



**For Immediate Release**

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**RCC Selected by the Hong Kong Fire Services Department  
to Conduct an Operational Efficiency and Staffing Analysis**

Woodbridge, NJ (June 8, 2011) – RCC Consultants, Inc. has been selected by the Hong Kong Fire Services Department to conduct an operational efficiency and staffing analysis for the Fire Services Communications Center (FSCC). The FSCC is also planning to implement the Medical Priority Dispatch System and will utilize RCC's expertise to determine the staffing needed to provide this service.

The Fire Services Department responded to more than 800,000 calls last year. With such demand, the FSCC needs to ensure they are sufficiently staffed to provide rapid and efficient response to 999 calls for fire and ambulance assistance. RCC will analyze the current performance of 999 call-taking and dispatching functions against internationally recognized performance goals. RCC will also evaluate staffing requirements to support the addition of a training staff and community information center, as well as the Medical Priority Dispatch System. Consultants will prepare a strategic staffing plan for a 10-year period for the Department.

**About RCC Consultants, Inc.**

RCC Consultants, Inc. is a global telecommunications consulting, engineering and integration firm. A leader in the public safety industry since 1983, RCC specializes in the design and implementation of radio communications systems, microwave and fiber optic systems, broadband, intelligent transportation systems and emergency telephone systems, as well as the design of communications centers, tower sites and monitoring facilities. Visit RCC on the Web at [www.rcc.com](http://www.rcc.com).