

CREST

CONNECTING



OUR

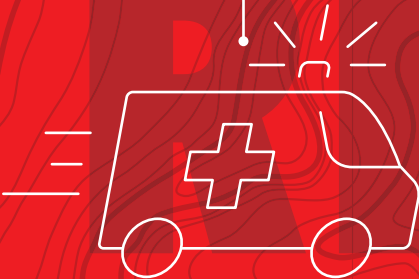


REGION



FOR

OPTIMAL



SAFETY



NEW DIGITAL NETWORK LAUNCHED IN THE CAPITAL REGION.

2019 was a pivotal year for CREST as public safety agencies in the Core Area as well as on the Saanich Peninsula successfully upgraded from the 15-year old mixed mode (analog/digital) network to the new digital P25 network. Considered to be the North American standard of telecommunications excellence, the new network is more advanced providing encryption capability, enhanced audio clarity, increased capacity and coverage. It is also more resilient allowing different agencies to talk directly to one another on a common platform in real-time for critical back up and information sharing requirements. The modern P25 system's combined features strengthen the safety of our emergency responders and the citizens they serve and protect, and allow our unique island region to be self-reliant in the event of a natural disaster. This is the year that our shared aspirations for the new digital network began to be realized on the ground in the hands of our public safety agencies.

On behalf of the Board of Directors, we would like to acknowledge our appreciation for the support and input from all CREST user groups throughout this upgrade project. Fostering productive and respectful relationships with our public safety agencies who have helped inform and thoroughly test the P25 network prior to 'cut over' has been a key success factor. Feedback from our police and fire agencies in particular has been positive reflecting a collaborative process and the responsiveness of our results-driven staff. As we work to support the efficiency and safety of our user groups, we have shared some of their comments throughout this report.

We would also like to recognize the accomplishments of our staff in reaching this historic milestone in the evolution of CREST. As our CREST users experience the many public safety benefits of the new P25 network, it is important to note that for the past four years, CREST staff have been responsible for the planning and roll-out of new the P25 network while simultaneously operating and maintaining the existing analog network to meet the communications needs of over 3000 users wherever they are working across the region 24/7. We are very fortunate to have a professional team who are keenly interested in their work and who work well together in an environment that nurtures innovation as well as expertise. Our team have transferable knowledge and skills which in turn yields greater capacity and builds critical resiliency into the CREST operation. Like the new P25 network, interoperability is a strategic success factor in CREST's day to day operation.

Looking ahead to 2020, the Board and CREST management will focus on completing the final phase of the P25 network. Work will continue with land owners and local governments in the Westshore and Gulf Islands to secure the few remaining critical infrastructure locations in these areas. Upon completion, we will begin to decommission the old system. We will also move forward with replacing the existing pager system used by our fire agencies. We have engaged with our 26 fire departments and a consulting engineer to determine the most appropriate technology to best support their important work, and we anticipate a smooth roll out for this priority initiative in 2021.

In closing, we pay our respects to a long-serving CREST Board of Director, former Oak Bay Mayor, Nils Jensen, who passed away early in the year. We are grateful for his friendship, leadership and dedication to CREST over many years. The commitment of all CREST shareholders and Board members to the performance goals of CREST is foundational to where we are today, launching a new digital P25 network that is considered a world standard for public safety communications.



A handwritten signature in black ink, appearing to read 'Gordie Logan'.

Gordie Logan
Chair of the Board



A handwritten signature in black ink, appearing to read 'Gord Horth'.

Gord Horth
General Manager



2019 BOARD OF DIRECTORS

Brian Anderson	BC Transit
Niall Paltiel	Central Saanich
Gordie Logan (Chair)	Colwood
Jeri Grant	CRD – Juan de Fuca
Brian Bogdanovich	CRD – Salt Spring Island
Rob Reeleder	CRD – Southern Gulf Islands
Paul Vallely	Emergency Health Services Commission
Tim Morrison (Vice Chair)	Esquimalt
Karel Roessingh	Highlands
Lillian Szpak	Langford
Kyara Kahakauwila	Metchosin
Murray Weisenberger	North Saanich
Esther Paterson	Oak Bay
Sandra Sajko	Province of BC
Jeff Lott	RCMP
Karen Harper	Saanich
Chad Rintoul	Sidney
Megan McMath	Sooke
Geoff Young	Victoria
David Screech	View Royal

