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## **Provo Selects Federal Engineering for Metro Center Study**

**FAIRFAX, VIRGINIA**, February 3, 2025 — The Metro Emergency Communications (Metro Center), based in Provo, Utah, has contracted with Federal Engineering, Inc. (**FE**) to implement a statistical analysis of policies and procedures, transfer rates, and operations for the Metro Center community as well as the City of Springville’s Emergency Communications Center (ECC). **FE** will evaluate all intergovernmental agreements to identify issues that may affect call processing performance and make recommendations for ease of operation and reduced transfer rates.

“We are very pleased to have Federal Engineering working on this sensitive project for us. Knowing that they are also working on similar projects with Emery County and Central Utah 911, regarding transfer rates for PSAPs, we are fully confident that **FE** will complete this audit in a timely and professional manner,” exclaimed Ms. Heather Perkins, Communications Manager for Metro Emergency Communications.

Ms. Perkins further explained: “**FE** will use data from the Metro Center and the Springville ECCs from the previous fiscal year, including 9-1-1 and CAD call history to create tables displaying call types and response times by time of day and the day of the week. Upon examining the Metro Center’s and Springville ECC’s policies, procedures, and interagency agreements, **FE** will then determine their impact on the Center’s call response statistics. The analysis will assess the Center’s use of Emergency Medical Dispatch (EMD), the statewide CAD-to-CAD solution, and other technologies that may affect call handling.”

Mr. Jeffrey Paré, Director of Business Development for Federal Engineering, expanded on what Ms. Perkins said: “**FE** will apply a focused examination of the call transfers for the Metro Center and the Springville ECC over the previous year. State law requires a Public Safety Answering Point (PSAP) to maintain a transfer rate of no more than 2%. Our analysis will include policies, interagency agreements, and technologies that impact call transfer processing. Following our analysis of the call history data, policies and procedures, intergovernmental agreements, and technologies, our subject matter experts will examine the delivery of 9-1-1 services in the County.”

“Mr. Paré continued: “The County currently has three dispatch centers, each dispatching for multiple agencies and sharing a single CAD application and server. **FE’s** experts will evaluate the countywide 9-1-1 services delivery model and make recommendations based on the analysis for the Metro Center and Springville ECC. Finally, **FE** will prepare two separate *PSAP Audit Reports*, one for Metro Emergency Communications and one for the City of Springville ECC, documenting each agency’s level of compliance.”

Federal Engineering is a leading, nationwide firm providing analysis, design, procurement, and implementation support for NG9-1-1, PSAPs, ECCs, EOCs, and RTCs. These services complement **FE’s** wide range of consulting services in public safety and public service communications involving VHF, UHF, 700 MHz, 800 MHz, 900 MHz, and 4.9GHz mobile radio systems as well as LTE and CBRS. **FE’s** cybersecurity practice helps our clients defend against today’s complex and ever-changing threat landscape. **FE** personnel also serve as trusted advisors assisting clients to assess services such as FirstNet® and the impacts of new technologies on their current and future plans. Since 1983, **FE** has completed thousands of communications projects in all 50 states for numerous state, local, and federal government clients as well as Canadian clients.

In addition to its public sector work, Federal Engineering provides design and implementation support services for voice, data, and video networks used in the transportation, utilities, finance, education, and computer services industries. **FE's** certified independence ensures that clients receive objective, unbiased consulting services that are not influenced by any technology, product, vendor, or approach.

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