



CONNECTING EMERGENCY SERVICES IN THE CAPITAL REGION

Capital Region Emergency Service Telecommunications Incorporated (CREST) provides radio communications for 39 emergency response agencies in the Capital Region. We do this through a radio system that provides emergency communications for police, fire, ambulance and other emergency service providers.

There are over 1800 safety service providers on the CREST system that in any given year put over 8 million calls, approximately one every 4 seconds, through the system.

Why CREST

Prior to creating CREST, public safety organizations in the Capital Region used over 30 different radio systems for communicating. These systems were not designed or selected to communicate with one another, and in many cases, critical communications links were not available.

To address the issue, CREST was formed in 2001, and its radio network became operational in 2003.

Funding

CREST is funded through user fees paid by the agencies using the system. Their fees are based on the geographic size of the area they serve, its population, the number of radios required, and radio traffic. In addition, the Capital Regional District contracts with CREST to provide an emergency communications system for the region.

Governance

CREST is incorporated under the *BC Business Corporations Act* and regulated by the *Emergency Communications Corporations Act*. It is a private emergency communications not-for-profit corporation owned by its shareholders and governed by a Board of Directors.

Nominated by CREST shareholders, the 20-member Board of Directors is responsible for strategic direction, finances, governance and operating results. User and service committees ensure that CREST meets its customers' needs.

A General Manager leads the organization's management team and is accountable to the Board for the operations of the Corporation.

The Technology

CREST uses a wide-area radio system called a mixed mode Motorola SmartZone 4.1. By using a mixed mode system, CREST supports both digital and analog communications. This allows mobile and portable radios as well as dispatch operators to communicate over large distances through repeaters.

CREST's infrastructure includes:

- 24 transmission and receiver sites,
- 51 in-vehicle repeaters,
- 2,335 mobile and portable radios, and
- 78 frequencies.

The system is designed to move towards an open standard of telecommunications.

THE PEOPLE AND ORGANIZATIONS THAT MAKE UP CREST

Board of Directors

Councillor Gordie Logan,
City of Colwood (Chair)

Councillor Nils Jensen,
District of Oak Bay (Vice-Chair)

Councillor Dunstan Browne,
District of North Saanich

Councillor Tim Chad,
Town of Sidney

Perry Clark,
Province of British Columbia

Mike Davis, BC Transit

Kelly Folk, RCMP

Bob Gallaher, BC Ambulance

Councillor John Garrison,
District of Central Saanich

David Howe, Southern Gulf
Islands Electoral Area

Mike Hicks,
Juan De Fuca Electoral Area

Wayne McIntyre, Saltspring
Island Electoral Area

Councillor Bob McKie,
Township of Esquimalt

Councillor Heidi Rast,
Town of View Royal

Councillor Kerrie Reay,
District of Sooke

Councillor Karel Roessingh,
District of Highlands

Councillor Lillian Szpak,
District of Langford

Councillor Larry Tremblay,
District of Metchosin

Councillor Leif Wergeland,
District of Saanich

Councillor Geoff Young,
City of Victoria

Staff

Gord Horth, General Manager

Bill Sidaway,
Network Operations Manager

James Renfrew,
Operations Supervisor

Charlotte Robinson,
Office Manager

Shareholders

BC Ambulance Service
BC Transit
Capital Regional District

- Juan de Fuca Electoral Area
- Salt Spring Island Electoral Area
- Southern Gulf Islands Electoral Area

City of Colwood
City of Victoria
Corporation of the
District of Oak Bay
District of Central Saanich
District of Highlands
District of Langford
District of Metchosin
District of North Saanich
District of Saanich
District of Sooke
Province of British Columbia
Royal Canadian Mounted Police
Town of Sidney
Town of View Royal
Township of Esquimalt

Users

BC Ambulance
BC Transit
Canadian Forces Base

- Fire
- Police

Central Saanich

- Fire
- Police

Colwood Fire
Capital Regional District

- Hazmat Team
- Salt Spring Island Electoral Area - Fire
- Piers Island - Fire
- Pender Island - Fire
- Saturna Island - Fire
- Mayne Island - Fire
- Galiano Island - Fire
- Gulf Island Emergency Program
- Otter Point - Fire
- Willis Point - Fire
- East Sooke - Fire
- Shirley – Fire

Esquimalt Fire
Highlands Fire
Langford Fire
Metchosin Fire
North Saanich Fire
Oak Bay

- Fire
- Police

Parks Canada
RCMP
Saanich

- Fire
- Police

Sidney Fire
Sooke Fire
St. John Ambulance
University of Victoria
Victoria Airport Authority
Vancouver Island Health Authority
Victoria

- Fire
- Police

View Royal Fire