

E-Comm Uses Intergraph® Technology to Speed Emergency Response and Promote Multi-Agency Coordination



Intergraph CAD supports E-Comm's fire staff in all aspects of dispatch response.

MORE INFORMATION NOW AVAILABLE FASTER TO SYSTEM DISPATCHERS

THE CHALLENGE:

E-Comm, British Columbia's emergency communications center, provides communication services and support systems to emergency responders and the two million residents of southwest British Columbia, Canada. This high-volume call center receives more than one million 9-1-1 calls per year. E-Comm currently provides dispatch for the fire departments of Vancouver and the surrounding communities of Richmond, New Westminster, Delta, Port Moody, Squamish, Whistler, and the Sunshine Coast.

With a service area of more than two million people in the Vancouver area and surrounding districts alone, E-Comm faced increasing growth as new, smaller regional agencies engaged the center as their dispatch provider. However, E-Comm had an outdated computer-aided dispatch (CAD) system and needed a new solution that would support its growth with comprehensive dispatch capabilities, including mobile and Web flexibility.

THE PROJECT OBJECTIVES:

- Combine E-Comm's multi-agency, multi-jurisdiction operations
- Handle larger-sized emergency fleets and more responders
- Use intelligent maps to georeference critical information
- Develop a more robust interface that can handle third-party integration
- Reduce response time to emergency calls
- Increase the type and quality of information available to responders

THE SOLUTION:

After an extensive review of available solutions, E-Comm determined that Intergraph® offered the technology needed to support the company's growth plans, including well-developed

PROFILE:

Name – Emergency Communications for Southwest British Columbia (E-Comm)

Web site – <http://www.ecomm911.ca>

KEY BENEFITS:

- More complete information available to dispatchers quickly
- Local, reliable Intergraph technical service and support

PRODUCTS USED:

- I/CAD
- I/Dispatcher
- I/Mobile
- I/NetViewer
- I/CADLink
- I/MDT
- I/InterCAD (BCAS CAD)
- Locution Fire Station Alerting Interface
- I/Informer to FDM Fire RMS

mobile and Web dispatch options. In addition, E-Comm was familiar with the fact that the British Columbia Ambulance Service (BCAS) had recently chosen Intergraph as its provider of CAD solutions to be implemented in multiple sites throughout the province.

With growth in mind, E-Comm initially purchased its Intergraph system to support 9-1-1 fire dispatch on behalf of Vancouver Fire, the Delta Fire Department, Richmond Fire, Whistler, Port Moody, and the Sunshine Coast. The scalability of Intergraph's solution allows E-Comm to easily expand its geographic coverage, while its architecture enables incremental addition of future interfaces and capabilities. The system's ability to interoperate with third-party record management systems (RMS) is another significant benefit.

With the new system in place, E-Comm is well equipped to handle the transition when a new public safety agency comes on board. New agencies have two service options: they can ask E-Comm to dispatch their calls for them, or have their own dispatchers run Intergraph CAD on their local workstations connected to E-Comm through a network.

E-Comm's CAD solution currently includes a fully redundant database to ensure continuity in case of an interruption. The implementation encompasses dispatch workstations, software to access and send data to E-Comm's RMS, more than 100 mobile units, 50 concurrent users of I/NetViewer, interfaces to BCAS's CAD system, and Locution fire department software. The seamless integration of 9-1-1 call answering, intelligent mapping, evaluation, processing, and dispatch improves public safety communications and customer service, and opens up numerous opportunities for E-Comm.

"Intergraph offers a commercial off-the-shelf (COTS) solution that is highly configurable and allowed us not only to offer a product for the departments we dispatch, but also allowed us to provide a cost-effective hosted solution for agencies outside of our dispatch

jurisdiction," says Glen Miller, E-Comm's Director of Information Technology. "A tightly coupled interface to Intergraph's BC Ambulance solution allows for 'combined events' to be automatically generated for our fire department first response, and the business rules allow different notifications by department, since not all departments respond to the same type of events. The Intergraph technical team has in-depth knowledge of its systems, and that made a difference in the installation of their product."

THE FUTURE:

The scalability of Intergraph's solution allows E-Comm to easily expand the new CAD system into additional geographic areas, such as the Saanich and Coquitlam districts. This flexibility, along with the option agencies have to use E-Comm dispatchers or their own personnel, opens up a host of opportunities for E-Comm to efficiently and effectively serve a growing population.

ABOUT INTERGRAPH

Intergraph is the leading global provider of engineering and geospatial software that enables customers to visualize complex data. Businesses and governments in more than 60 countries rely on Intergraph's industry-specific software to organize vast amounts of data into understandable visual representations and actionable intelligence. Intergraph's software and services empower customers to build and operate more efficient plants and ships, create intelligent maps, and protect critical infrastructure and millions of people around the world.

Intergraph operates through two divisions: Process, Power & Marine (PP&M) and Security, Government & Infrastructure (SG&I). Intergraph

PP&M provides enterprise engineering software for the design, construction, and operation of plants, ships, and offshore facilities. Intergraph SG&I provides geospatially powered solutions to the defense and intelligence, public safety and security, government, transportation, photogrammetry, utilities, and communications industries.

For more information, visit www.intergraph.com.

