

About our Company . . .

Concepts To Operations, Inc. (CTO) is a national multidisciplinary engineering and consulting firm with headquarters in historic Annapolis, Maryland. The expertise and experience of **CTO's** employees affords our clients the highest product quality and productivity in telecommunications and information systems engineering and associated technical services, as well as public safety operations and management issues. Our staff provides support in all phases of program execution from the initial **Concepts**, research and development, software and hardware design, through project scheduling, cost management, data management, and transition planning **To** final **Operations** including system implementation and acceptance testing.

As a small, minority owned telecommunications and information systems engineering and consulting firm, **CTO** specializes in all phases of **public safety** communications systems and operational consulting. Our staff at **CTO** has a wealth of experience which allows us to “**hit the ground running**” on a project and provide extremely cost-effective consulting services. These services ensure that the resulting system accommodates your present and projected needs

Company personnel experience in the **public safety** area involves a wide variety of projects ranging from very large to small jurisdictions. These projects involve radio, telephone, data, and 9-1-1/E9-1-1 systems, as well as dispatch center design and personnel management issues. Individually **CTO's** staff members have been involved in the conduct of projects for a large number of State and local **public safety** and other government agencies for over 20 to nearly 50 years. **CTO's** Public Safety Group members have combined service of over 200 years operational experience with police, fire and EMS agencies.

The management and use of the radio spectrum and radio interference mitigation are important considerations in the design of radio systems. **CTO's** personnel have a wealth of experience in this area. Likewise, **CTO's** personnel bring a depth of experience and expertise to all technical, communications center operations and management and public safety operations projects.

Our personnel include members of APCO and NENA, as well as National Association of Radio and Telecommunications Engineers (NARTE) certified engineers and public safety practitioners experienced in all areas of police, fire and EMS communications, operations and management. Some staff members are certified by NENA Institute as Emergency Number Professionals (ENP).

We welcome the opportunity to discuss your requirements.

AN EQUAL OPPORTUNITY EMPLOYER

PUBLIC SAFETY OPERATIONS

- 9-1-1 Education
- Community Oriented Policing (COPS)
- Management Issues
- Police, Fire, EMS Operational Issues
- Risk Management
- Strategic Planning
- Training/Train-The-Trainer

RADIO SYSTEMS

- 700/800 MHz, UHF & VHF
- Conventional/Trunked
- FCC Licensing
- Interference Studies
- Interoperability
- Land Mobile
- Medical Telemetry
- Microwave
- Mutual Aid
- RF Coverage Studies
- Slow Growth Plans
- Technical Requirements/RFP's
- Terrain/Propagation Analysis

TELEPHONE SYSTEMS

- ANI/ALI
- APCO Project 38 Wireless Phase I/II
- Cellular/PCS/SMR
- Enhanced 9-1-1
- Networks
- PBX/Key/Centrex Systems
- System Design
- Tariff Studies
- TDD/TTY
- Technical Requirements/RFP's
- Wireless Caller ID & Location

NEW TECHNOLOGIES

- APCO Project 25
- Digital
- FDMA/TDMA/CDMA/TETRA
- Narrowband

WORKLOAD ANALYSIS

- Job Analysis
- PSAP/Dispatch Center Evaluation
- Radio Traffic
- Staffing Studies
- Telephone Traffic

PROJECT MANAGEMENT

- Acceptance Testing
- Cut-over
- Installation Oversight
- Site Visit Evaluations
- System Evaluation
- System Recommendation
- System Staging
- Technical Specifications/RFP's
- Vendor Proposal Evaluation

PSAP/DISPATCH CENTERS

- APCO/NENA/CALEA/NFPA Standards
- Consolidation
- Evaluation
- Feasibility Studies
- Needs Assessment
- Operation & Management
- Planning & Design
- Security Systems
- Training

PUBLIC SAFETY SYSTEMS

- AVL/GPS
- CAD
- Consoles
- Furniture
- Mapping
- MIS/RMS
- Mobile/Wireless Data
- Paging
- Recording
- Station Alerting