

## Communications and Telephony

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- Parkland County, Alberta: Emergency Communications Centre Master Plan
- City of Grande Prairie, Alberta: Fire Department 9-1-1 and Telephone System Upgrade
- Central Vancouver Island, British Columbia: 9-1-1 Assessment
- Peace River Regional District, British Columbia: Emergency 9-1-1 Call Answer and Fire Dispatch Service Review
- City of Grande Prairie, Alberta: Fire Department Infrastructure and systems Evaluation of the Northwest Regional Fire Communications Center (radio, computer aided dispatch, record management systems, 9-1-1, telephone, paging & notification, voice & data logging)
- Halifax Regional Municipality, Nova Scotia: Efficiency and Effectiveness Review of 9-1-1 and Fire Emergency Dispatch at the Integrated Emergency Services Communications Center (police, fire)
- City of Winnipeg Police Services, Manitoba: Implementation of a Next Generation 9-1-1 Service
- Government of the Northwest Territories: Feasibility Assessment of the Implementation Options and Costs of Territory-wide 9-1-1 Service
- City of London, Ontario: Feasibility Assessment of Alternative Communication Service Provision for Fire Services
- City of Winnipeg, Manitoba: Fire Paramedic Service Options Analysis for Migration to Next Generation 9-1-1 Including Affected Centrex Telephone Systems at the Winnipeg Regional Health Authority
- North Island 9-1-1 Corporation, Vancouver Island, British Columbia: A 9-1-1 Public Safety Answering Point Options Analysis
- Winnipeg, Manitoba: Creation of a Next Generation 9-1-1 Planning Document for Fire Paramedic Services
- British Columbia 9-1-1 Service Providers: A Review and Rationale Development for Staffing the 9-1-1 Call taking Function Within RCMP Operations Communications Centers; Develop a Formula to Calculate 9-1-1 Call Taking Staff Resources at Various Call Levels in a Typical British Columbia Jurisdiction
- Peace River Regional District, British Columbia: Efficiency, Effectiveness, and Financial Review of the 9-1-1 System (including technology and staffing)
- The Province of Newfoundland and Labrador: Feasibility Study for Implementing 9-1-1 or E9-1-1 Province-wide
- Province of Alberta: Consulting Services and Project Management for the Consolidation of EMS Dispatch Centers Province-wide
- The Regional Municipalities of Peel, Durham, Halton and York, and the County of Simcoe, Ontario: Options Analysis for the Delivery of Land Ambulance Dispatch Services in the Greater Toronto Area
- Government of Alberta and the Royal Canadian Mounted Police “K” Division (Alberta): Feasibility Study and Options Analysis for Communications Centers
- San Francisco, U.S.A.: City and County 9-1-1 Center, Police, Fire, EMS Dispatch Center, Analysis of Recruitment, Selection, Training, Retention, and Staffing

- City of Naperville, Illinois, U.S.A.: Review of Police, Fire, EMS Emergency Communications and 9-1-1 System, Facilities, and Staffing
- City of Naperville, Illinois, U.S.A.: Feasibility Study of City wide 311 System
- The City of Odessa, Texas, U.S.A.: 9-1-1, Police, Fire, EMS Communications Center Organizational Review
- Moscow, Idaho; Whitman County, Washington, U.S.A.: 9-1-1, Police, Fire, EMS Communications Amalgamation Feasibility Study
- City of Moscow, Idaho, U.S.A.: 9-1-1, Police, Fire, EMS Communications Upgrade Feasibility Study
- Province of New Brunswick: Consolidation of EMS Communications Centers
- Peninsular Malaysia (West Malaysia): Trauma Services, Assessment and Needs Analysis of Communications and Computer Systems
- New South Wales Fire Brigade, Australia: Review of CAD System Architecture and Recommendations for Upgrade Path
- Hamilton, New Zealand: Midland Ambulance Service; Investigated and Recommended the Implementation of Administrative Computer Systems
- Washington State, U.S.A.: Military Department Feasibility Study to Combine Three 9-1-1 Centers