

Newsletter

October 2007

Connecting emergency services in the Capital Region



Chair's Message

I'm pleased to report that design work to achieve 97% reliability for the systems' users is progressing as planned. The board and our shareholders will be given an opportunity to

review and approve the pricing and technical details before negotiations are finalized with Motorola.

The work being done to make system improvements includes the ability to bridge to an open standard P25 in future as the technology becomes available. At the same time, staff continue to make system improvements such as those referred to in this newsletter.

I was obviously disappointed by the City of Victoria decision to withhold its support for the needed governance changes while they evaluate another non-emergency standard radio system. However, I remain optimistic that their concerns can be resolved.

The Board has asked that the City work cooperatively with CREST towards achieving technical and operational solutions that enhance public safety for the whole region. Nineteen of the 20 CREST shareholders have given consent to make the needed member agreement changes.

To address the concerns brought forward from Metchosin in July, a new cost allocation method is being proposed that includes a new density factor for under-populated areas in the region.

I, and the board of CREST, continue to remain committed to making the technical improvements needed to support all 36 of our members and 1800 users.

Hy Freedman
Chair of the Board

New Antenna Increases Radio Performance

A new radio antenna, designed by CREST staff, is significantly increasing the reception performance of CREST radios. Staff developed an antenna that goes through the microphone cord between the radio and lapel mic, thereby taking the antenna away from the interference that's created by the human body.

Saanich police have been testing the new antennas with positive results. Officers are reporting improved radio communication performance in locations where it was either previously low or non-existent.

While still in the prototype stage, a manufacturer has been found and more antennas will be coming soon!



Photo courtesy of Saanich Police Department

Capital Region Emergency Service Telecommunications

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Tip of the Month

Due to customer demand, the manufacturer of the Impress batteries has reduced the self-regulating recharging from 80% to 60%.

If users notice shorter than normal battery performance, please take the battery to RadioWorks for a free over-the-counter exchange.

Galiano Gets System Enhancement

CREST recently installed a new bi-directional amplifier (BDA) on an outside tower site on South Galiano Island. The addition has boosted the signal strength to the northeastern part of the Island and has increased system access and satisfaction for both North and South Galiano fire departments.

South Galiano Fire Chief Bill Jones said, “we can now communicate with the other agencies during mutual aid callouts, and both South and North Galiano firefighters can use their portable radios on the east side of the Island.”

October Events

Event	Coordinates
Police Service Committee	Tuesday, October 2 nd 9:00 a.m., Saanich PD
CREST Board	Wednesday, October 10 th 3:30 p.m.

New Web Site Launched

All you ever wanted to know about CREST is now available on-line at www.crest.ca. You'll find information on the organization, its governance, results, user information, reports and more. Visit the new site soon and often!

That's www.crest.ca.



Quick Facts about CREST

Month	Total Calls	Total Air time (hours)	Immediate System Access	Average delayed access wait time (seconds)
June	692,267	955:35:54	99.79%	2.35
July	740,087	1018:57:19	99.79%	2.25
Aug.	709,409	979:30:07	99.87%	1.85
Sept.	678,493	938:18:24	99.87%	2.11