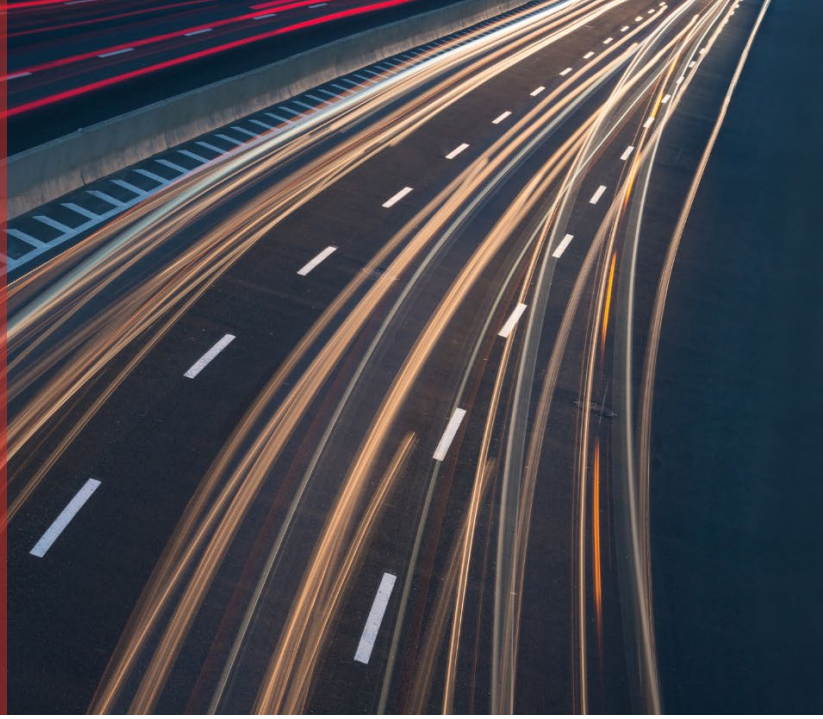
INTERTALK™

CASE STUDY



A mission-critical communications upgrade for ODOT and OSP delivered a custom-fit dispatch solution with enhanced interoperability. InterTalk's P25 standards-based system ensured 99.999% redundancy, flexibility, and long-term reliability across four statewide sites.

Exact-Fit P25 Dispatch

The Oregon Department of Transportation (ODOT) and Oregon State Police (OSP) sought to overhaul their aging dispatch communications infrastructure. Facing an outdated system with limited upgrade paths, they aimed to adopt a L3Harris P25 trunked radio system and integrate a new console solution that ensured longevity, reliability, and enhanced interoperability.

Rather than defaulting to a one-size-fits-all approach, ODOT and OSP pursued an exact-fit solution, one that capitalized on standards-based connectivity and deep customization. InterTalk's Dispatch Console System (DCS) was ultimately selected for its robust P25 features, flexible integration, and a track record of tailoring systems to meet precise operational needs.

The objective was clear: implement a standards-based dispatch system using Console Sub-System Interface (CSSI) to provide enhanced communication across multiple agencies and technologies. InterTalk's vendor-agnostic console enabled IP-based connectivity to L3Harris' P25 trunked systems while offering advanced telephony and logging capabilities.

Scope

To support the transition to their new system, ODOT outlined several key requirements:

- Transition to L3Harris P25 trunked radio system using CSSI.
- Interoperability with conventional analog and digital trunked systems.
- Four dispatch centers connected via Oregon's statewide WAN.
- Redundant core infrastructure with primary (Salem) and backup (Bend) sites.
- Custom GUI design based on dispatcher input.
- High-availability architecture delivering near-zero downtime.

INTERTALK DCS

CONNECTING LIVES TO LIFELINES

System Overview

Dispatch Sites
4
Total Sites

Total Console Positions
67
Positions

Providing Service to
8,000
Miles of Road

System Uptime Target
99.999%
Reliability

Challenges Addressed

Legacy System Replacement: The previous console platform was outdated and not upgradeable. InterTalk provided a modern, standards-compliant system without forcing a complete overhaul of all existing infrastructure.

Standards-Based Connectivity: ODOT/OSP leveraged the CSSI interface to avoid vendor lock-in and ensure interoperability with the L3Harris RFSS.

Dynamic System Design: As system requirements evolved, InterTalk collaborated in real-time to refine the system architecture. This iterative, consultative process ensured the system aligned exactly with operational needs.

Tailored User Experience: Unlike many off-the-shelf systems, the InterTalk GUI was designed with direct input from front-line users, improving usability and adoption.

System Features

- IP-based CSSI connectivity to L3Harris P25 system
- Multi-site, multi-agency dispatch integration
- Analog and digital radio interoperability
- Geo-Redundant failover between Salem and Bend
- Dispatcher-driven GUI customization
- Integrated Transcript Archival Logging Recorder

Outcomes

True Interoperability and Vendor Neutrality: By leveraging the CSSI standard, InterTalk enabled enhanced interoperability between L3Harris P25 trunked radio systems and existing analog systems. This provided ODOT and OSP with the freedom to evolve their infrastructure over time without vendor lock-in, ensuring long-term flexibility and compatibility with future upgrades.

Scalable Architecture: With a distributed console deployment across four sites and integration with Oregon's state-wide WAN, the system supports scalability for future expansion. Whether adding new sites, agencies, or capabilities, the architecture is designed to grow without reengineering core components.

Operational Continuity: With core equipment sites in Salem and Bend, the system was designed with geo-redundant failover capabilities, ensuring mission-critical uptime. The system architecture achieved a "Five Nines" (99.999%) reliability threshold, virtually eliminating downtime risks, even during network failures or infrastructure outages.

Rapid Adoption: The system went live in January 2016 with strong endorsement from field personnel. Both technical staff and end users praised the platform's ease of use, flexibility, and InterTalk's responsiveness throughout the project lifecycle.

"The change of radio console systems is a major event for the dispatch centers, and we have to get every step right. It's clear to me that (InterTalk™) understands what we're trying to do, and that shows each time we meet with them."
- Jerry Martin, Oregon State Police Console Team

"The new system is so much more user friendly. What's nice about the new consoles is that they allow free flexibility so command center is able to customize certain features to meet individual needs."
- Michael Berkowitz, Oregon State Police, Southern Command Supervisor

Oregon Department of Transportation

Are you ready to enhance your dispatch center's capabilities?

Contact us today to explore a more advanced and effective dispatch console system.

CONTACT US