FINANCE COMMITTEE

Esther Paterson	Oak Bay
Rob Reeleder	Southern Gulf Islands
Karel Roessingh	Highlands (Chair)

GOVERNANCE COMMITTEE

Kyara Kahakauwila	Metchosin (Chair)
Tim Morrison	Esquimalt
Chad Rintoul	Sidney
Karel Roessingh	Highlands
Murray Weisenberger	North Saanich

ABOUT CREST

On behalf of its shareholders, CREST provides and maintains emergency communications equipment and infrastructure for more than 50 first responder and public service agencies throughout the Capital Region. 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. CREST's dedicated emergency telecommunications network responds directly to the region's unique island geography and strengthens the Capital Region's ability to be self-reliant in the event of a natural disaster.

NEW DIGITAL P25 TECHNOLOGY DELIVERS



I just wanted to drop you a quick E-Mail to say the new P-25 system is working great. We did a few test buildings after we switched and wow what a difference everything is coming in crystal clear.

The crews took the portables into FMF 250 which in the past is a bad building for comms. There was no problem anywhere in the building - even inside an elevator with the doors closed, comms was no problem.

Fire Chief Geordie Douglas
CFB Esquimalt Fire Rescue

P25 TECHNOLOGY RENEWAL PLAN

INCREASED COVERAGE

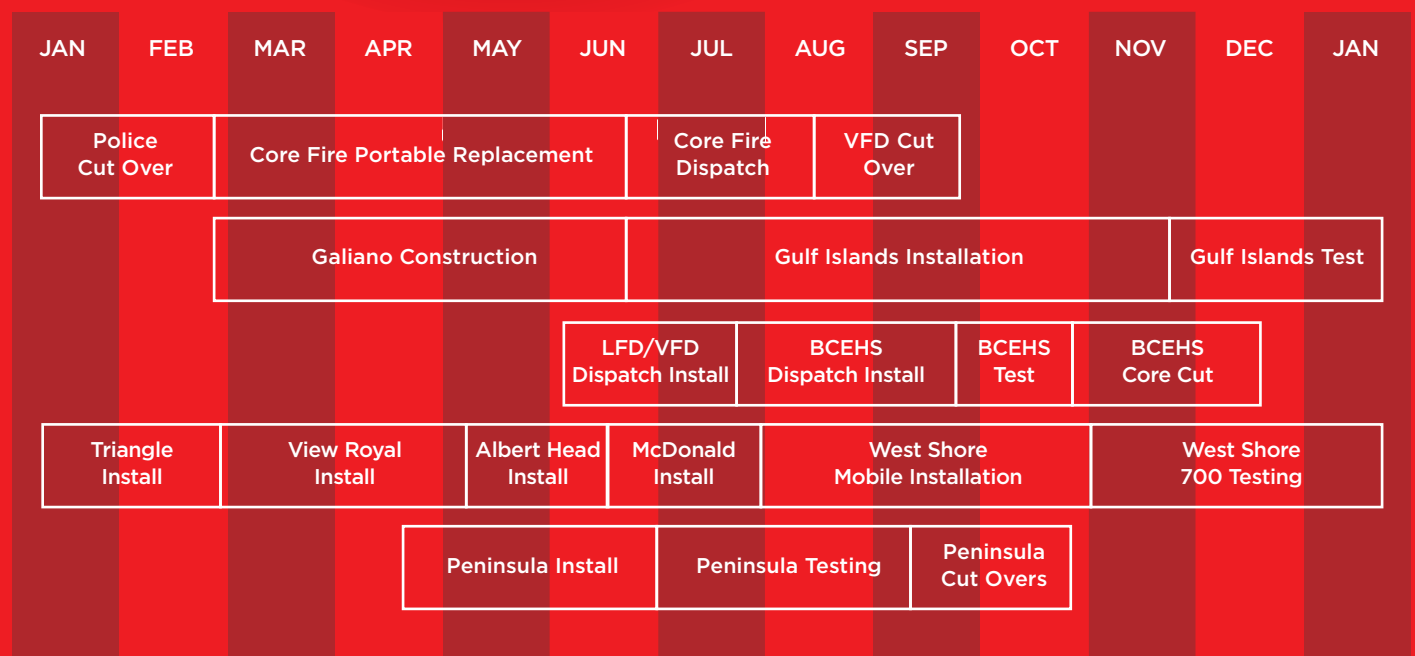
- Current system transmission sites
- Additional transmission sites being added in the new P25 system



