CREST

2016 ANNUAL REPORT

LOUD AND CLEAR ABOUT PUBLIC SAFETY

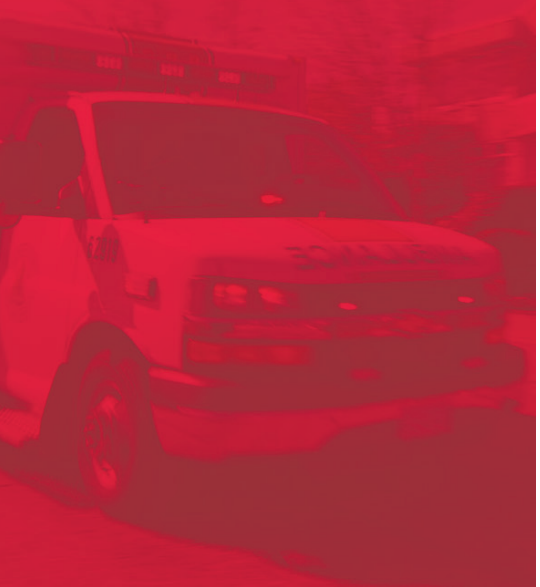
HRO SYSTEM

DID YOU KNOW?

CREST takes the importance of superior equipment and systems, interoperability and operational resiliency very seriously; these values form the operational foundation of its professional team of 7 employees. CREST's employees represent a strong cross-section of skills and expertise, knowledge and experience. They are a strong, cohesive and nimble unit that is able to realize opportunities and respond to issues as necessary providing trusted, reliable support to user agencies on the CREST system 24-7.

HRO/P25 represents a suite of standards for digital radio communications used by federal, provincial/state and local emergency response agencies across North America. It is considered a world standard, and promotes interoperability and back-up resiliency across user groups on a shared platform.

Prior to CREST, public safety organizations in the CRD used more than 30 different radio communications systems. These systems were not integrated and critical public safety connectivity was not possible.



LOUD & CLEAR ABOUT PUBLIC SAFETY

In 2016, CREST embarked upon our $24.5 million technology renewal project. The "next generation" technology will replace the existing radio system that currently serves 50 emergency response agencies within the Capital Region.

The new radio system is based on digital radio technology known as Project 25 (P25), which provides first responders with enhanced audio clarity and improved coverage among other operational and public safety benefits. Throughout the year, CREST staff worked with consultants and Motorola engineers on the design of our new system, and underwent a build and test stage at the factory. Final approvals to proceed were in place by the end of the year. In tandem, our crews were kept busy with new site development to house the new P25 equipment, along with refurbishing of existing sites to prepare them for additional equipment.

With the new system ready to roll out, our next steps are to start installations in the core area. As P25 phases go live over the next 2 years across the Region, the existing Smartzone system will continue to provide emergency communication services as before to those areas that have not cut-over to the new P25 system. Along with better audio clarity, deeper resiliency through design, and the partnership with E-Comm, CREST has more channels available providing more capacity at peak or critical times. Agencies using the new P25 system will have interoperability with agencies on the Smartzone system and vice versa ensuring a safe and seamless transition. The P25 system was named HRO (pronounced 'Hero') in 2016 in recognition of the emergency and public service response agencies who rely upon CREST radio system technology for the delivery of important public safety services across the Capital Region.

2016 was an industrious year with efforts focussed on working with user groups and the successful implementation of the technology upgrade. Looking ahead, the Board oversaw the creation of a new Strategic Plan that will guide CREST's future activities and efforts through 2020. On behalf of the Board of Directors, we wish to thank CREST staff for their ongoing professionalism and dedication.

Gordie Logan,
Chair of the Board

Gord Horth,
General Manager

THE 2016 CREST BOARD OF DIRECTORS

Standing (left to right): Jack Thornburgh, Kyara Kahakauwila, Margaret Lucas, Heidi Rast, Brian Anderson, Nils Jensen, Tim Chad, Karel Roessingh, Chair Gordie Logan, Leif Wergeland, Elizabeth Zook, Kerrie Reay, Paul Vallely, Jeri Grant, Jeff Lott, Rob Reeleder. Missing: Lillian Spzak, Alana Best, Vice Chair Tim Morrison, Niall Paltiel

NEW RADIOS

A significant part of the new HRO P25 system sees user agencies replacing their existing radios with new devices. A number of agencies have taken possession of new Motorola APX radios including: Military (police and Fire), BC Ambulance, Victoria Fire, Saanich Fire, Esquimalt Fire, Oak Bay Fire, and University of Victoria Security. All agencies using the P25 radios will experience better audio clarity with new radios offering superior background noise suppression technology.

INCREASED COVERAGE

- Current system transmission sites
- Additional transmission sites being added in the new P25 *HRO* system

TECHNOLOGY PERFORMANCE BY THE NUMBERS

Total Transmissions	16,388,410
Number of Radios	2783
Average Call Volume	1871 / HOUR
1 Busy for Every	552 CALLS
System Availability	99.9863%

FINANCIAL HIGHLIGHTS

	2016	2015
Revenue	$7,835,713	$6,776,664
Direct operating expenses	2,304,168	2,446,710
Other expenses		
Amortization	2,103,056	1,513,296
Interest expense	1,161,190	974,850
Total expenses	5,568,414	4,934,856
Excess of revenue over expenses	2,267,298	1,841,808
Surplus, beginning of year	3,352,622	1,510,814
Surplus, end of year	5,619,920	3,352,622

Please contact us if you would like a copy of CREST's 2016 Audited Financial Statements.

