RADIO NETWORK ENHANCEMENTS (RNE) PROJECT

Findings and Recommendations for Okanogan County, Washington

PRESENTED BY

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Bridging The Gap Between Operations & Technology®

Who is ADCOMM?

Since 1979, ADCOMM has provided communications consulting engineering and professional project management services to public safety police and fire agencies, 9-1-1 centers, local municipalities, utilities, and other critical infrastructure sectors.



We Bridge The Gap Between Operations & Technology

Ms. Susan E. Ronning, P.E., PMP took over as the new owner and principal of ADCOMM Engineering in January 2020 from Mr. Joe P. Blaschka, Jr., P.E. Ms. Ronning is a United States Navy veteran and registered professional engineer. Ms. Ronning started her career as a systems engineer for Motorola, Inc. then left to lead her client's system implementation at the City of Glendale, CA. She consulted under two different firms then led as Principal Engineer for Tait Communications where she worked closely with Harris Corporation.

ADCOMM Engineering LLC is a single member LLC, registered in the State of Oregon, and certified in both Oregon and Washington as a womanand minority-owned business. ADCOMM is headquartered in Oregon and has staff located in Washington, Oregon, Pennsylvania, and Virginia

AGENDA

- 1. Project Purpose and Status
- 2. Stakeholder Findings
- 3. Technology Assessment
- 4. Potential Solutions for Review
- 5. Next Steps

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Improved

Equipment

Channel Capacity Defined Build and

Need: **Improve System** Efficiencies

Need:

Improved

Operating Costs

Need:

Need: **Reliable-Resilient**

Need: Improved Coverage

Need: Scalable - Future Proof

Maintainability

current and future operating costs, and enhance system capabilities and service where appropriate. A part of this project includes planning for the migration of the county wide Public Safety 911 Radio System

RFP: Project Goals

equipment to a fully integrated P25 voice and data system that is fully redundant with no single point of failure. The... final project solution... includes... infrastructure, console, and subscriber radio migration as needed.

OKANOGAN seeks to improve or enhance system efficiencies, increase the number of talk channels, maintain low

RFP: Key Issues

- The existing system contains electronic components that are ten (10) years old or older. The likelihood and Α. frequency of component failures is increasing as the system ages.
- The manufacturer of the older repeaters in production no longer sells or supports some of the critical components Β. utilized in OKANOGAN's radio system.
- С. Some geographic areas need improved radio coverage, especially areas that are either remote, difficult to reach, or located in difficult and challenging terrain.
- D. Extreme winter conditions limit accessibility to some sites and restrict the duration of time that work can be performed at the site. Need:

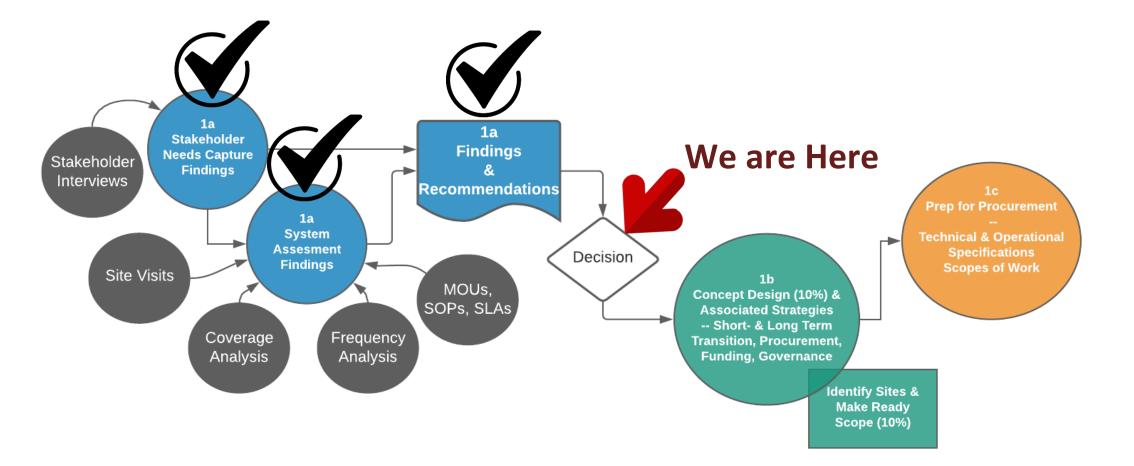
Project Purpose

Agenda Project Purpose & Statu Π G 2. Stakeholder Finding

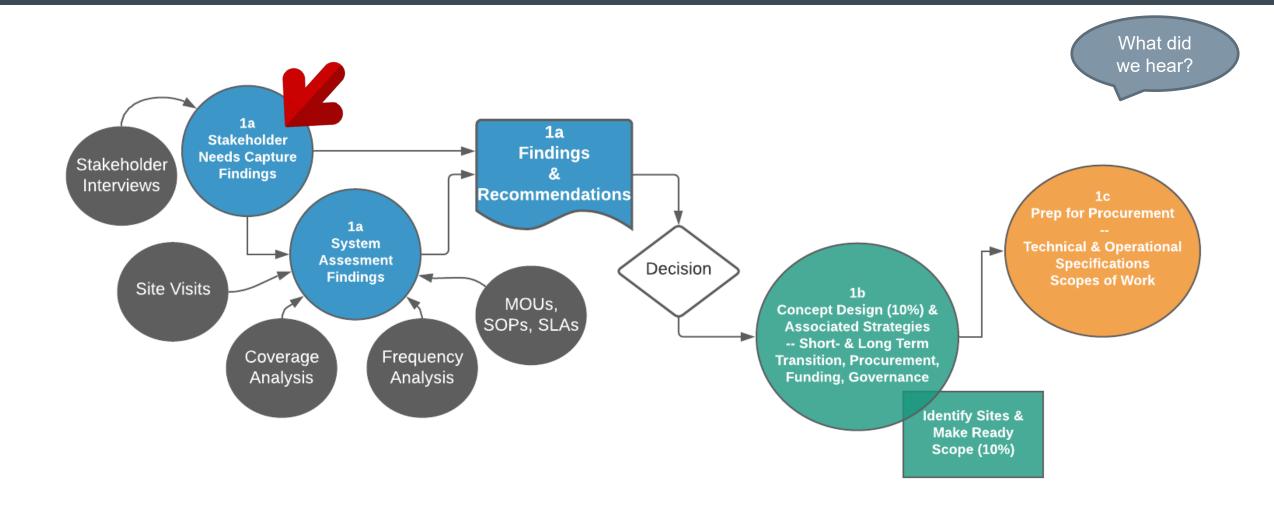


Project Status





STAKEHOLDER FINDINGS



OKANOGAN Agencies



- 1. Aero Methow
- 2. Brewster School District
- 3. City of Brewster
- 4. City of Okanogan
- 5. City of Omak
- 6. City of Oroville
- 7. City of Pateros
- 8. City of Tonasket
- 9. Lake Roosevelt School District
- 10. Liberty Bell School District
- 11. Lifeline
- 12. Mid-Valley Hospital Omak
- 13. North Valley Hospital Tonasket
- 14. Okanogan Behavioral Health
- 15. Okanogan Co Assessors Office
- 16. Okanogan Co Building Dept
- 17. Okanogan Co Public Works
- 18. Okanogan County
- 19. Okanogan County Electrical Coop (Winthrop)

- 20. Okanogan County Fire District 01
- 21. Okanogan County Fire District 02
- 22. Okanogan County Fire District 03
- 23. Okanogan County Fire District 04
- 24. Okanogan County Fire District 06
- 25. Okanogan County Fire District 07
- 26. Okanogan County Fire District 08
- 27. Okanogan County Fire District 09
- 28. Okanogan County Fire District 10
- 29. Okanogan County Fire District 11
- **30.** Okanogan County Fire District 12
- 31. Okanogan County Fire District 15
- 32. Okanogan County Fire District 15 EMS
- 33. Okanogan County Fire District 16

- 34. Okanogan PUD #1
- 35. Okanogan School District
- 36. Okanogan Transportation & Nutrition
- 37. Omak School District
- 38. Oroville EMS District
- 39. Oroville School District
- 40. Pateros School District
- 41. Three Rivers Hospital Brewster
- 42. Tonasket EMS District
- 43. Tonasket School District
- 44. Town of Conconully
- 45. Town of Coulee Dam
- 46. Town of Riverside
- 47. Town of Twisp
- 48. Town of Winthrop
- 49. TransGo Public Transit
- 50. WADOC

Stakeholder Agencies Interviewed

Agencies Interviewed¹:

- 1. Aero Methow Rescue
- 2. Coulee Dam Police
- 3. Fire District No. 1 / Oroville
- 4. Fire District No. 15
- 5. Fire District No. 6
- 6. LifeLine Ambulance
- 7. North Valley Hospital
- 8. Okanogan County Dispatch
- 9. Okanogan County Public Works
- 10. Okanogan County Sheriff's Office
- 11. Omak Fire / Fire District No. 3
- 12. Omak Police
- 13. Oroville Police
- 14. Twisp Police
- 15. Winthrop Marshall's Office

Interoperability Partners²:

- 1. Colville Confederated Tribes
- 2. Ferry County Sheriff
- 3. Multi Agency Communications Center (MACC)
- 4. Washington State Department of Natural Resources (DNR)³
- 5. United States Forest Service (USFS)³
- 6. Washington State Department of Transportation (WSDOT)

Who did we talk to?

