



**PROJECT NAME:** Dispatch Interconnect Project - Elko County, NV

**Concepts To Operations** was retained by Elko County to provide consulting services to conduct a study and provide a technical report regarding the feasibility to improve inter-connectivity and interoperability amongst dispatch centers within the northwest region of Nevada. The desired outcome of the project was for CTO to develop a plan and model that could be used in regions throughout the State of Nevada. The purpose of the project was to improve interoperability, information sharing and redundancy by establishing a link with Elko Central Dispatch to other dispatch centers in a pre-defined intra-state region.

This project included five (5) counties and one additional police department located in Elko County. The five counties encompassed an estimated 45,000 square miles of diverse terrain from flat desert to mountains.

For this project CTO achieved all milestones in the RFP to include:

- Data collection and assessment of CAD systems, dispatch console equipment, telephone equipment, radio equipment, connectivity (Fiber, T-1, microwave, etc), patching equipment, interfaces and building.
- Provided an analysis of current capabilities and assets of each participating PSAP's equipment which allowed for interoperability and interconnecting amongst the PSAP's.
- Provided recommendations for each PSAP on technology to be used for interconnecting PSAP's by telephone, CAD, radio, etc.
- Provided recommendations for each PSAP to become Enhanced 9-1-1 and Phase I / Phase II compliant.
- Benchmarking with NENA and APCO Standards.