



**CREST**

EMERGENCY  
COMMUNICATIONS

# CONNECTED FOR SAFETY

Key information about our region's  
emergency communications provider

# SUPPORTING 50+ PUBLIC SAFETY AGENCIES IN OUR REGION

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**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 other public safety organizations. Over 10 million calls per year go through the system, or one call every three seconds.





**What we don't do** CREST does not respond directly to public safety emergencies, nor do we provide dispatch services. We do, however, supply, support, and maintain dispatch equipment for 5 police agencies at the South Island Communications Centre as well as for the 2 regional fire and 2 ambulance dispatch centres throughout the Capital Region.



# EMERGENCY COMMUNICATIONS

**Supporting our public safety partners in  
the delivery of critical life-safety services.**

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"CREST's 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 across municipal boundaries. 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."

***Al Marston, General Manager***





# OUR MISSION AND VISION



## MISSION

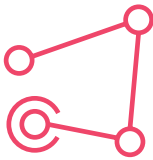
CREST provides effective emergency communications for the safety of our communities.



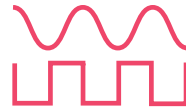
## VISION

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

# QUICK FACTS



10 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



35 transmission towers and more than 75 in-vehicle repeaters



Improved audio clarity and coverage



Over 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





## WHAT IS A P25 STANDARD?

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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.



*The audio quality, consistency of coverage, and inter-agency feature that connects all agencies across jurisdictions (fire, police, ambulance) enhances responder safety and the safety of the public. It's a game changer for emergency response organizations in the region.*