1. Project Purpose & Statu

Stakeholder Finding

3. Technology Assessmen

"Technology systems exist to support people.

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We must first understand end users' <u>operations</u> – **what** (voice or data) information passes between people – in order to determine the technology(ies) necessary to support those operations."

– ADCOMM's philosophy

- ¹ Likely to become partners/users on a new or updated radio system
- ² Own/manage their own radio systems and may interface with the Okanogan system
- ³ DNR & USFS were not interviewed

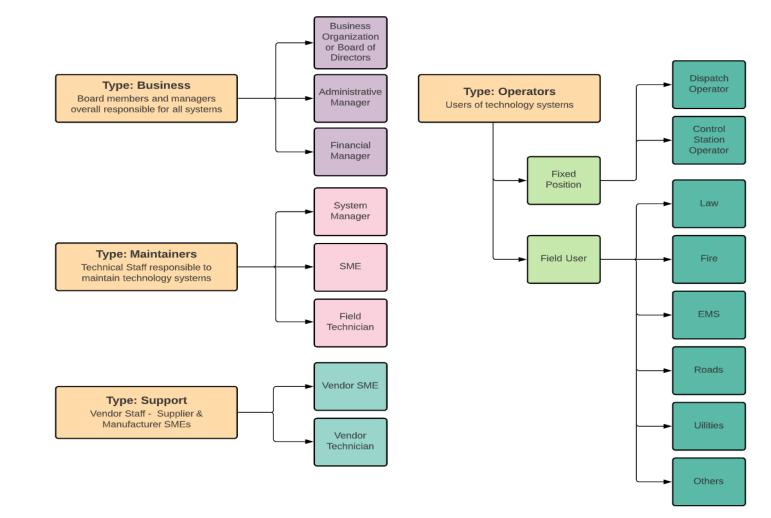
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Stakeholder Types



Who did we

talk to?



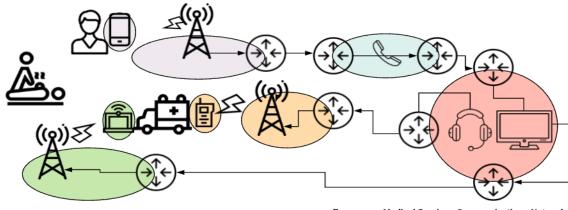
User Groups

- Administrators
- Dispatchers
- Sheriff
- Police
- Fire
- EMS
- Hospital
- Roads Department
- Maintainers Technicians

Use Cases & Operational Scenarios

Stakeholder Feedback

- Who are YOU?
 - Agency division department
- Who do you talk to?
- When do you talk to them?
- What information are you conveying?
- Where are you when you are communicating?

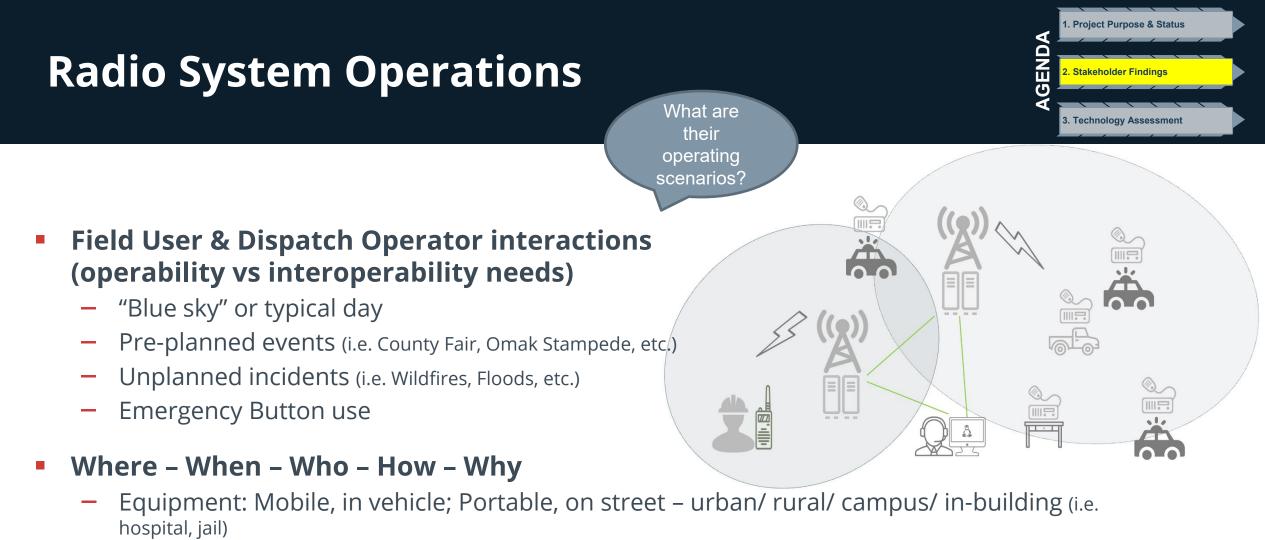


Emergency Medical Services Communications Network Manley, Thomas, Susan Ronning, and William Scheible. "Defining Critical Communications Networks: Modelling Networks as Systems."/INSIGHT23, no. 2 (2020): 36-42

What did we ask?

What are **your** Unique Operational Challenges?

- Indoors
 - Commercial vs Residential Bldgs
 - Single Multi High Rise
- Outside
 - Rural vs Urban areas
 - In-vehicle vs On-foot
- Service area boundaries
 - City County District Other
- Intra- vs Inter- operations
 - Comms with internal vs external agencies/ departments

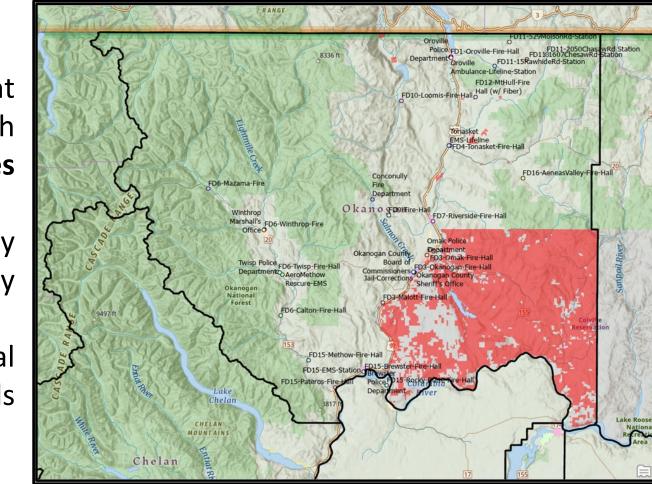


- Within vs. Outside of Service area (SA)
- Operations along borders adjacent cities / counties; other systems: 700MHz trunked, conventional UHF, conventional VHF, direct simplex



Police, Fire, and EMS Station Locations

Where do Sheriff & Police work?



Law enforcement service areas match **municipal boundaries**

> Sheriff = County Police = City

Red indicates Tribal owned land parcels

Service Area (SA) – Fire District Boundaries



Where does Fire

work?

