

A man in tactical gear, including a vest with a radio and a phone, is shown from the chest up. The entire image is overlaid with a semi-transparent red filter. The man is looking slightly to the right with a serious expression.

CREST

EMERGENCY
COMMUNICATIONS

CONNECTED FOR SAFETY

Key information about our region's
emergency communications provider

SUPPORTING 50+ PUBLIC SAFETY AGENCIES IN OUR REGION

Who we are CREST is a private emergency communications not-for-profit corporation owned by its shareholders and governed by a Board of Directors.

Why we exist 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. In 2001, CREST was formed to link emergency and public service response agencies in the Capital Region and its radio network launched in 2003. In 2020, CREST completed a 'next generation' technology upgrade to a digital P25 network that is considered the North American standard of excellence for public safety telecommunications.

What we do CREST provides emergency radio communications to 50+ emergency response and public service agencies on southern Vancouver Island. This includes fire departments, police departments, ambulance services, BC Transit and public safety organizations. Over 6 million calls per year go through the system, or one call every five seconds.





What we don't do CREST does not respond directly to public safety emergencies, nor do we provide dispatch services. We are responsible for the radio communications technology and network infrastructure throughout the Capital Region.

SUPPORTING USERS TO HELP ENSURE PUBLIC SAFETY.

"CREST's new P25 network addresses the public safety challenges that are inherent to our unique island location, and strengthens the Capital Region's ability to be self-reliant in the event of a large-scale disaster.

On behalf of its shareholders, CREST's sole purpose is to provide our region's emergency responders and public service agencies with the best tools available so that these front-line individuals can undertake their work with confidence. CREST's team of technology specialists are highly skilled, versatile and dedicated to meeting the needs CREST's user agencies 24/7. We are proud of the work we do and take seriously the important role we play in supporting the brave men and women who are entrusted every day with the effective delivery of public safety services throughout the Capital Region."

Gordon Horth, General Manager



OUR MISSION AND VISION



MISSION

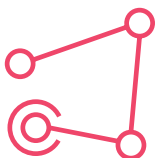
CREST provides effective emergency communications for the safety of our communities.



VISION

CREST is a recognized leader in public safety communications: responsive, resilient, connected.

QUICK FACTS



6 million calls
per year.



Links all 50 CREST user agencies - police, fire, ambulance and other emergency response and public service agencies supporting the work of more than 3,000 users



30 transmission
towers and more
than 75 in-vehicle
repeaters



Improved
audio
clarity and
coverage



Approximately
3,000 radios
programmed



Technology
upgrade to all
digital platform
with broadcast
frequency of
700 MHz in the
urban areas and
using VHF in the
rural areas



Interoperability
and encryption
capabilities



”

We have been field testing the new P25 network in Saanich and have been impressed with the audio quality and consistency of coverage across the board especially in areas where we may have experienced challenges in the past.”

Frank MacDonald
Deputy Fire Chief,
Saanich Fire Department

”

WHAT IS A P25 STANDARD?

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.

P25 NETWORK ADVANTAGES

- 1 First responder safety is strengthened by improved communications capacity of the new system and technology. The new P25 network offers users superior reliability, better reception, and improved coverage and audio clarity
- 2 Public safety is strengthened as the P25 network delivers better coverage and reliability in neighbourhoods where communications gaps previously existed. With improved communications, first responders are more effective and better able to serve citizens of the Capital Region.
- 3 First responders and public service organizations benefit from enhanced interoperability features that allow for important communications among agencies.





”

Ensuring the optimal performance and protection of the Capital Region's public safety assets is critical to ensuring our first responder agencies and personnel can deliver critical life safety services during a major emergency or disaster event. To that end, the CREST system is the foundation to our success

Michael Burgess | Fire Chief, Saanich Fire Department

”



CREST'S STRATEGIC PRIORITIES 2020-2025

Ensuring optimal performance of the P25 network and continued fiscal sustainability underly CREST's strategic priorities for the next five years. CREST Strategic Plan can be read [here](#).

CREST HAS MEASURABLE GOALS IN FOUR KEY AREAS

GOAL 1

Confidence of Shareholders and User Agency Organizations

CREST is a respected, trusted and accountable emergency communications systems organization.

GOAL 2

Public Safety Service Excellence

CREST's P25 network performs continuously and reliably to the highest standard and our service meets public safety expectations of our user agencies.

GOAL 3

Organizational Effectiveness


The CREST organization is effective and sustainable.

GOAL 4

Financial Performance

CREST is efficient and financially sustainable.



A photograph of a person walking on a dirt trail through a forest. In the background, a tall radio tower is visible among the trees. The scene is captured in a warm, golden-hour light.

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.

This collaborative shareholder model ensures that each shareholder has an equitable voice in public safety decision making.



**Capital Region Emergency Service
Telecommunications Inc.**

Unit 110, 2944 West Shore Parkway
Victoria, BC V9B 0B2

Phone: 250-391-6552

Email: info@crest.ca