

KEN ULMAN  
County Executive



WILLIAM J. MCMAHON  
Chief of Police

*Service*

**HOWARD COUNTY DEPARTMENT OF POLICE**  
3410 Courthouse Drive, Ellicott City, MD 21043

June 16, 2014

To: Mr. Lonnie R. Robbins  
Chief Administrative Officer (through channels)

From: William J. McMahon  
Chief of Police

Re: Testimony for County Council Meeting on the 9-1-1 Phone System

The Howard County Police Department is requesting approval to move forward with the second phase of the overall upgrade of the 9-1-1 phone system in the County. This part of the upgrade is for our primary PSAP (9-1-1 Center). We will be upgrading the current VESTA system to the Patriot Sentinel system at a cost of \$777,244.07. Funding for this total cost has been approved and will be paid by the Maryland Emergency Number Systems Board.

We completed the upgrade to the Patriot Sentinel System at the APSAP (Alternate 9-1-1 Center) in February of 2013. The existing phone system at our PSAP is at its end of life and currently on an extended maintenance service plan. These systems have an expected life of five years, and the system at the PSAP is now approaching its' sixth year in service. This purchase will complete the second and most vital part of the project.

The new phone system provides the County with enhanced features to help serve the citizens. This system provides the hardware and software foundation for Howard County to be NEXT-GEN (Next Generation) 9-1-1 capable. NEXT-GEN 911 services envision allowing 911 users the ability to communicate with 911 centers by voice and text messages as well as the ability to send photos and videos. The addition of these services will require the installation of additional hardware. Once the initial phase is complete, the overall system will improve our redundancy and allow the operation to receive calls at either location (PSAP or APSAP) from four Verizon Central Office locations. This will ensure that no calls are lost if we experience a connection issue at either location. The system will also allow us to link the servers at both locations via fiber, so that no service is lost if we were to have a server issue at either location. It will also allow us to operate both centers simultaneously should we have an extended incident that presents the need to expand our call-taking capabilities.

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Mr. Lonnie R. Robbins

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The initial purchase of this system is being fully funded by the Maryland, Emergency Number Systems Board (ENSB). The County will be responsible for 3 years of ongoing monthly maintenance fees of \$2,200.00 for the system during the life of this contract. This is an increase of \$500.00 per month, but will be offset by the fact that with the new system the current PBX will no longer be needed, saving the County \$25,000.00 on maintenance fees per year.

As stated previously, this is the second phase of the overall project.

In attendance are, Lt. Edward Sprinkle and Mr. Chris McNamara to answer any questions you may have about this project or phone system.

cc: Major Gardner  
Major Lachman  
Captain Newnan  
Lieutenant Sprinkle  
Mr. McNamara