FIE

FIRE 1 FIRE 10 OROVILLE FIRE 10 8336 FIRE 11 FIRE 10 FIRE 10 FIRE 10 FIRE 10 FIRE 10 FIRE 10 FIRE FIRE 10 10 FN10A FIRE 12 FIRE 4 TONASKE FIRE RE 4 4 FIRE 4 4 FIRE 4 FIRE 16 CONCONULLY OKTOWN FIRE 9 RIVERSIDE FIRE 6 FIRE 6 FIRE 6 FIRE 6 FIRE 3 OMAK CITY FIRE 3 TWISP OKANOGAN CITY FMKFT Okanogan FIRE 6 National Forest FIRE 8 BREWSTER ake CHELAN MOUNTAIN

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Areas outside of Fire District boundaries rely on

- **DNR**: Department of Natural Resources
 - USFS: US Forest Service

Service Area (SA) – EMS Agency Response Areas



Where

Oroville Tonasket **EMS** response areas Aero Methow exceed County boundaries Life Line Brews helan

> CHELAN MOUNTAIN

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does EMS work?

Curle

Republi

Tribal EMS

Coulee Dam

Lake Roose

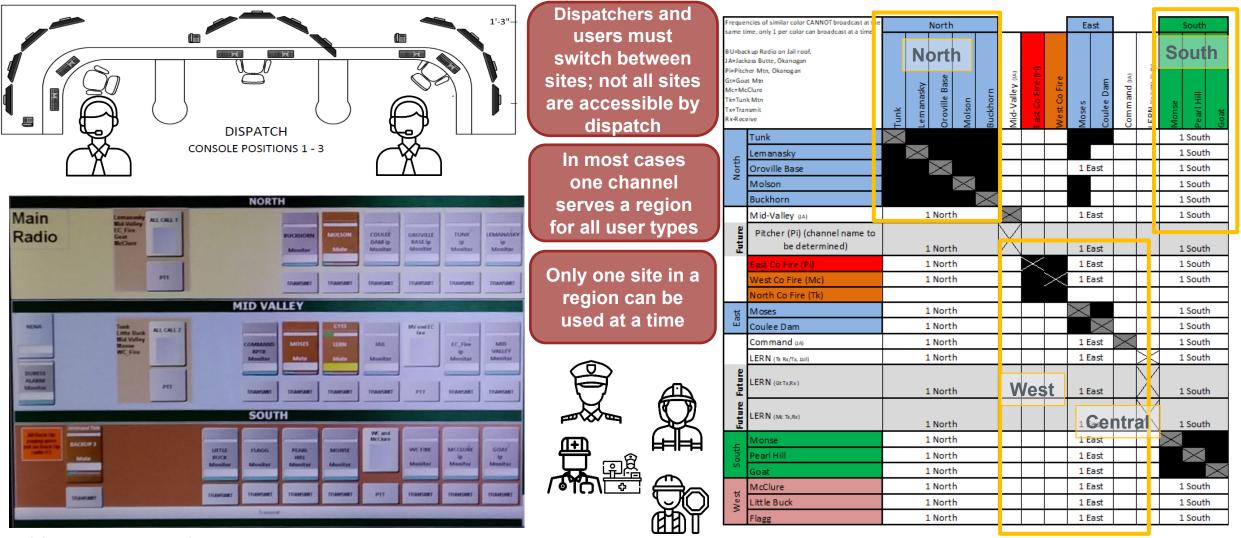
Radio Systems - CURRENT STATE Channels based on LOCATION

How are channels allocated?

1. Project Purpose & Status Ζ Stakeholder Findings Π C 3. Technology Assessment

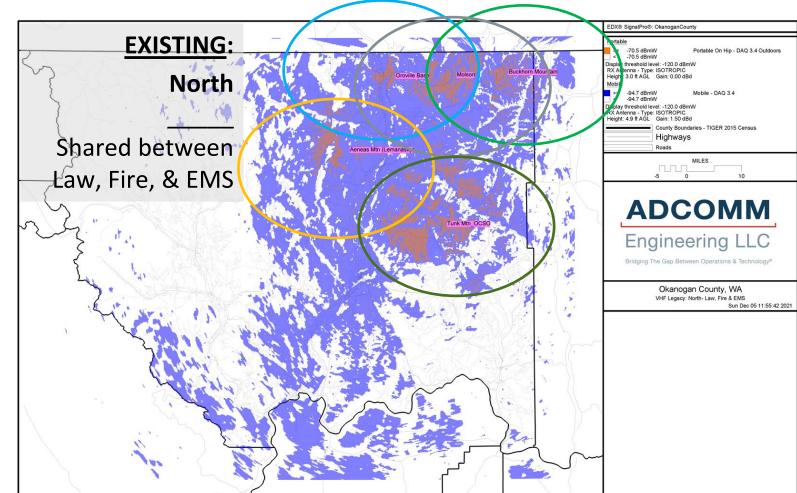
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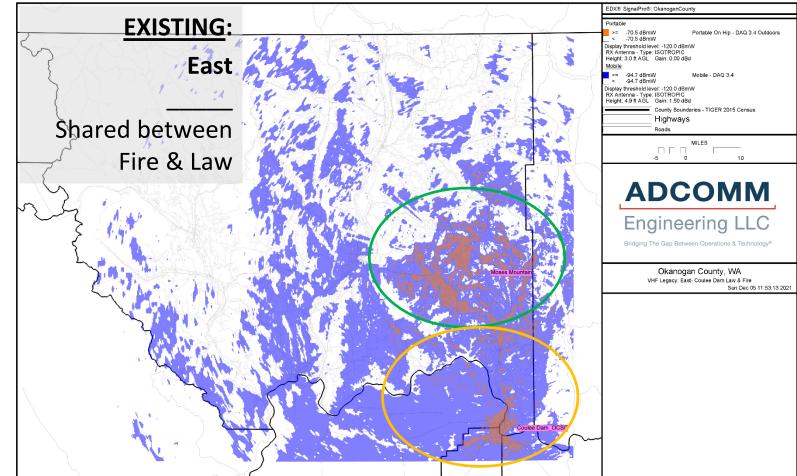
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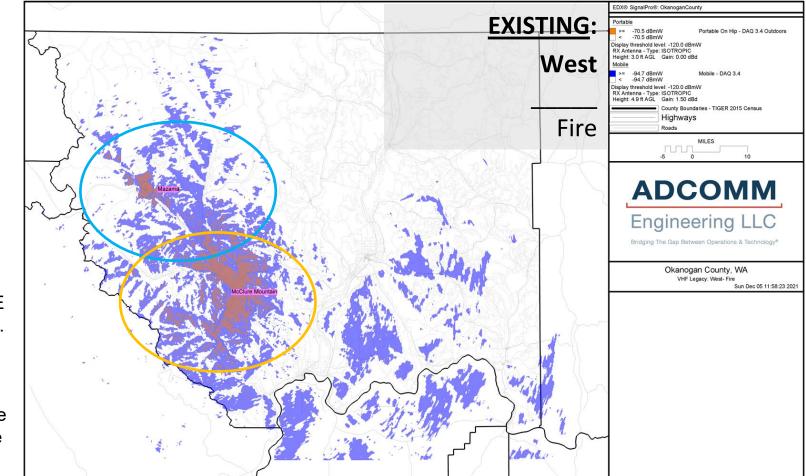
*Note: Although CHANNELS are organized as ZONES; only one SITE can be active at a time.





