

**STEPHEN THATCHER**  
**VICE PRESIDENT, OPERATIONS, E-COMM 9-1-1**  
**BRITISH COLUMBIA, CANADA**

Stephen Thatcher is the Vice President, Operations of Emergency Communications for British Columbia Incorporated. Known less formally as E-Comm, it handles some two million 9-1-1 calls a year (99 per cent of B.C.'s 9-1-1 call volume). E-Comm also provides dispatch services for various police and fire departments and operates a tri-service wide-area radio network used by police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley.

Stephen joined E-Comm after a 29-year career with the Royal Canadian Mounted Police, during which he served at various ranks in a variety of operational, operational support and administrative roles. He retired as the Assistant Commissioner in charge of the Lower Mainland District, overseeing the front-line policing needs of approximately two million citizens living in 28 communities across the Lower Mainland of British Columbia.

A lawyer with corporate and criminal law experience prior to beginning his policing career, Stephen has developed and presented training on a variety of law enforcement and legal topics, notably the intersection of law and technology. In addition to delivering in-house training sessions for the RCMP, he has also instructed at the Pacific Region Training Centre, the British Columbia Institute of Technology, and the University of British Columbia. He has addressed audiences in North America, the United Kingdom, Europe, and Asia, and is a long-time supporter of the Society for the Policing of Cyberspace.

Stephen has a BA from the University of Toronto, an LL.B. from the University of British Columbia and is a member of the Law Society of British Columbia. During his service with the RCMP he was awarded a Commanding Officer's Commendation and a Commissioner's Commendation. He is also the recipient of a Meritorious Service Award from the Province of British Columbia and is a Member

of the Order of Merit of the Police Forces.