



**Federal
Engineering®**

FOR IMMEDIATE RELEASE

Niagara, Ontario, Canada Awards Federal Engineering PPSAP Assessment Contract

FAIRFAX, VIRGINIA, November 12, 2018 — The Regional Municipality of Niagara, Ontario, Canada has awarded Federal Engineering, Inc. (**FE**) a contract to assess the workload, demand management, scheduling, and efficiency within the Communications Unit which is the Primary Public Safety Answering Point (PPSAP) for the Niagara Region.

In announcing the contract, Mr. Don Nagle, **FE** Director, provided a summary of the project: “The primary goal of this contract is to support the Niagara Regional Police Service (NRPS) in determining an appropriate level of permanent staffing for the Communications Unit to ensure the delivery of effective and efficient services for the Niagara Region. Federal Engineering will review workload data to capture work efforts related to call taking and dispatch functions within the Communications Unit including the Communications Supervisor positions. **FE** will gather the technical data from various sources within the Communications Unit including telephone statistical information (911 and non-emergency calls), CAD information, radio data (talk and listening times), and other 'manual' statistics to determine workload volume and duration for each task. We will perform the appropriate analyses and deliver a recommendations report to the Regional Municipality of Niagara Police Services Board. Our report will be in sufficient detail to support the business case for the 2019 operating budget and include key recommendations to support operational planning and service delivery.”

Mr. Nagle continued: “Federal Engineering has demonstrated experience analyzing call center operations spanning numerous projects. Our firm is proficient in providing staffing level assessments by analyzing workloads using a variety of data, industry standards, and best practices. Over the last 36 months, we have completed staffing level analyses for dispatch centers with a call volume of 250,000 calls or greater annually. This, coupled with their experience with multiple jurisdictions in Canada, makes Federal Engineering ideally suited to assist Niagara in this important project.”

As a leading, nationwide communications systems planning and design firm, Federal Engineering develops voice, data, and video networks for numerous organizations in the aerospace, energy, finance, education, publishing, and computer services fields. In addition to its private sector work, **FE** has completed thousands of communications projects for 46 state governments, as well as numerous local and federal government clients. **FE's** certified independence ensures that clients receive objective, unbiased consulting services that are not influenced by any particular technology, product, vendor, or approach.

With **FE's** addition of the L.R. Kimball public safety communications consulting practice, jurisdictions can rely upon one firm, **FE/Kimball**, for all of their consulting needs in E9-1-1, NG9-1-1, PSAPs, Emergency Call Centers, and Emergency Operations Centers as well as land mobile radio voice, wireless data, broadband, backhaul, and emerging LTE mobile communications systems.

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