



Tara H. Jackson
Acting County Executive

PRINCE GEORGE'S COUNTY GOVERNMENT

OFFICE OF THE COUNTY EXECUTIVE

May 16, 2025

The Honorable Edward P. Burroughs, III Chair
Prince George's County Council
Wayne K. Curry Administration Building
1301 McCormick Drive Largo, Maryland 20774

The Honorable Krystal Oriadha, Vice Chair
Prince George's County Council
Wayne K. Curry Administration Building
1301 McCormick Drive Largo, Maryland 20774

Re: Delay Implementation - Motorola Contract and Operational Concerns

Dear Chair Burroughs and Vice Chair Oriadha:

I am writing to express my concerns regarding Council's decision to disapprove the 5-year Motorola contract during the May 8, 2025, Government Operations Fiscal Policy Committee. As you know, it is imperative that a Motorola contract or a similar contract be approved no later than July 1, 2025. Such a contract is essential for maintaining critical public safety services, and any delay could have severe consequences for the safety and well-being of residents and our community at-large.

Council's stated concerns regarding the 5-year Motorola contract center around meeting MBE requirements, ensuring procurement requirements, providing appropriate business preferences, meeting the requirement of certified county based small business participation, and allowing the incoming administration time to negotiate a similar contract by July 1, 2025.

While I understand, the Council's intent to provide the incoming administration with adequate time to negotiate a contract, the window for doing so will be extremely tight. The new administration will have roughly 14 days or less to complete this complex review, which presents a significant risk given the critical nature of the public safety services provided.

After several meetings and committee hearings, most, if not all, of Council's concerns have been addressed in writing and verbally by executive level staff. With Council's decision to disapprove the Motorola contract, there is a sense of urgency for the incoming administration to negotiate, review, and execute a similar contract (upon Council's approval) by July 1, 2025. It is

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my sincere hope that this can be achieved, so the County can maintain critical public safety services to our residents and community at-large.

I want to remind you that the Motorola Contract that Council disapproved on May 8, 2025, was negotiated in good faith between the Office of Homeland Security and Motorola Solutions to continue to maintain emergency services functions for the County, the Office of Homeland Security, and public safety agencies. The Motorola contract, as it stands now, meets procurement requirements and MBE requirements in areas that are not propriety or related to licensing renewals.

The five-year contract primarily included a renewal of continued software licensing for existing functionality and maintenance of existing software, equipment, and “critical” system infrastructure. Given the serious need to maintain existing public safety functionality, any delay and/or failure to renew the contract prior to midnight, June 30, 2025, would curtail the ability of having required public safety services available for the residents of Prince George’s County.

To be specific, the loss of 9-1-1, Computer Aided Dispatch (CAD) and Radio Communications would absolutely jeopardize the needs and safety of our residents in Prince George’s County in need of critical emergency services and response.

Additionally, should the maintenance contract fail to move forward prior to midnight, June 30, 2025, the following equipment in support of emergency operations will not be available for use because of subscription services and licensing. To provide you with some clarity on what type of services will be impacted I have listed for your review the critical services to be impact.

The critical services include:

- Vesta Call Handling System.
 - Vesta is the program used for answering and processing all phone calls, text to 9-1-1 requests for service, and TDD communications into Public Safety Communications. This is the system that the 9-1-1 Specialists use to receive and process requests for assistance, regardless, if the request was received via 9-1-1, text, non-emergency or operational administrative phones. Any, delay, failure or problems in the system means the Vesta system will stop all incoming calls from being received. The loss or delay of 24/7/365 monitoring that normally identifies problems as they are occurring is important to stop the problem before any complete failure occurs. This program also contains the critical location information to accurately identify a caller’s location to ensure timely and accurate emergency services response. It is also the system that is used to transfer callers to other jurisdictions and to 988.

