



FOR IMMEDIATE RELEASE

Federal Engineering Awarded Multiple Consulting Contracts by Santa Fe County, New Mexico

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Santa Fe County, New Mexico, has awarded Federal Engineering, Inc. (**FE**) two consulting contracts to conduct a comprehensive Unification Assessment of the emergency communications centers in Santa Fe, Rio Arriba, and Torrance counties. Initiated by the Santa Fe Regional Emergency Communications Center (RECC), the assessment will evaluate the feasibility of unifying services among the Santa Fe RECC, the Española Rio Arriba 911 Center, and the Torrance County Dispatch Center.

Mr. Scott Strom, ECC Practice Director at Federal Engineering, said: “**FE** subject matter experts have led and managed Emergency Communications Centers and possess deep expertise in ECC operations, technologies, data structures, and governance. Our subject matter experts have extensive experience analyzing CAD and 9-1-1 data to identify trends, anomalies, and operational improvement opportunities. We look forward to applying this knowledge to the Santa Fe projects.”

Rio Arriba County Assessment

Under the first contract, **FE** will assess the potential unification of the Española Rio Arriba 911 Center, which provides dispatch services for the County Sheriff’s Office, Fire services, and the City of Española. The project will begin with leadership and stakeholder meetings to align goals, objectives, and vision, fostering close collaboration between management teams and operational staff.

Torrance County Assessment

Under the second contract, **FE** will evaluate the feasibility of unifying services between the Santa Fe RECC and the Torrance County Dispatch Center, which supports emergency and first responder communications for 11 agencies. This effort will build upon information previously gathered during **FE’s** 2024 Staffing Study and Technology Assessment for Santa Fe County.

Mr. Roberto Lujan, Director for the RECC, stated: “**FE** will be tasked with collecting and analyzing data related to emergency and non-emergency call volumes by agency, talk times, dispatcher and call taker availability, answering delays, queue times, call transfers, dispatch protocols, location accuracy, supporting technology, and performance metrics. The County will provide three years of 9-1-1 and CAD historical data to support the analysis. In addition to data analysis, **FE** will conduct on-site interviews with PSAP personnel and stakeholders and review interagency agreements to provide independent, objective recommendations.”

“Mr. Lujan continued, “Upon completion of the data collection and stakeholder engagement phases, **FE** will produce a Current Conditions Report for the Santa Fe County RECC and Española Rio Arriba 911 Center and a Current Conditions Report for the Torrance County Dispatch Center. These reports will be validated with stakeholders and will serve as the foundation for evaluating service unification opportunities. **FE** will then conduct a comprehensive Unification Feasibility and Alternatives Analysis. The analysis will consider governance structures, staffing models, facility considerations, and technology environments unique to each center. The results will provide decision-makers with objective, best-practice-based recommendations grounded in industry standards and professional experience.”

About Federal Engineering

Federal Engineering is a nationally recognized consulting firm specializing in the analysis, design, procurement, implementation, and operational support for Public Safety Answering Points (PSAPs), Emergency Operations Centers (EOCs), Emergency Communications Centers (ECCs), and Real-Time Crime Centers (RTCCs). **FE's** subject matter experts bring decades of experience across critical technologies, including 9-1-1, NG9-1-1, Geographic Information Systems (GIS), Computer Aided Dispatching (CAD), Records Management Systems (RMS), Mobile Data Systems (MDS), and Jail Management Systems (JMS). These capabilities are part of **FE's** comprehensive portfolio of public safety and public service communications consulting services.

FE's cybersecurity practice helps clients defend against today's complex and ever-changing threat landscape. The firm serves as a trusted advisor on emerging technologies, such as Artificial Intelligence, and assists agencies in evaluating how new technologies impact operational performance and resilience.

Since 1983, Federal Engineering has completed thousands of public safety and public service communications projects for state, local, and federal government clients across all 50 states and in Canada. **FE** also provides design and implementation support services for related markets, including transportation, utilities, finance, education, and computer services industries. **FE's** certified independence delivers objective, unbiased consulting services to our clients that are not influenced by any technology, product, vendor, or approach.

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