODUCTION

The Burnaby RCMP provides policing services to the City through various programs ensuring peace and safety in our community. As part of this service delivery, Burnaby RCMP receives approximately 60,000 *calls for service* annually from citizens seeking assistance in some form. In order to receive, prioritize and dispatch these calls for service, an Operational Communications Centre (OCC) is required. The Burnaby RCMP detachment originally had an onsite OCC staffed by municipal employees, however in 2013 October the OCC was transitioned to E-Comm.

The transition to E-Comm for police call taking and dispatch services resulted from a detailed analysis which revealed that E-Comm would provide a more effective and efficient OCC than the previous dispatch model located at the detachment. Once the transition occurred, the City joined a large number of municipalities in the Lower Mainland utilizing E-Comm for their police call taking and dispatch services. These communities in turn participate in various client committees advising E-Comm to ensure optimum delivery of these services. In addition to the client committees, E-Comm also has a Board of Directors which includes representation from client communities.

Burnaby has participated in the client committees since transitioning to E-Comm in 2013, however has not been able to vote on resolutions, or participate on the Board of Directors due to the requirement for ownership of a Class "A" E-Comm Share. Burnaby

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does not currently own a Class "A" Share however the ability to obtain a Class "A" Share is available.

2.0 POLICY SECTION

The purchase of an E-Comm Class "A" Share is aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goal and sub-goals of the plan:

A Safe Community

- Crime prevention and reduction
- Emergency preparedness
- Emergency services
- Transportation safety
- Community amenity safety

3.0 E-Comm

At the conclusion of the 1994 Stanley Cup Finals, out of control fans took to the streets when the Canucks lost. While responding to the crisis, the police found that their radio system was unable to handle the amount of radio traffic. Moreover, paramedics, firefighters and police officers found their radio systems were incompatible with each other. Accordingly, Emergency Communications for British Columbia Inc. ("E-Comm") was created to provide emergency communication services.

E-COMM was established as the Emergency Communication Centre for southwest British Columbia under the Emergency Communications Corporation Act. All 911 calls generated within the southwest region of British Columbia are connected to E-COMM for direct emergency dispatch of police and/or fire service for communities that have a dispatch service contract with E-COMM or for call transfer to local communities that do not have a dispatch service contract with E-COMM for local dispatch.

3.1 Purpose and Main Responsibilities of E-Comm

The primary purpose of E-Comm is to supply emergency communications and related services to:

- (a) Emergency Service Organizations;
- (b) Municipalities;
- (c) Regional districts;
- (d) Provincial Government;
- (e) Federal Government; and
- (f) Government Agencies.

The main responsibilities of E-Comm are:

- (a) Maintaining the wide-area radio system for police, fire and ambulance services;
- (b) Maintaining a post-disaster facility;
- (c) Operating the regional 9-1-1 call centre; and
- (d) Providing dispatch services.

3.2 E-Comm Contractual and Statutory Framework

E-Comm is owned by its shareholders and is a not-for-profit organization that operates on a cost-recovery basis. E-Comm is governed by statute, contract, policy, and the common law of British Columbia and Canada (the "Common Law"). E-Comm is an emergency communications corporation pursuant to the Emergency Communications Corporations Act (British Columbia) ("ECC Act"). As a statutory organization, E-Comm is bound by certain prescriptive and proscriptive rules under the ECC Act; as a share capital corporation, E-Comm is simultaneously governed by the BC Business Corporations Act ("BCA"), as supplemented and amended by its Articles of Incorporation (the "Articles").

3.3 E-Comm Share Structure

E-Comm has issued 31 Class "A" shares to 23 Class "A" shareholders and has issued 21 Class "B" shares to 16 Class "B" shareholders (see Table 1). Members that are actively using the wide-area radio system can obtain one Class "A" share for each participating service using the radio system (police, fire, ambulance or municipal service). Shareholders are bound by the terms and conditions of the Members' Agreement (Special Users Agreement for the RCMP). A Class "B" share secures for the shareholder future radio network access.

3.4 What does it mean to be a Class "A" Shareholder?

- E-Comm's Class "A" shares are issued for a price of \$10.00, but have no value beyond that nominal amount. Shares cannot be transferred or sold. No dividends are paid on the shares.
- Holders of Class "A" shares are entitled to vote generally on the governance affairs of E-Comm.
- Class "A" shares when issued are designated with respect to a particular E-Comm service: police, fire, ambulance or municipal services. Under the Members' Agreement, the Class "A" shareholder agrees to use E-Comm for the designated service to which that Class "A" share relates.
- The Members' Agreement outlines a process by which specified subgroups of members become entitled to nominate persons to hold designated positions on the board of directors of E-Comm. All members agree to elect as the E-Comm directors those individuals put forward as part of the nomination process. There are also four independent directors on the E-Comm board.

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- Class "A" shareholders are also eligible to obtain other services from E-Comm. Such arrangements are made by separate negotiated contracts.

3.5 What does it mean to be a Class "B" Shareholder?

- Class "B" Shares are issued to municipalities for a service (police, fire, ambulance or municipal service) that intend to use the radio system but is not currently participating.
- Class "B" Shareholders do not receive any services in respect of their designated services.

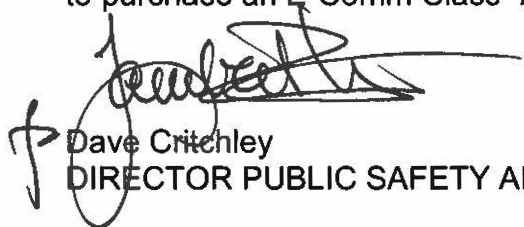
4.0 SUMMARY

The documents and obligations related to the purchase of an E-Comm Class "A" Share have been reviewed by City staff including the City Solicitor and Director of Finance to ensure a purchase is in the best interests of the City and does not result in any unfavourable liabilities in the future.

The purchase of an E-Comm Class "A" Share will allow the City fulsome participation in E-Comm decision making processes, which in turn will ensure the best interests of our community are taken into account and the Burnaby RCMP have the best possible call taking and dispatch service.

5.0 RECOMMENDATION

It is recommended that the Public Safety Committee recommend Council authorize staff to purchase an E-Comm Class "A" Share.



Dave Critchley
DIRECTOR PUBLIC SAFETY AND COMMUNITY SERVICES

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Copies to: City Manager
Officer in Charge Burnaby RCMP
Director Finance
Director Corporate Services
City Solicitor

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E-Comm Shareholders

	Ambulance			Fire			Police			Public Works			Fire			Police		
Abbotsford Police Board																		
BC Emergency Health Services																		
Bekarra																		
Coquitlam																		
Delta																		
Delta Police Board																		
Langley City																		
Langley Township																		
Lions Bay																		
Maple Ridge																		
Metro Vancouver																		
New Westminster																		
New Westminster Police Board																		
	Class A			Class B														

	Ambulance			Fire			Police			Public Works			Fire			Police		
North Vancouver City																		
North Vancouver District																		
Pitt Meadows																		
Port Coquitlam																		
Port Moody																		
Richmond																		
Surrey																		
Transit Police Board																		
Vancouver																		
Vancouver Police Board																		
West Vancouver																		
White Rock																		
	Class A			Class B														

TABLE 1