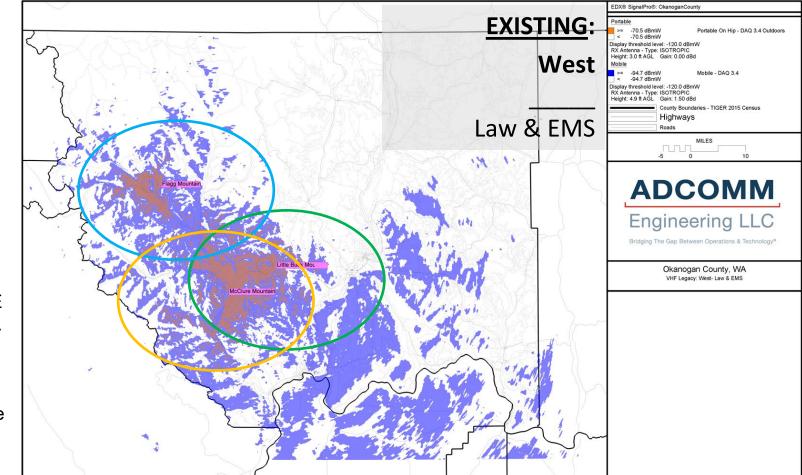
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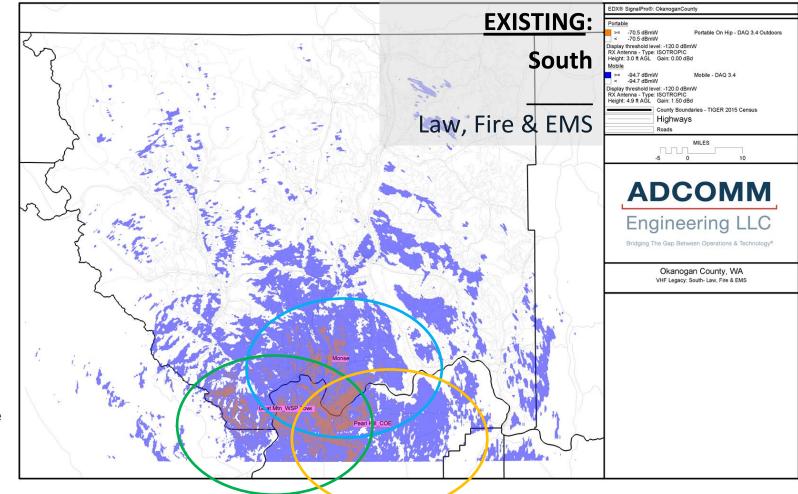
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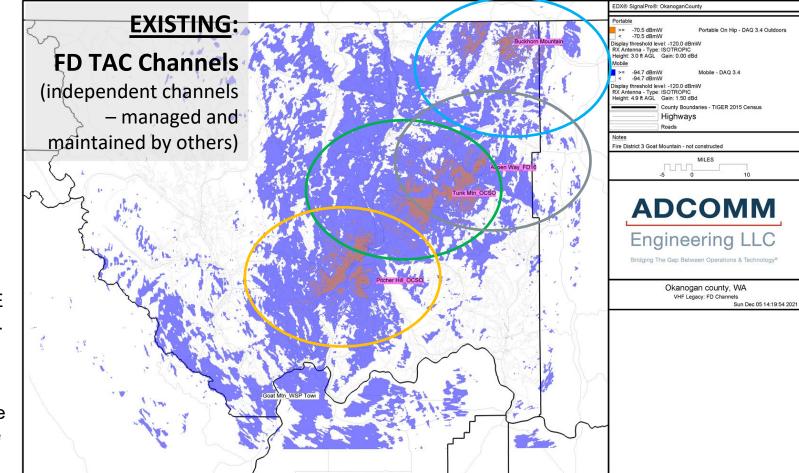


*Note: Although CHANNELS are organized as ZONES; only one SITE

can be active at a time. Multiple sites active at

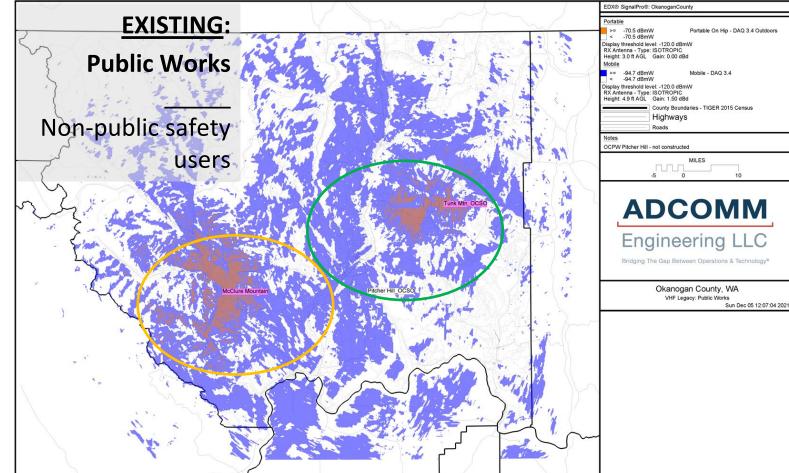
once in a single zone may cause interference or loss of audio for one or both sites.





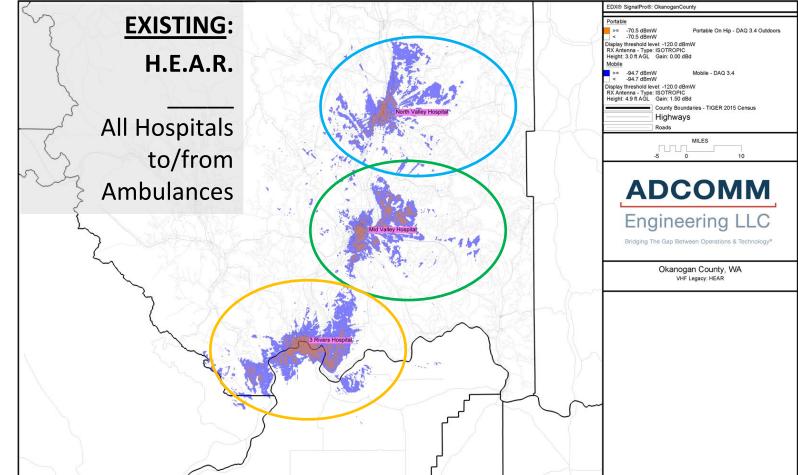
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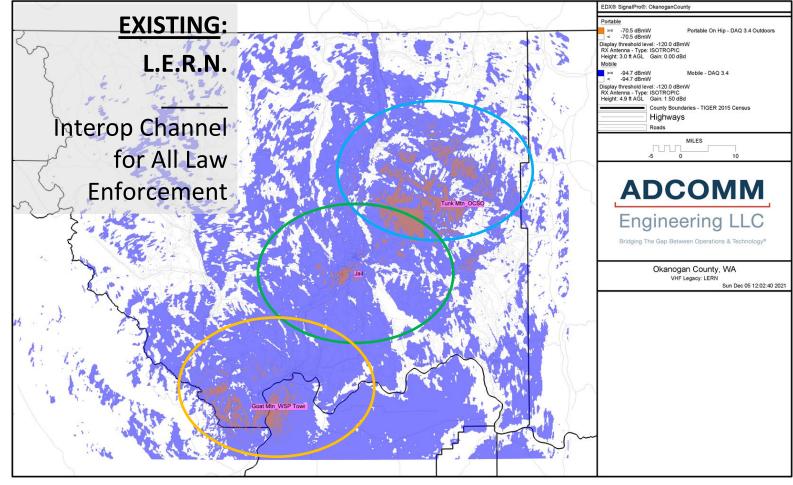


*Note: Although CHANNELS are organized as ZONES; only one SITE can be active at a time.

Note: Current use of Goat Mtn requires permission from WSP

*Note: Although CHANNELS are organized as ZONES; only one SITE can be active at a time.

Multiple sites active at once in a single zone may cause interference or loss of audio for one or both sites.



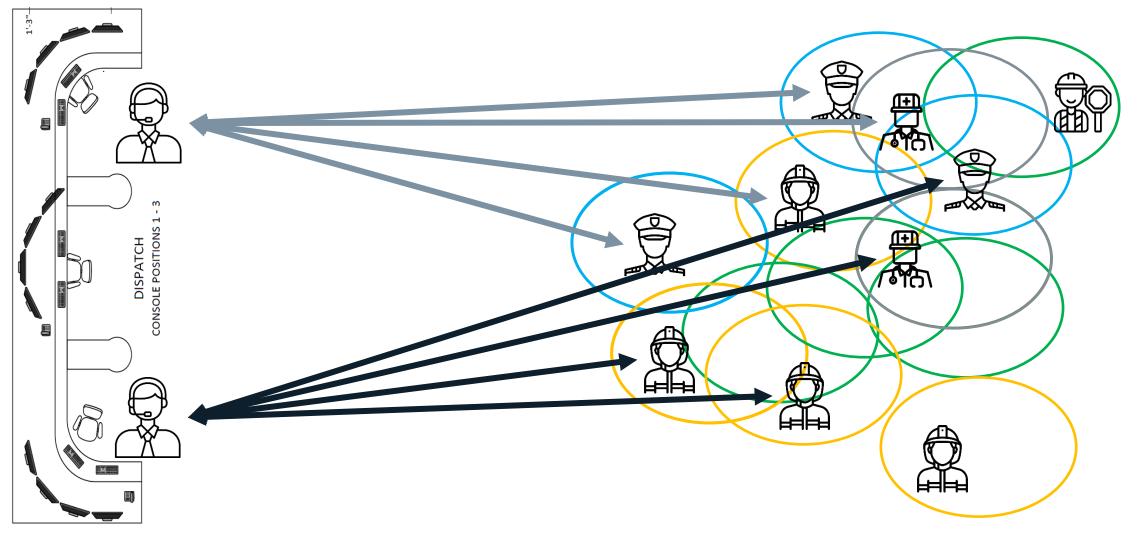
1. Project Purpose & Status

Stakeholder Finding

3. Technology Assessmen

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Existing Radio System – Geographic-based Channel Allocation



1. Project Purpose & Status

Stakeholder Finding

3. Technology Assessmen

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Existing Radio System – Findings Summary

1. Project Purpose & Status
2. Stakeholder Findings
3. Technology Assessment

Usability / Operability: the system is NOT simple to use or operate for either the field users or dispatch operators.