In 2019 we installed 12 new transmission sites and towers. In 2020, we continue to work with local governments and citizens on the Gulf Islands and on the Westshore to secure optimal site locations that are essential to the front-line delivery of public safety services. Of paramount importance is our commitment to mitigate all human health concerns in the delivery of this critical public safety infrastructure. CREST complies with the federal regulations for safety codes that govern electromagnetic devices, and has found that our sites are lower emitters of electromagnetic energy than a personal cell phone, or a household microwave oven. Since only public safety users are on the CREST system the amount of transmission air time is a fraction of the activity that commercial cell carriers generate through calls, texts, and on line interest

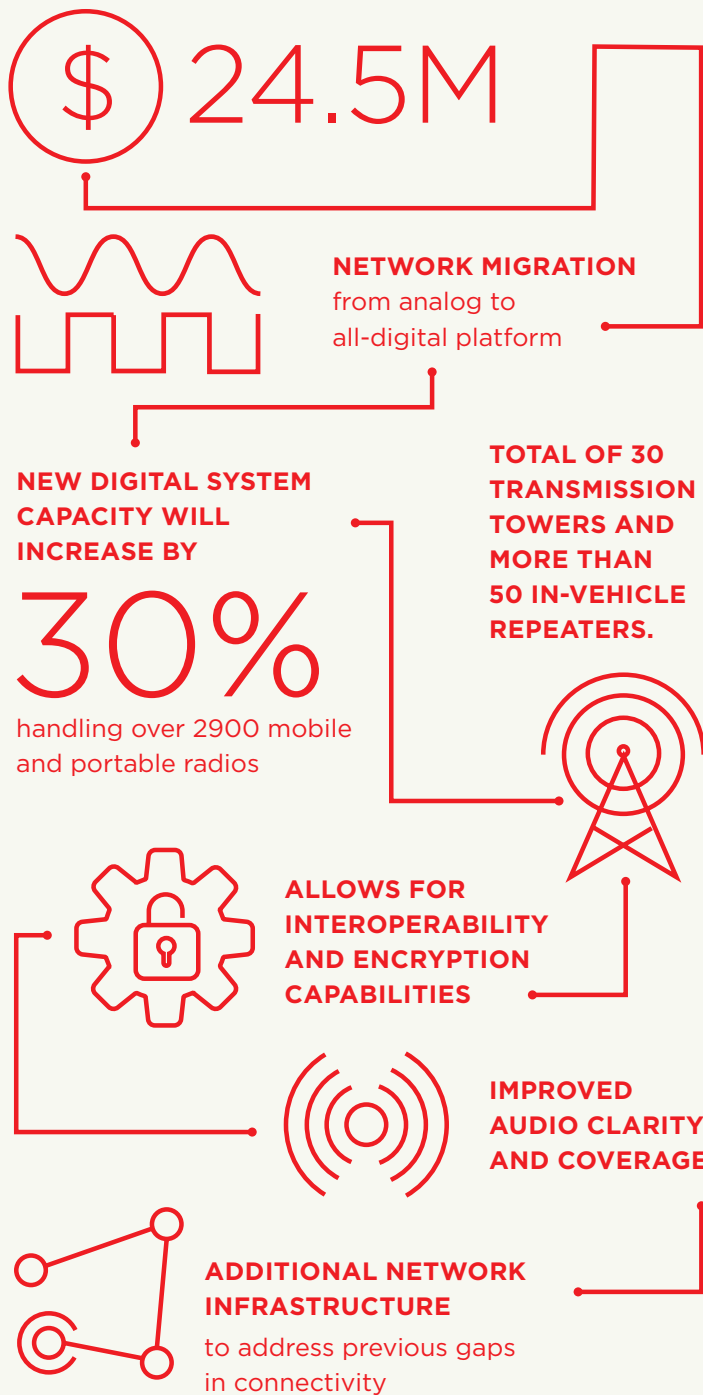
2019

2020



ABOUT CREST'S NEXT GENERATION TECHNOLOGY UPGRADE: P25

All of these features enhance the safety of our region's first responders and the citizens they serve and protect.



DID YOU KNOW?

