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FOR IMMEDIATE RELEASE

Sugar Land Awards Federal Engineering Dispatch Center Consulting Contract

FAIRFAX, VIRGINIA, February 4, 2019 — The City of Sugar Land, Texas has awarded Federal Engineering, Inc. (**FE**) a contract to provide consulting services to assess the City’s Public Safety Dispatch organization and conduct an operational study.

Sugar Land, located in eastern Fort Bend County, is approximately 20 miles southwest of downtown Houston. Master-planned communities and welcoming neighborhoods enhance home values and create a sense of belonging. The community offers outstanding schools, libraries, civic organizations, and other resources that make Sugar Land a great place to work, live, and raise a family.

The City of Sugar Land requires technical services from a qualified firm to conduct an operational review of the core functions in the City’s Public Safety Dispatch Office. This analysis will include a review of the City’s operations versus industry standards as well as the best practices of similar regions and public safety dispatch centers relating to operations, staffing, training, management, and governance. Sugar Land wanted a firm that has done this type of work many times and released an RFQ. Federal Engineering was selected from a field of nine respondents based upon the firm’s proposal and interview results.

Mr. J. Michael Kennedy, **FE** Vice President of Sales, stated: “The Sugar Land Public Safety Dispatch Center is the public safety answering point for the City of Sugar Land. The Center answers 911 and other emergency calls as well as non-emergency calls and requests for assistance. The Dispatch Center is housed in the Police Department and provides dispatching to both the Police and Fire-EMS Departments. Federal Engineering will conduct an existing conditions analysis and report our assessment findings and recommendations regarding the following:

- Organizational structure
- Operational methodologies/procedures
- Equipment/technology and systems implementation
- Facilities
- Staffing levels and scheduling
- Employee training
- Employee retention
- Service levels
- Interaction with other emergency response entities
- Readiness for major events
- Call volume
- Response times
- Quality Assurance reviews and reporting processes
- Emergency Medical Dispatch and Fire Service Dispatch call handling protocols
- Internal procedures for Law Enforcement call handling protocols

We will serve as the City’s trusted advisors. Because we are not associated with any equipment or software providers, our recommendations will be vendor neutral and unbiased toward any technology or approach.”

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 in 2016, jurisdictions can rely upon one firm 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.

Federal Engineering, Inc. • 10600 Arrowhead Drive, Fairfax, VA 22030
Phone: 703-359-8200 • Fax: 703-359-8204 • Web: www.fedeng.com
For more information email: info@fedeng.com