SUPPORTING USERS

To assist user agencies with understanding the new HRO system and optimizing its capabilities, CREST staff presented to 64 groups on the increased functionality of the new radios and new radio system providing both online and print resources. Presentations also addressed the operational integration of the existing system with the new system to assist users during the phasing-in and cut-over to the new system across the Region. Presentations were focused on police and fire services to strengthen awareness around trouble shooting capabilities enabling these important public safety organizations to think critically and resolve issues on their own as necessary. Building capacity, resiliency and interoperability across user groups, across the Region, and with other jurisdictions on shared Motorola platforms strengthens public and responder safety in the case of major incident or natural disaster.

WORKING WITH RESIDENTS ON PUBLIC SAFETY IMPROVEMENTS: HIGHROCK PARK

A integral element of the HRO system upgrade is the new mono-pole installation in Highrock Park in the Township of Esquimalt. In collaboration with Victoria and Esquimalt Police Department and Esquimalt Fire Department, CREST engaged in extensive community outreach that included: Open House; walking tours of the park with concerned and interested residents; and hand-delivered information flyers to explain what was being undertaken, when, why and how the sensitive installation was being managed. CREST is grateful to the community for their understanding and support of this critical public safety initiative that will address existing communications gaps in the system. The mono-pole installation will be completed in spring 2017.

"CREST's new technology plan is an important step forward for all emergency responders and for our citizens. It is expected to improve public safety communications for our officers and firefighters by providing clearer audio with less interference, noise suppression, increased capacity, and improved coverage and security. The mono-pole installation at Highrock Park is one of twenty new transmission sites throughout the Capital Region and is essential for the effectiveness of our operations and emergency services in the Township of Esquimalt."

Del Manak
Acting Police Chief, Victoria and Esquimalt Police Department

C.A. (Chris) Jancowski
Fire Chief, Esquimalt Fire Rescue

"As part of our corporate commitment to working with our partners in public safety, CREST has made a $25,000 amenity contribution to the Township of Esquimalt for park improvements in Highrock Park."

Gordie Logan
Chair of the Board of Directors, CREST

TIMELINES FOR IMPLEMENTATION

Phase 1 (Core: Victoria, Saanich, Oak Bay, and Esquimalt) P25 700MHz

- Equipment installation Feb-May 2017
- System optimization, functional & coverage testing June-August 2017
- Operational transition/cut-over/fall 2017

Phase 2 (Westshore & Saanich Peninsula) P25 700MHz & VHF

- Equipment installation late 2017
- System optimization, functional & coverage testing first half 2018
- Operational transition/cut-over/fall 2018

Phase 3 (Gulf Islands & Pacific Rim) P25 VHF

- Equipment installation 2018
- System optimization, functional & coverage testing fall 2018
- Operational transition/cut-over/Q1 2019

COMMUNITY INVOLVEMENT

CREST continues to be a proud supporter providing dedicated radio communications coordination and awareness for the following events and initiatives:

Tour de Rock

Canada Day

Emergency Preparedness Week

Crime Stoppers

HRO SYSTEM

ABOUT CREST

2016 BOARD OF DIRECTORS

Brian Anderson, *BC Transit*
Councillor Tim Chad, *Town of Sidney*
Jeri Grant, *Juan de Fuca Electoral Area*
Councillor Kyara Kahakauwila, *District of Metchosin*
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Councillor Heidi Rast, *Town of View Royal*
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Elizabeth Zook, *Salt Spring Island Electoral Area*

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Councillor Kyara Kahakauwila, *District of Metchosin*

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Councillor Kyara Kahakauwila, *District of Metchosin*
Councillor Tim Morrison, *Town of Esquimalt*
Councillor Heidi Rast, *Town of View Royal (Chair)*
Councillor Karel Roessingh, *District of Highlands*
Elizabeth Zook, *Salt Spring Island Electoral Area*

STAFF

Anastasios (Taso) Barous, *Communications Technologist*
Gord Horth, *General Manager*
Al Marston, *Operations Manager*
Charlotte Robinson, *Office Manager*
Bruce Elliot, *Communications Technologist*

SHAREHOLDERS

CREST has 20 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 Langford
City of Victoria
District of Oak Bay
District of Central Saanich
District of Highlands
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

There are 50 agencies in the Capital Region that use the CREST system:

BC Ambulance Service
BC Conservation Officer Service
BC Transit
Canadian Forces Base
- Fire
- Police

Central Saanich
- Fire
- Police

Colwood
- Bylaw Enforcement
- 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 North – Fire
- Galiano Island South - Fire
- Southern Gulf Island Emergency Program
- Otter Point - Fire
- Willis Point - Fire
- East Sooke - Fire
- Shirley – Fire

Emergency Management BC (PEP)
Esquimalt Fire
Greater Victoria Police Victim Services
Highlands Fire
Island Health
Langford
- Bylaw Enforcement
- Fire

Metchosin Fire
North Saanich Fire
Oak Bay
- Fire
- Police

Parks Canada
Port Renfrew Fire
RCMP
Saanich
- Fire
- Police

Sidney Fire
Songhees First Nation
Sooke
- Bylaw Enforcement
- Fire

St. John Ambulance
University of Victoria
Victoria
- Bylaw Enforcement
- Fire
- Police

Victoria Airport Authority
- Fire
- Security

View Royal Fire

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