CREST has 7 employees. Working together, this nimble and versatile team of highly skilled professionals have successfully undertaken a remarkable challenge over four years to plan, build, test, train and launch a next-generation digital telecommunications network to better serve the public safety needs of our region's first responders, public safety organizations and citizens.

CREST's team met this challenge while continuing with the operation and maintenance of the original Smartzone 4.1 network. The concurrent operation of both networks will conclude when the P25 system becomes fully operational in 2020.

As part of the new network 8 new sites were built as well as 17 existing sites from the old system were completely refurbished and repurposed for the P25 project.

Almost 3000 new radios were programmed.

Hundreds of users received on site training and new operational videos were developed and offered to all users online through the CREST website.



COMMUNITY INVOLVEMENT

CREST continues to be a proud supporter of emergency responder and public safety events and initiatives throughout the Capital Region. This year, CREST's new digital network was put to the test with excellent results as we supported our region's emergency responders involved in Victoria's Canada Day celebrations, the CREST network's busiest day of the year.

ANNUAL EVENTS AND INITIATIVES SUPPORTED

Tour de Rock

Canada Day

Emergency Preparedness Week

Crime Stoppers

DID YOU KNOW?

CREST also provides, maintains and supports the dispatch equipment for 5 Police Agencies at the South Island Communications Centre as well as for the 3 regional fire and 2 ambulance dispatch centres throughout the Capital Region.



Following many months of planning, today Saanich Fire Dispatch successfully moved upstairs into our new centre on the second floor of the dispatch building. By noon we were taking calls and dispatching events from the new location and completed our first change of shift this evening.

While the move was only a short distance, there were lots of background changes implemented to the phones and computer network. The new facility comes with more space and many upgrades in technology.






It was overwhelming to see the teamwork that went into making this transition a smooth one. Huge applause and thanks to all of the dedicated people that were a part of making this possible.

Assistant Deputy Chief M. Kaye
Saanich Fire

FINANCIALS HIGHLIGHTS

	2018	2019
Revenue	\$8,537,155	\$11,718,300
Direct Operating Expenses	2,469,211	2,949,925
Other expenses		
Amortization	2,949,716	3,373,968
Interest expense	1,312,510	1,016,910
Total expenses	6,731,437	7,340,803
Excess of revenue over expenses	1,805,718	4,377,497
Surplus, beginning of year	6,526,311	8,332,029
Surplus, end of year	8,332,029	12,709,526

TECHNOLOGY PERFORMANCE METRICS

	2018	2019
 TOTAL TRANSMISSIONS*	14,209,818	12,647,869
 NUMBER OF RADIOS	2778	2903
 AVERAGE CALL /HR	1622 / HR	1449 / HR
 1 BUSY FOR EVERY	711 CALLS	724 CALLS
 SYSTEM AVAILABILITY	99.9968%	99.9981%

* Transmissions are a hybrid count as both the old system (Smartzone 4.1) and new system (P25) are both in active use until final cutover throughout the region. This will also be the case in 2020 (for a portion of the year).

CREST'S HISTORY

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.

2001

CREST was formed to link emergency and public service response agencies in the CRD and launched its first analog radio network (Smartzone 4.1) in 2003. While a definite improvement, the region's Core Area struggled with the technology's limitations effecting coverage and audio clarity.

Technology advancements over the years made digital networks accessible and preferable.

2007

CREST shareholders directed staff to undertake a system-wide upgrade across the Capital Region by adding additional sites and infrastructure. This was completed in 2008/09 and significantly enhanced coverage for user agencies.

2016

CREST entered into an agreement with Motorola to replace the older analog technology with modern P25 digital technology, considered the standard of excellence for public safety. Simultaneously, a strategic partnership with E-Comm was also crafted to allow both agencies to support one another by using a common shared platform.

2019

CREST successfully cut over Police and Fire agencies in the Core Area and Saanich Peninsula to the new digital P25 network.

2020

The Westshore and Gulf Islands will come on stream to the new P25 network, and CREST will commence decommissioning the old system.

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, Pender Island, Saturna Island, Mayne Island, Galiano Island North, Galiano Island South; Southern Gulf Island Emergency Program Fire; Otter Point, Willis Point, East Sooke, Shirley; 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 Nation; Sooke Bylaw Enforcement & Fire; St. John Ambulance; University of Victoria Bylaw Enforcement, Fire & Police; Victoria Airport Authority Fire & Security; View Royal Fire.

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CREST

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