

December 22, 2009

Mayor and Council
District of West Vancouver
Municipal Hall
750-17th St.
West Vancouver, BC
V7V 3T3

Dear Mayor Goldsmith-Jones and Council:

As 2009 comes to a close I wanted to write to you as a valued shareholder and customer of E-Comm to provide you with a brief overview of our advancements this year, along with some very positive financial news.

- Operationally, we are coming off another rock-solid year. We will easily surpass one million calls to 9-1-1 and will again meet our service objective of answering a minimum of 95% of these calls in five seconds or less. Service levels for the 24 police and fire departments we dispatch for in southwest B.C. are also stronger than ever despite having set ourselves some of the toughest standards in North America
- The E-Comm radio system continues to provide seamless communications for police, fire and ambulance and has undergone multiple enhancements over the year including a significant security feature upgrade. Our technicians are currently completing the programming of thousands of new radios that will be used during the 2010 Olympic and Paralympic Winter Games, which will remain in our region as an Olympic legacy for the benefit of all shareholders
- We've developed and implemented new technologies that support both responder and public safety and are being used throughout the region and onto Vancouver Island. Our existing technologies for 9-1-1, dispatch and radio all met their service level targets for the year and operated without significant disruption
- We completed the necessary technical and operational requirements for our back-up location in the event our main facility requires evacuation. We held two exercises of the facility and are pleased with the level of redundancy we are able to provide our customers
- We provided backup for agencies that are not our dispatch customers when their centres became non operational
- We concluded our second Collective Agreement in five years without labour disruption and continue to enjoy positive relations with the Union representing our employees. Our employee engagement scores have continued to increase year over year and are in alignment with national averages
- Our 9-1-1 public education efforts received two national awards and we were extremely gratified when through a third-party survey, we recorded extremely strong public confidence ratings for the 9-1-1 services we provide and

- We are ending our year by meeting all of the targets of our strategic financial plan including implementing measures that result in cost savings for the City of West Vancouver in 2010.

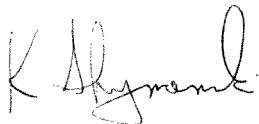
On a more personal level, it's been a privilege to support and partner with the men and women of the West Vancouver Police on a daily basis and during multiple major events throughout the year. Your members' dedication to public safety is evident every day and it is our honour to serve them and your community.

During our budget planning process for 2010 we were extremely cognizant of the financial pressures facing our shareholders and customers and the economic climate that surrounds us all. As a result, we took an in-depth look at all of our services, programs and initiatives and sought cost savings in every area. The reduction measures we have implemented combined with a shift in how we allocate our corporate and overhead costs, results in cost savings for the City of West Vancouver without compromising the high-quality of service we provide to the community and your first responders. We are please to advise that in stead of the anticipated cost increase there will be savings for radio services for the West Vancouver Police in 2010 totalling \$5,000 which is a 1.4% reduction from 2009. A more detailed financial summary will be shared with your finance department through a letter from our Chief Financial Officer in January.

The measures that we are introducing are designed to not only provide cost savings to our valued customers and shareholders but also remove a significant barrier for new agencies joining us so we can achieve the economies-of-scale and enhanced shared services we all envision. We believe that consolidated dispatch best serves emergency services in the region and we are anxious to move forward in order to fully realize this vision and continuing to maintain the service excellence our customers have come to expect.

Thank you for your ongoing support. We look forward to continuing to serve your first responders and to helping to create safer communities.

Sincerely



Ken Shymanski
President and CEO