



EMERGENCY COMMUNICATIONS

Unit 110-2944 West Shore Parkway, Victoria, BC V9B 0B2
Phone 250.391.6552 | Fax 250.391.1601 | CREST.CA

District of Highlands
1980 Millstream Rd
Victoria, BC
V9B 6H1

March 15, 2023

Dear Mayor Williams & Council,

In the interest of keeping our shareholders informed and up-to-date on the Capital Region's emergency communications system, the following is a synopsis on a number of initiatives currently underway.

In 2022 the CREST Board gave approval to purchase a parcel of land in Langford, and to commence planning for a purpose-built, post-disaster building in which to house and secure the region's critical public safety technology and infrastructure. Site plans are now in the final design stage, to be followed by updated cost estimates, prior to bringing the project back to the Board for review. In 2020, CREST completed a region-wide, 4-year, \$24.5M upgrade to a digital P25 network that is considered a world standard in public safety telecommunications. That decision addresses the number one risk identified by the CREST Board in their five-year Strategic Plan – the existing vulnerability of the organization's infrastructure and technology in the event of a major disaster. Currently, CREST operations, infrastructure and master site are located in separate locations, and only the master site is in a post-seismic structure.

We have recently distributed a user survey and the results will come back to a Board meeting later this year. We want to ensure that CREST user agencies have the best tools possible, that the tools are performing optimally, and that training is providing the necessary proficiency support. To that end, CREST undertook a formal online User Satisfaction Survey to gain valuable feedback that will be used to inform and enhance our services. This survey builds on the findings from a survey conducted among users in November 2020 at the completion of the CREST P25 digital network upgrade that replaced the previous mixed mode (Smartzone) system.

Like many local governments, the fall 2022 civic elections saw changes at the Council level which also translated into a number of changes for the Directors for CREST. The current 2023 CREST Board has the following members:

Councillor Tim Morrison	Esquimalt (Board Chair)
Councillor Karel Roessingh	Highlands (Vice Chair & Post Disaster Building Task Force Chair)
Councillor Esther Paterson	Oak Bay (Finance Chair)
Councillor Chad Rintoul	Sidney (Governance Chair)
Councillor Dean Jantzen	Colwood
Councillor Kimberley Guiry	Langford
Councillor Karen Harper	Saanich
Councillor Don Brown	View Royal
Councillor Irene McConkey	North Saanich
Councillor Chris Graham	Central Saanich
Councillor Sharie Epp	Metchosin
Councillor Matt Dell	Victoria
Councillor Megan McMath	Sooke
Director Stephen Anderson	BC Transit
Director Mac Richards	RCMP
Director Heather Edward	BC Emergency Health Services
Director David Pilling	Province of BC
Director Rob Reeleder	Southern Gulf Islands EA Representative
Director Jeri Grant	Juan De Fuca EA Representative
Director John Wakefield	Salt Spring Island EA Representative

Please feel free to let general manager Gord Horth at ghorth@crest.ca or myself know if you would like more information on the work of CREST. We are always happy to provide a short presentation at an upcoming Council or Committee meeting if that would be informative.

Sincerely,



Tim Morrison, Chair
CREST

CC: Director Karel Roessingh, CAO Lorraine Hilton, RCMP OIC Todd Preston, Fire Chief Dean Ford