Capacity: multiple incidents in the same area causes CONGESTION.



 Users must *know* where their channel works well.
 Users must switch to the right channel based on physical location.

> Not just *better* coverage but <u>CONSISTENT</u> coverage across all channels and areas

SHARING Channels Causes Congestion

 Sheriff - Police - Fire - EMS each perform very different operations.
 Users must wait their turn and

jump in when the channel opens. 3. There is CONGESTION where ONE channel must be shared for any INCIDENT in EACH North-East-West-South regions between LAW - Fire - EMS users.

> Need: Improved Channel Capacity

Not just more

channels but

BETTER

ALLOCATION of

channels

are Challenged 1. Dispatchers must listen to the

What did

we learn?

different users across multiple channels.

Dispatch Operators

2. Dispatchers must respond to the right person on the right channel.

...with consideration to the number and assignment of dispatch operators.

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Need:

Improved

Coverage

User Needs



System Needs (9)

Additional User requested Needs

Who asked

for what?

Agency	Coverage	Outdoors Charged	capacity lenter	on Se Reliabilit	N Resilancy	ance linterope	ability Coveras	Indoors Cost Fu	ndine Scalability	Frequent	WReuse Interence	heelntation presentation Dispatch	Saffing Radio	e training Dispatch	contention l	& EOCFacilities	Notie D Notie D	Jata AVLIGE	Celular	envice Encrypti	on with Messel
	14	10	2	6	4	10	5	4	0	6	4	5	7	7	1	5	9	7	7	1	1
Sheriffs Office	X	X			Х	X		X		Х		X	Х	Х	Х	X	X	X	X		
Omak Fire		X								Х	Х	X	Х	Х							
Omak PD	Х	X				X	Х							Х		X	Х	Х	Х		
Coulee Dam PD	Х	X												Х		X		Х	Х	Х	
Ferry County Sheriffs Office				X													Х				
North Velley Hospital	Х					X													Х		
Aero Methow	X					X	Х				Х						Х				
FD #6		Х				X				Х		Х		Х							
Rivercom 911	Х																				
Sheriffs Office	X	Х		X	Х		Х			Х						Х		Х			
Lifeline Ambulance	X	X	Х	X		X				Х			Х				Х		X		Х
Okanogan County Public Work	Х												Х	Х			Х		X		
Douglas Okanogan FD #15	Х	X				X		X			Х	Х	Х	Х				X			
Colville Tribes	Х			X	Х	X	Х	X			Х										
WSDOT	X			X	Х												Х				
Winthrop Marshall's Office	X	X				X	Х	X				Х	Х			Х	X	X	X		
Oroville FD#1	Х	Х	Х	X		X				Х			Х				Х	Х			

Stakeholder Needs



<u>1. Improved Coverage &</u> <u>Audio Clarity</u>

There are many areas with coverage holes; meanwhile some areas where coverage exists the audio quality is poor.

2. Sufficient Capacity

Users would like a system with enough capacity so Law-Fire-EMS users don't have to share the same channels.

3. Simple to Use

Users would like a system where all channels work countywide; no need to remember which channels work where.

4. Reliable

One site failure can take down multiple other sites. Some sites could go offline for months if they fail catastrophically or in the winter.

<u>5. Maintainable</u>

Each agency uses different maintenance shops and funding sources; it would be *easier* if there was a one-stop-shop to go to.

6. Interoperable

VHF radios will continue to be needed to work with adjacent agencies.

7. Coverage: In Buildings

The VHF radio system doesn't work well inside large commercial building or within some residences.

8. Cost Effective

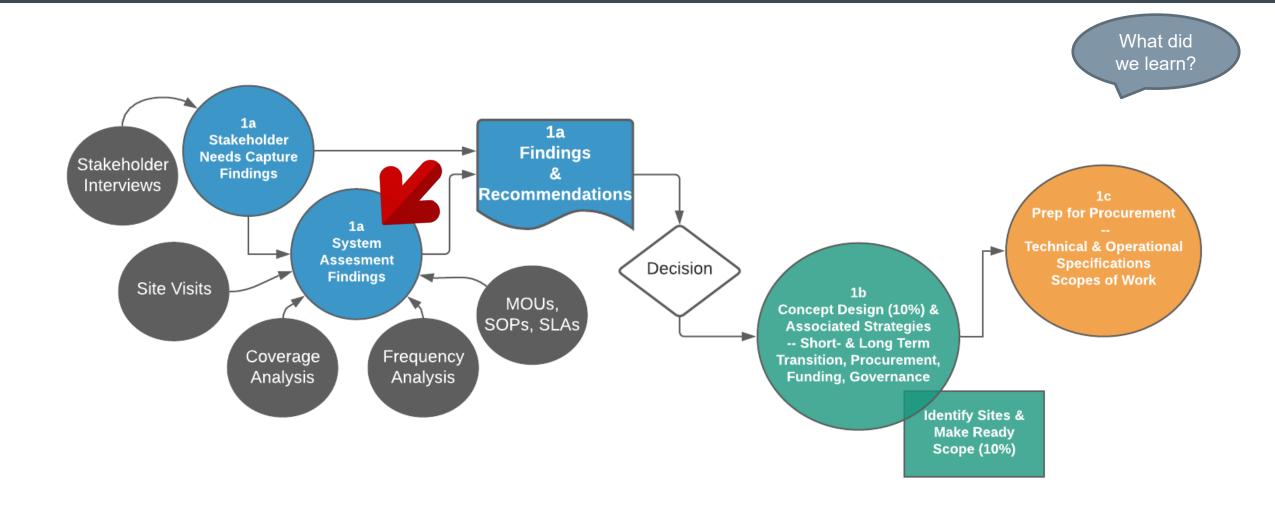
Each agency has limited funds; a replacement radio system needs to be as cost effective as possible.

9. Scalable

A upgraded or replacement system should be P25 compliant and easy to expand sites/ channels if needed.

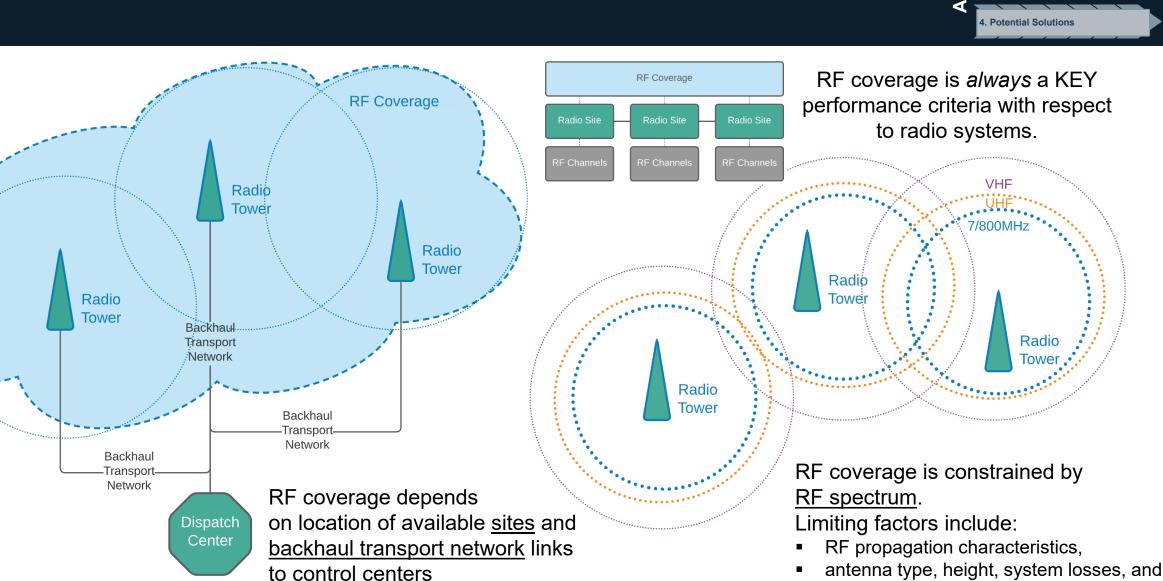
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TECHNOLOGY ASSESSMENT



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Radio System: RF Coverage Dependencies



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FCC license allocations & limitations 30

2. Stakeholder Finding

GEN

Radio Frequency (RF) Spectrum FINDINGS

Radio Frequencies – or wireless spectrum – is the *foundation* of a wireless communications system. Spectrum (aka *frequencies, channels*) provides the channel capacity to support user communications.

we learn?

