

## General Overview

On November 23, the South Island Steering Committee and the Working Group met in Saanich to discuss a variety of items related to the building of the new 9-1-1 and police dispatch centre and the transition of South Island police agencies. Conversations focused on building construction progress and some key operational, technical, human resource and communication considerations.

The Steering Committee, co-chaired by Saanich Police Chief Bob Downie and Lois Karr, Director of the RCMP's Operational Communications Centres (OCC) across the province, is leading the South Island project. The Committee is supported by a Working Group, chaired by Debi Phillip, A/Island District OCC Commander for the RCMP and Saanich Police Inspector Todd Bryant. The Committee and Working Group include representatives of all South Island police agencies, the Capital Regional District (CRD) and E-Comm. Terms of reference, outlining the scope and areas of responsibility for the Steering Committee and Working Group, are currently under review and expected to be approved at their next meetings.

A communication plan has been developed to guide information flow to South Island police agency



*Architectural rendering of the exterior of the new South Island centre*

staff and other key stakeholders, including the CRD and E-Comm staff. The plan covers tactics until after Go-Live in 2019 and was approved by the Steering Committee at the November 23 meeting. Staff can expect monthly email updates following scheduled Working Group meetings, along with quarterly newsletter updates (such as this) beginning in March. Work is also underway on setting up a secure online portal for staff from all agencies to access. It's anticipated this site will be ready in the first quarter of 2018.

A high-level project plan for the centre has been developed and

will be expanded to include the hundreds of tasks required to ensure a successful transition and Go-Live. Ongoing refinements will be made to this plan as the project progresses, with E-Comm Program Manager Brian Ackles responsible for overseeing the work and deliverables. E-Comm project managers will also be assigned to oversee the centre's operational, technical and facility requirements, working closely with agency staff and contractors.

**STEERING COMMITTEE****South Island Police Agencies  
Capital Regional District****Chief Bob Downie***Saanich Police Department (Co-Chair)***Lois Karr***Director of Operational Communications  
Centre Program, RCMP (Co-Chair)***Chief Andy Brinton***Oak Bay Police Department***Deputy Chief Steve Ing***Victoria Police Department***Kevin Lorette***General Manager Planning and  
Protective Services,  
Capital Regional District***Chief Les Sylvan***Central Saanich Police Department***Provincial Government****Clayton Pecknold***ADM and Director, Police Services,  
Provincial Government***Sandra Sajko***Executive Director, Police Services,  
Provincial Government***E-Comm****Oliver Grüter-Andrew***CEO***Beatrix Nicolato***Vice-President & CFO***Erin Ramsay***Acting Vice-President of Operations***Jody Robertson***Executive Director, Corporate  
Communications & Governance***Mike Webb***Vice-President of Technology Services***Brian Ackles***Program Manager*

# Building Design & Construction Update



*Construction crews began preliminary foundation work in late November*

Work on the first phase of construction of the new South Island 9-1-1/ police dispatch centre is well underway, with crews focusing on site preparation for the foundation of the centre. Once final concrete work is complete, construction on the actual building frame will begin, followed by interior finishing work such as painting, flooring and lighting.

The Working Group will be seeking feedback from South Island staff on certain aspects of outfitting the building including the cafeteria, gym and rest spaces. The team wants to ensure employees from all agencies have input in these areas.

Project updates, building renderings and site work photos are available on the [CRD website](#). Display boards with building floor plans will be made available to staff at each communication centre in early January. For security reasons, this information cannot be posted online or provided electronically.

**WORKING GROUP****South Island Police and Capital Regional District****Inspector Todd Bryant***Saanich Police Department (Co-Chair)***Debi Phillip***A/Island District OCC Commander,  
RCMP (Co-Chair)***Shawn Carby***Protective Services  
Capital Regional District***Katie Charlton***Central Saanich Police Department***Penny Durrant***Victoria Police Department***Darryl Harris***Saanich Police Department***Kris Kosich***Victoria Police Department***Deputy Chief Constable***Derren Lench  
Central Saanich Police Department***Darlene Perry***Victoria Police Department***Tyra Reid***Saanich Police Department***Inspector Gary Schenk***Saanich Police Department***E-Comm****Brian Ackles***Program Manager***Jasmine Bradley***Corporate Communications Manager***Ryan Lawson***Operations Manager***Shelly McMahon***Acting Executive Director of Human  
Resources***Corrie Okell***Policy, Support and Implementation  
Manager***Kim Singh***Operations Manager***OPERATIONS UPDATE**

E-Comm's Policy, Support and Implementation Manager Corrie Okell has made initial visits to each of the South Island's current dispatch centres, visiting West Shore and Victoria on November 22 and Saanich on November 23. These visits are an opportunity for E-Comm to learn about the individual operations of each agency, including current policies and procedures. During her time spent at each centre Corrie spoke with dispatchers, call-takers and

supervisors about existing standard operating policies and overall workflow, geographic boundaries between each region and shared resources.

Next steps will be for Corrie to continue her visits to each centre in order to delve deeper into operational processes and procedures. To help with information gathering, agencies will be sending E-Comm copies of their individual policies and procedures.

**WEST SHORE RCMP**

On December 5, police calls for the RCMP's Lake Cowichan, Ladysmith, North Cowichan, Duncan and Shawnigan Lake detachments transitioned from the RCMP's operational communication centre in Courtenay to West Shore, increasing their operation by one dispatch seat. These detachments will join the South Island consolidated centre when West Shore transitions with other South Island agencies in 2019.

## ABOUT THE SOUTH ISLAND CENTRE

- Secure, post-disaster facility (seismic hardening, power redundancy, special security/safety provisions, food/water supplies)
- On-site parking (approximately 50 spots)
- Approximately 1,200 square metres (13,000 square feet) over two storeys
- The communication centre will be located on the second floor (initially 18 workstations with space for growth)
- Office space
- Fitness studio
- Rest space
- Lockers
- Eating area
- First-aid area

## HUMAN RESOURCES UPDATE

Moving to a large consolidated centre is a significant endeavour and affects everyone from frontline dispatchers and call-takers to police officers and other agency staff. Ensuring the transition occurs as smooth as possible is a key priority, and the Working Group is committed to supporting employees every step of way. Moving forward, the Working Group will be seeking advice on different ways it can look to build a strong and healthy culture at the new centre.

E-Comm’s Human Resources department is working closely with South Island agencies to develop a change management plan designed to identify the unique needs of each group integrating into the South Island centre. This includes looking at different corporate values and workplace cultures, finding shared values and beliefs and coming up with strategies to mitigate the impact of change.

No doubt there will be many questions about the transition, and to try and answer as many of these as possible, E-Comm’s Operations and Human Resources teams will be scheduling information sessions early in 2018. In the meantime, please send any questions to your Working Group representative who will share them in advance with E-Comm.

The next scheduled Working Group meeting is December 14. Questions related to the South Island Consolidated Dispatch Centre can be directed to members of the Working Group and will be answered as information becomes available.



Next issue: March 2018