Frank MacDonald | Fire Chief, Oak Bay Fire Department

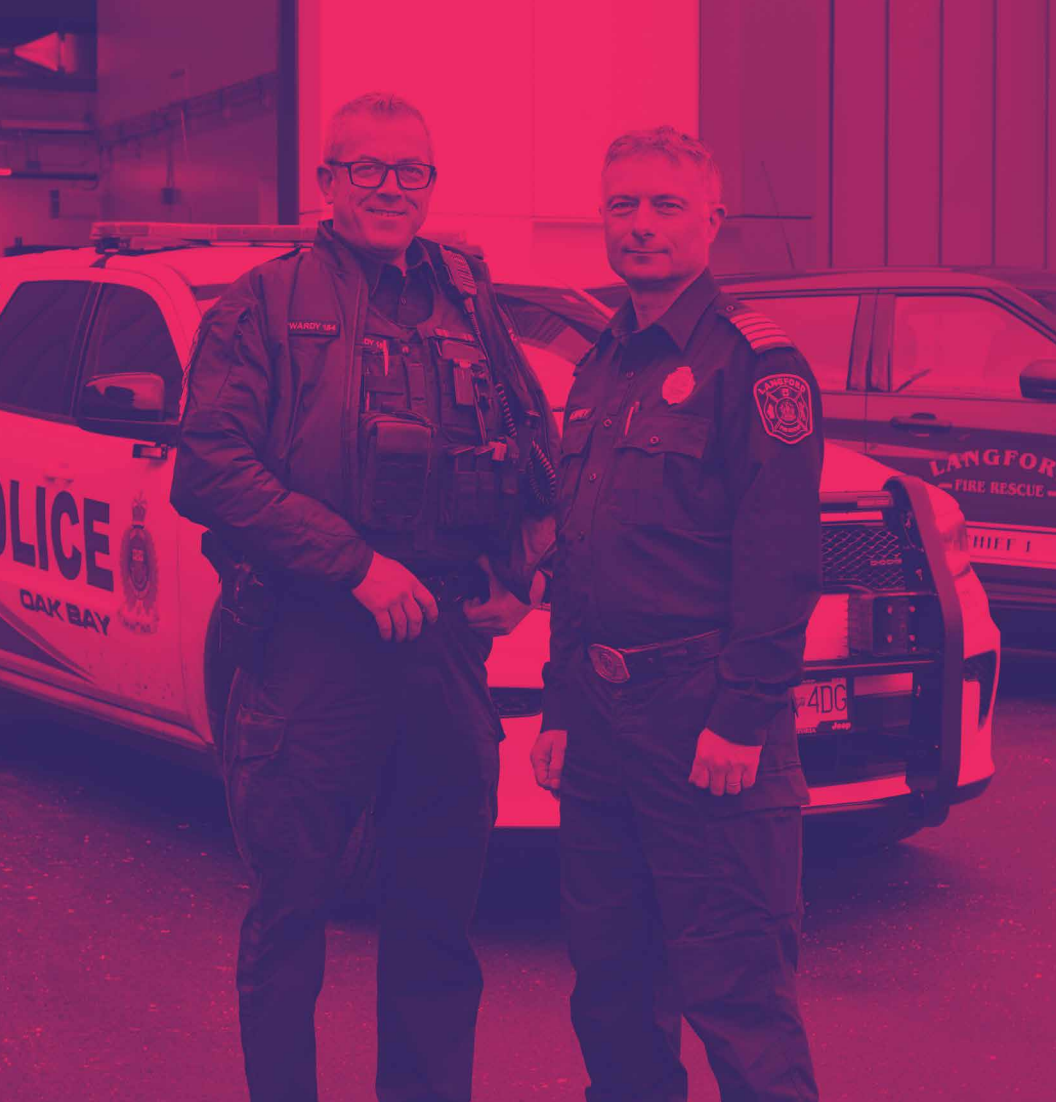


# P25 NETWORK ADVANTAGES

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- 1 First responder safety is strengthened by improved communications capacity of the new system and technology. The 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.***

**Chris Aubrey** | Fire Chief, Langford Fire Department  
**Steven Twardy** | Sergeant, Oak Bay Police Department





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# CREST'S STRATEGIC PRIORITIES 2026-2030

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Ensuring optimal performance of the P25 network and continued fiscal sustainability underly CREST's strategic priorities. CREST Strategic Plan can be read on our website at [crest.ca](https://crest.ca).

## CREST HAS MEASURABLE GOALS IN FOUR KEY AREAS

### GOAL 1

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#### **Effective Shareholder Governance and Stakeholder Relations**

CREST is a well-governed, transparent and accountable organization that receives strong stakeholder support.

### GOAL 2

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#### **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

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#### **Organizational Effectiveness**

The CREST organization is effective and sustainable.

### GOAL 4

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#### **Financial Performance**

CREST is efficient and financially sustainable.





# CREST'S MODEL

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## BENEFITS

- Local Governance and Decision-making
- Local Priorities & Responsiveness
- Self-reliance in the event of a large emergency
- Operational excellence
- Strong cost control, with a lean staffing model
- Operational and financial transparency
- Fair distribution of costs; user agency fees based on:
  - The geographic size of the area they serve;
  - The population of the area;
  - The number of radios required and
  - The amount of radio traffic generated.



## FEATURES

- Digital network considered a world standard in public safety communications
- Network custom designed to respond to Capital Region's unique island geography; Offers coverage in difficult to access locations  
Region-wide coverage
- Interoperable system connecting all South island police, fire, ambulance, and transit user agencies in the South Island Region
  - 100% participation
- Interoperable with E-Comm on Lower Mainland
- Maintenance of all regional dispatch equipment





## OPERATIONS

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- Over 50 User Agencies
- Approximately 10 million calls annually — or 1 call every 3 seconds.
- System availability of 99.998%
- System coverage and reliability 97%

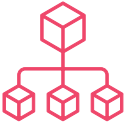


## SHAREHOLDER GOVERNANCE MODEL

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- 13 Municipalities
- 3 Electoral Districts
- Province of BC
- BC Ambulance
- BC Transit
- RCMP





## INFRASTRUCTURE/SYSTEM

- Digital P25 system
- 35+ transmission sites
- Over 50 in-vehicle repeaters
- Over 3,100 mobile and portable radios
- New post-disaster headquarters and master site facility



## STAFF

- General Manager and administration
- 8 technical staff



## FUNDING

### Operational

- **User Fees 80%**  
About 1/3 of the user fees come from agencies at each of the 3 levels of government  
- municipal, provincial and federal
- **CRD Service Agreement 20%.**

### Capital

- No dedicated source of funding for major capital
- Deficit financing provided by Municipal Financing Authority



**Capital Region Emergency Service  
Telecommunications Inc.**  
2321 City Gate Boulevard  
Langford, BC V9B 7A6

Phone: 250-391-6552  
Email: [info@crest.ca](mailto:info@crest.ca)  
[crest.ca](http://crest.ca)

In the delivery of essential public safety services to all citizens in the Capital Region, CREST acknowledges that it operates in an area that spans the territories of the Coast Salish and Nuu-chah-nulth peoples, and commits to strengthening its relations with First Nation communities across the region.