Need: Improved

Channel Capacity

What did

2. Stakeholder Finding

Potential Solutions

Technology Assessmer

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VHF: 150-174 MHz

NO NEW VHF CHANNELS (frequency pairs) can be acquired.

Existing channels MAY be reallocated to improve usability although VHF travels LONG distances therefore frequencies are not easily 'reused'. PLUS... the VHF band is experiencing INCREASED NOISE levels – reducing RF coverage.

Meets Need?

UHF: 450-512 MHz

A LIMITED NUMBER OF NEW UHF CHANNELS may be acquired to support conventional operation; not enough are available to support trunked operation.

UHF frequencies provide better indoor coverage than VHF.

Use of UHF spectrum requires NEW subscriber radios.

Meets Need? Somewhat

<u>700 MHz</u>

Sufficient numbers of 700 MHz channels may be acquired to support trunked operation.

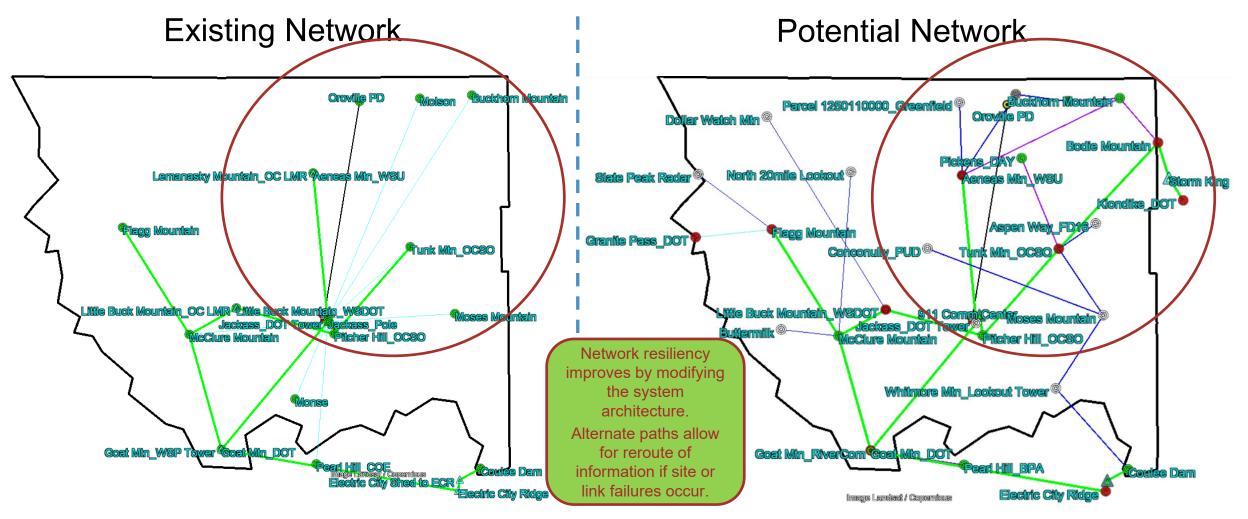
700 MHz frequencies provide better indoor coverage than both UHF and VHF. 700 MHz does not propagate as far as VHF.

Use of 700 MHz spectrum requires NEW subscriber radios.

> Meets Need? YES

Backhaul Network: Microwave, Fiber, RF point-to-point

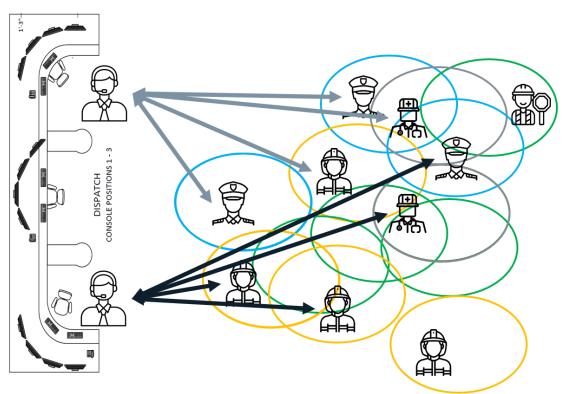




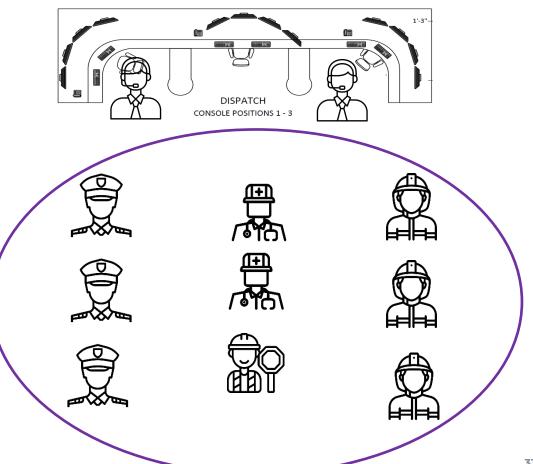
Conventional vs Trunked Mode



Geographic-based Configuration (Conventional LMR)

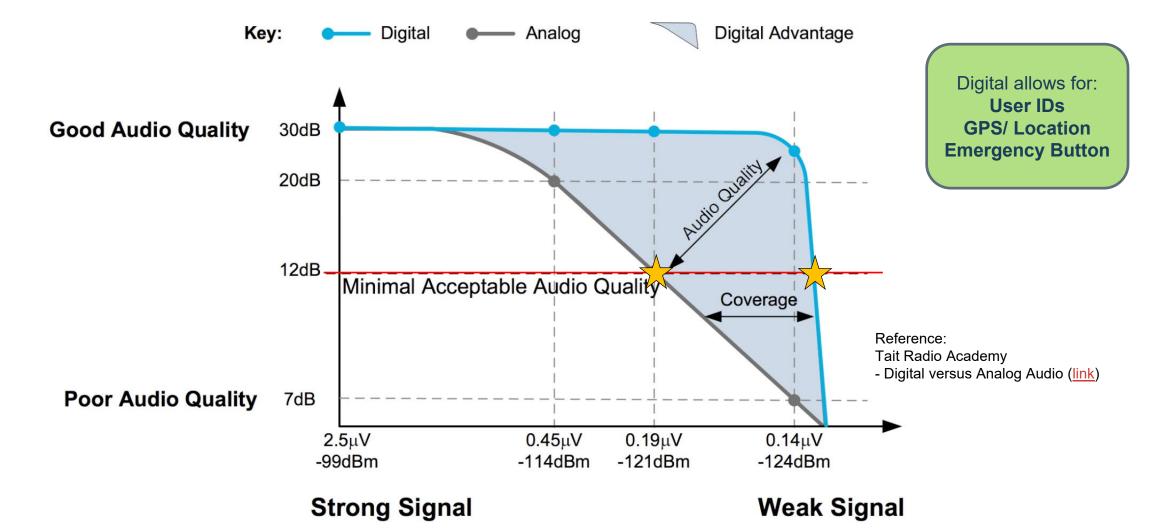


Operations-based Configuration (Trunked LMR)