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- Computer Aided Dispatch System (CAD).
 - If alternative methods of receiving telephone calls from residents requesting assistance /calls for service were identified (I can't confirm what approach PSC would take) the inability to use the Computer Aided Dispatch (CAD) system would require that PSC would be required to work as they did in the 1970's using cards, paper maps and white boards. Again, they were able to receive the call, the 9-1-1 specialist would put the address on a card, writing out the reporting reason for calling. Then they would need to refer to a paper map that has either the police beats or fire boxes listed. They would then walk to the proper dispatcher who would have to work off a white board to see if the units were still available. Once the call is cleared there would be no official record of the call occurring because there would be no working data base. This process adds 4 to 5 additional minutes to the processing time (which as you know, response time is of the essence to saving lives) and requires an additional dispatcher to track unit status within the Fire/EMS Dispatch area.
- Automatic Resource Locator (ARL).
 - This is the program we use to ensure the closest Fire/EMS resource (apparatus) needed for the call type reported is dispatched. PSC would be required to return to what occurred prior to this program in 2015, where they used the old manual run cards based on station locations. This process would increase response times because all units would be dispatched from their station regardless of where they are located. Emergency dispatch history shows this would add minutes to response times creating possible catastrophic results.
- Computer Aided Dispatch to Computer Aided Dispatch Systems (CAD)
 - This program is part of the CAD that links most of the National Capitol Region (NCR) CADs to each other's CAD. This would take PSC back to dispatching mutual aid units without knowing if they were available or not. This adds an additional 2 to 3 minutes in dispatch processing time and could result in life safety issues for responding Fire/EMS units because their process is based on expected arrival times (response time).
- Law Enforcement and Fire/EMS Records Management System (RMS)
 - This is the program that tracks all data associated to any call for service by all law Enforcement agencies in Prince George's County. This program is connected to the computer aided dispatch (CAD) system. This program is what all law enforcement agencies uses to write crime reports.

- Mobile Data Computer CAD Client.
 - This is the program installed on all mobile data computers that allow first responders to see the calls for service they are being dispatched to. This also allows first responders to read all the critical supplements and information entered as they are enroute to their emergency location. In addition, this program allows law enforcement first responders to run wanted/warrant checks, and stolen vehicle checks, and stolen property searches, which is important to safety for our police officers.
- Radio Communications
 - The sophisticated \$76 million dollar radio network would be reduced to a simple basic walkie talkie style use. There would be no emergency call capabilities, location identification and as important no onsite technical resource for issues that may come up. Furthermore, there would be no maintenance for the infrastructure in the shelters, such as the 42 air conditioning units, 25 uninterrupted power sources (UPS), the 161 base station radios, FCC/FAA required tower lights, and the microwave radio network used for tracking.
- Civil Processing
 - This programmed is connected to the court system and used for identification and response to civil orders. This program is used by law enforcement agencies to track and understand the impact of civil order prior to their response.

In addition to these critical services, it is important to understand that all law enforcement municipalities also depend on the CAD and RMS for their day-to-day operations, meaning that the impact of delaying the Motorola contract (or any similar contract) would not be just limited to Prince George's County Public Safety Agencies only. This impact would be widespread and touch just about every law enforcement agency and fire response in Prince George's County. Any disruption would hinder their ability to respond to emergencies effectively, creating a potentially catastrophic public safety gap.

While I appreciate the Council's careful oversight and commitment to ensuring the best possible outcome for our residents and public safety professionals, I urge you to prioritize securing a contract to avoid any delay of critical public safety services beyond June 30, 2025. Any delay will pose a risk to public safety and the operational readiness of our emergency response infrastructure.

Thank you for your attention to this matter. Please contact my office at (301) 952-3969 or email me at BLStanton@co.pg.md.us if you have any specific questions or concerns.

Sincerely,



Barry L. Stanton

Acting Chief Administrative Officer and Deputy
Chief Administrative Officer for Public Safety and
Homeland Security

cc: Tara H. Jackson, Acting County Executive
Jennifer Jenkins, Council Administrator
Stanley Earley, Director, Office of Management and Budget
Shelley Johnson, Acting County Attorney
Sakinda Skinner, Council Liaison
Ronald Gill, Director Office of Homeland Security
Charlynn Flaherty, Deputy Director, Public Safety Communications (PSC)
Bruce Fryer, Strategic Projects Manager, Motorola, Inc.