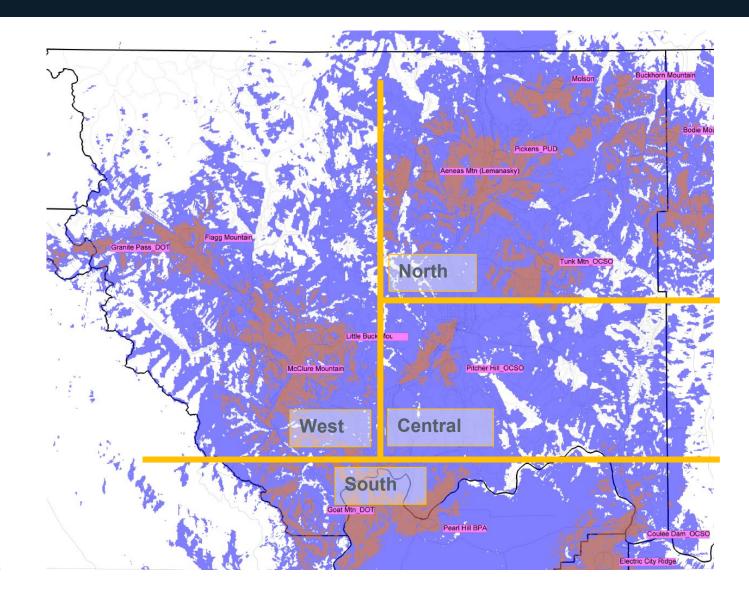
Radio System Technologies: Analog vs Digital Modulation





Potential: Initial Augmented System

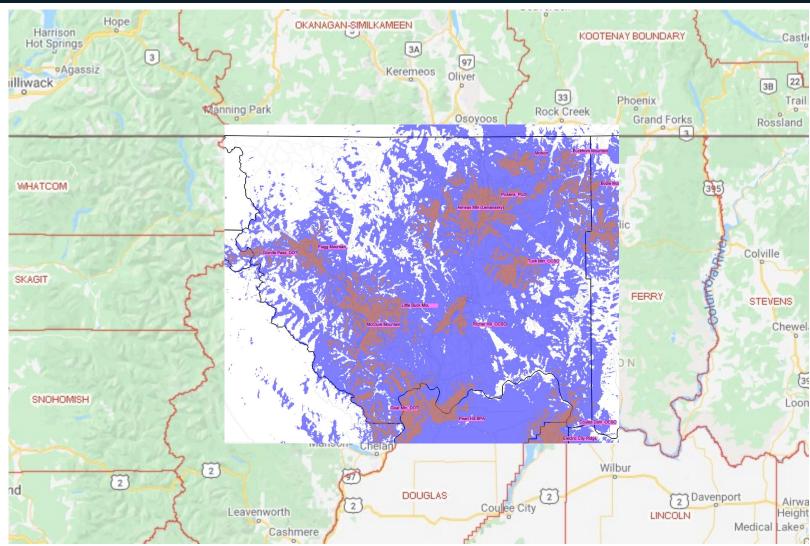




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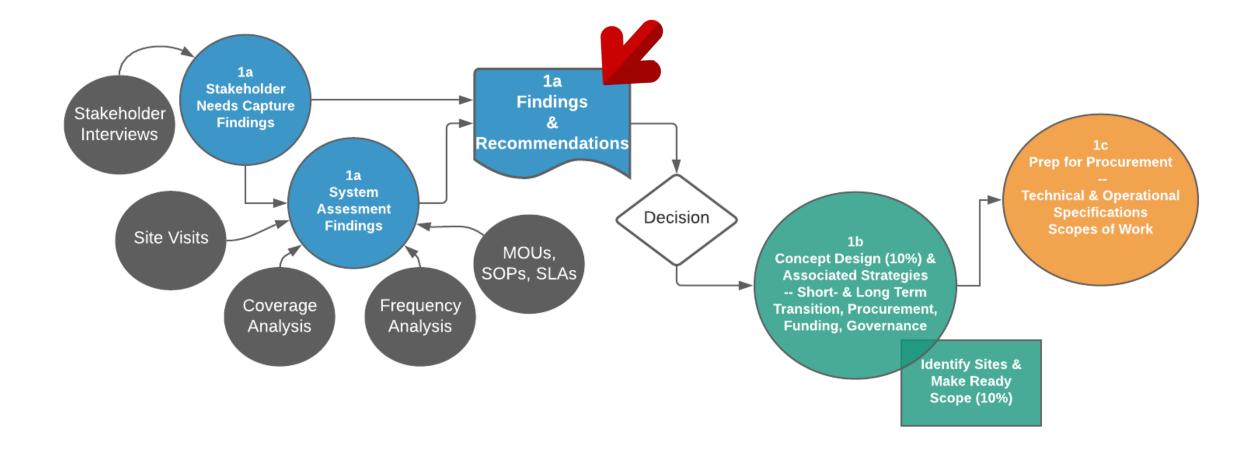
Interoperability: Adjacent Counties





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FINDINGS AND RECOMMENDATIONS



Optional Solutions



Option #	Description	Capital Cost vs. On-going Maintenance	Performance
1	Enhance the Existing VHF Radio System	\$ Medium-Low Initial Cost \$\$ Medium On-going Cost	Slightly improved usability; no coverage improvement; improved reliability
2	Replace with a UHF Radio System	<pre>\$\$\$ Medium-High Initial Cost \$\$ Medium On-going Cost</pre>	Slightly improved usability; slightly improved capacity; improved indoor coverage
3	WSDOT 700MHz Radio System Expansion	\$\$\$ High Initial Cost \$ Low On-going Cost	Highly improved usability; best coverage - most resilient and reliable
4	Okanogan owned 7/800MHz Radio System	\$\$\$\$ Highest Initial Cost \$\$\$ Highest On-going Cost	Highly improved usability; best coverage – more resilient and reliable



improved usability -

capacity

System

Replace with a UHF Update equipment for current make-model; replace all subscriber radios; modify FCC licenses

WSDOT 700MHz **System Expansion Enhance WSDOT** system with additional sites & channels; replace all subscriber radios

3

Okanogan 7/800MHz Radio System NEW BUILD Build entirely new system; replace all subscriber radios; **FCC** licenses

System Needs (recap)



<u>1. Improved Coverage &</u> <u>Audio Clarity</u>

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2. Sufficient Capacity

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<u>5. Maintainable</u>

Each agency uses different maintenance shops and funding sources; it would be *easier* if there was a one-stop-shop to go to.

6. Interoperable

VHF radios will continue to be needed to work with adjacent agencies.

7. Coverage: In Buildings

The VHF radio system doesn't work well inside large commercial building or within some residences.

8. Cost Effective

Each agency has limited funds; a replacement radio system needs to be as cost effective as possible.

9. Scalable

A upgraded or replacement system should be P25 compliant and easy to expand sites/ channels if needed.

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Option 1: VHF Enhancement



<u>1. Improved Coverage &</u> <u>Audio Clarity</u> MINOR IMPROVEMENT. Slight improvement expected.	2. Sufficient Capacity POOR. NO CHANGE. Law/Fire/EMS users must "share" limited channels in each locale.	3. Simple to Use POOR. NO CHANGE. Field users & dispatchers must know field user location in order to pick the best site.
<u>4. Reliable</u>	<u>5. Maintainable</u>	<u>6. Interoperable</u>
MINOR IMPROVEMENT.	POOR.	GOOD.
Some improvement due to updated two new microwave links (not related to VHF/UHF/700 radio system).	NO CHANGE. Okanogan responsible to maintain all sites, site equipment, and subscribers.	No change. Most other agencies are using VHF.
7. Coverage: In Buildings	8. Cost Effective	9. Scalable
POOR.	MEDIUM-HIGH COST.	NO CHANGE.
Limited in-building coverage.	due to replacement infrastructure, improved microwave links, and replacements subscribers (current version is no longer available)	Not scalable. Sites and/or channels affect existing system and users. Subscriber radios must be reprogrammed.

Option 2: UHF Replacement



<u>1. Improved Coverage &</u> <u>Audio Clarity</u>

GOOD. Improvement expected.

2. Sufficient Capacity

SOME IMPROVEMENT.

Additional channels should allow parsing Law/Fire/EMS sers onto separate channels; quantity increase is limited.

3. Simple to Use POOR. NO CHANGE. Field users & dispatchers must know field user location in order to pick

the best site.

4. Reliable 5. Maintainable 6. Interoperable MINOR IMPROVEMENT. POOR. POOR. NO CHANGE. Okanogan Some improvement due to Most other agencies are using VHF. Some VHF subscribers will updated two new microwave responsible to maintain all links (not related to sites, site equipment, and need to be kept and maintained VHF/UHF/700 radio system). subscribers. for continued inter-operations. 7. Coverage: In Buildings 8. Cost Effective 9. Scalable GOOD. MEDIUM-HIGH COST. NO CHANGE. Improved coverage inside Due to replacement equipment Not scalable. Sites and/or (subscriber + infrastructure) buildings. channels affect existing system and revised microwave and users. network.

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Option 3: WSDOT 700 MHz Expansion



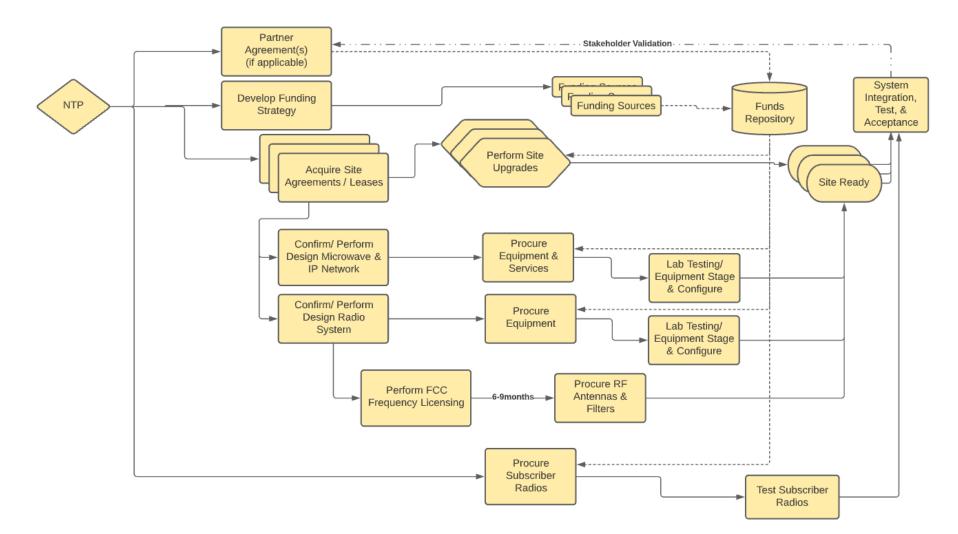
<u>1. Improved Coverage & Audio Clarity</u> GREAT. Improvement expected. Talk Groups (channels) dedicated to use rather than location.	<u>2. Sufficient Capacity</u> GREAT. Significant improvement.	<u>3. Simple to Use</u> GREAT. Channels based on USE (not location).
<u>4. Reliable</u> GOOD. Major improvement due to updated microwave network resiliency. (not related to VHF/UHF/700	5. Maintainable GOOD. WSDOT radio shop responsible to maintain the radio system equipment; Okanogan responsible for sites and subscribers.	<u>6. Interoperable</u> GREAT. Partner VHF channels can be "mapped" to the larger trunked radio system.
7. Coverage: In Buildings GOOD. Significantly improved coverage inside buildings.	8. Cost Effective HIGH COST. due to replacement equipment (subscriber + infrastructure), revised microwave network, and additional sites.	<u>9. Scalable</u> GREAT. Significant improvement. Sites and/or channels can be added without affecting existing system and users.

Option 4: Okanogan 7/800 MHz New Build



 <u>1. Improved Coverage &</u> <u>Audio Clarity</u> GREAT. Slight improvement expected. Some channels dedicated to use rather than location. 	<u>2. Sufficient Capacity</u> GREAT. Significant improvement.	<u>3. Simple to Use</u> GREAT. Channels based on USE (not location).
<u>4. Reliable</u> GOOD. Major improvement due to updated microwave links (not related to VHF/UHF/700 radio system).	5. Maintainable POOR. NO CHANGE. Okanogan responsible to maintain all sites, site equipment, and subscribers.	<u>6. Interoperable</u> GREAT. Partner VHF channels can be "mapped" to the larger trunked radio system.
<u>7. Coverage: In Buildings</u> GOOD. Significantly improved coverage inside buildings.	<u>8. Cost Effective</u> HIGHEST COST due to replacement equipment (subscriber + infrastructure) and revised microwave network.	<u>9. Scalable</u> GREAT. Significant improvement. Sites and/or channels can be added without affecting existing system and users.



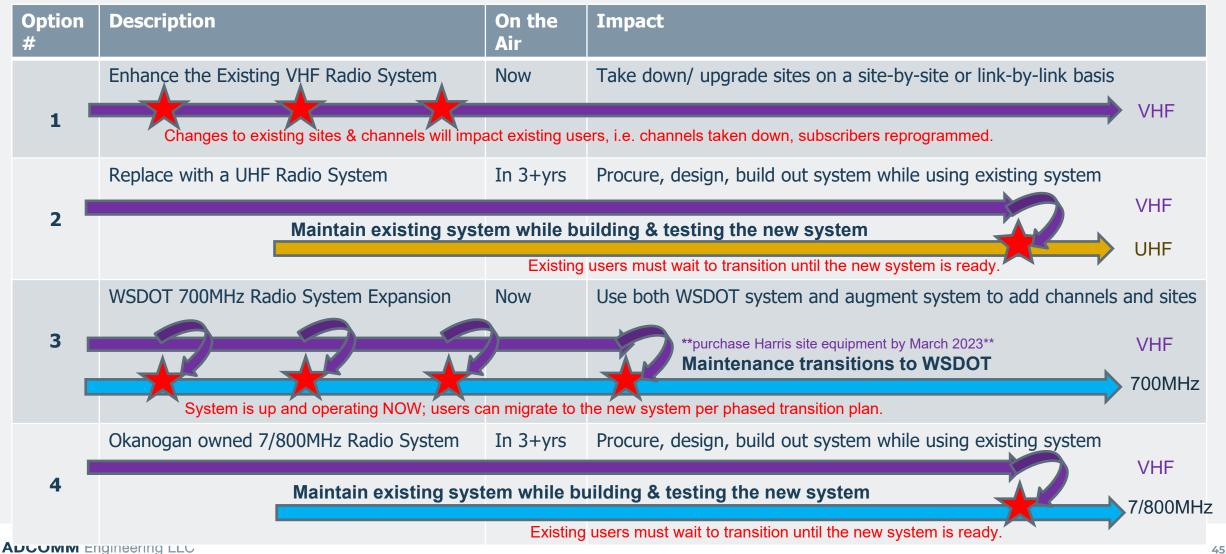


5. Next Steps

Timeline: Optional Solutions







Recommended Solutions



Option #	Description	Capital Cost vs. On-going Maintenance	Performance	
1	Enhance the Existing VHF Radio System	\$ Medium-Low Initial Cost \$\$ Medium On-going Cost	Slightly improved usability; no coverage improvement; improved reliability	
2	Replace with a UHF Radio System	<pre>\$\$\$ Medium-High Initial Cost \$\$ Medium On-going Cost</pre>	Slightly improved usability; slightly improved capacity; improved indoor coverage	
3	WSDOT 700MHz Radio System Expansion	\$\$\$ High Initial Cost \$ Low On-going Cost	Highly improved usability; best coverage - most resilient and reliable	
4	Okanogan owned 7/800MHz Radio System	\$\$\$\$ Highest Initial Cost \$\$\$ Highest On-going Cost	Highly improved usability; best coverage – more resilient and reliable	
12Enhance Existing VHF SystemReplace with a UHF SystemUpdate infrastructure & subscriber equipment for current make-model; modify FCC licenses for improved usability - capacityUpdate equipment for current make-model; replace all subscriber radios; modify FCC licensesSat4Mathematical distribution sites & channels; replace all subscriber radios; modify FCC licensesSatSat4Mathematical distribution sites & channels; replace all subscriber radios; modify FCC licensesSatSatSatMathematical distribution sites & channels; replace all subscriber 				

NEXT STEPS

- Need Decision
 - Option 1, 2, 3, or 4?
- Decide Strategies
 - Partnership agreements
 - Site system maintenance sharing opportunities
 - Procurement opportunities
 - Funding opportunities

Build Project Schedule

- Use: Implementation Process Flow Chart
 - Update for specific timeline
- Work that must start ASAP!
 - Secure real estate (approvals, leases, purchases, etc.)
 - Upgrade existing facilities
 - Develop new sites
- Kick off the next Project Phase!

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