



MANAGED SERVICES SIMPLIFY SYSTEM COMPLEXITY FOR PRINCE GEORGE'S COUNTY

ENSURING SEAMLESS PUBLIC SAFETY OPERATIONS

Twenty-three municipal jurisdictions. 499 square miles. Nearly 2 million calls each year. Add in a number of government facilities, military bases and the headquarters of the U.S. Census Bureau and the Prince George's County Public Safety Communications Office faces a daunting challenge.

Serving as the first point of contact for more than 900,000 citizens, the elite communications staff of Prince George's County are dedicated to providing support, comfort and potentially lifesaving help to aid citizens in distress and ensure peace of mind throughout the community. In times of crisis, it is imperative that systems remain operational.

"We take calls for so many different entities in the county," says Charlynn Flaherty, associate director of public safety communications. "We need a technology partner to help ensure that all our communications, dispatch and records management connect seamlessly."

THE CHALLENGE: SUCCESSFULLY MANAGING AN EXPANSIVE DISPATCH AREA

Located just east of Washington, D.C., Prince George's County hosts the second-highest population of all of Maryland's counties – spanning throughout a dense mix of suburban and urban communities. As part of the Maryland, Virginia and DC National Capital Region, it houses a number of sites including Andrews Air Force Base, the University of Maryland and the Census Bureau.

One of the fastest-growing counties in the nation, Prince George's County is served by multiple law enforcement agencies, including local and county police departments, the County Sheriff, Maryland State Police and forces patrolling parks and federal properties throughout the county. The county is also home to the County Emergency Operations Center, opened in 2015, which services as Homeland Security headquarters and the 9-1-1 dispatch backup center.

CUSTOMER PROFILE:

Prince George's County, Maryland
Public Safety Communications Center

- Serves more than 900,000 people
- Receives 1.8 million calls a year
- Dispatches more than 1.4 million calls a year
- 34 positions in primary Public Safety Answering Point
- Internationally accredited through the International Association of Emergency Dispatch (IAED)
- A Motorola Solutions customer since 2006

KEY BENEFITS:

- Expert engineers and specialists dedicated to support the Motorola Solutions ASTRO® 25 radio system through device management and maintenance
- Technology updates extend network lifespan with planned upgrades, implementation and change management services
- Restoration Service Level Agreements relieve financial and operational risks of managing a communication system



MOTOROLA SOLUTIONS



In addition to serving these agencies, the Prince George's County communications specialists are tasked with maintaining mission critical infrastructure, including a 21-tower site radio communication network and backup power systems.

Faced with the monumental task of managing this complex, wide-spread system, Prince George's County turned to Motorola Solutions to upgrade its public safety solutions with radio equipment, infrastructure, software and services.

THE SOLUTION: MANAGED SERVICES FOR UNINTERRUPTED SYSTEM OPERATIONS

"There are two areas of public safety communications that merge together," says Flaherty. "They are critical roles – operations and technology. You can't have one without the other. And the need to run smoothly."

Managing the complexity of a wide-spanning mission critical communications network can be difficult and time-consuming. With so much at stake, Motorola Solutions Managed Services is invaluable – enabling efficient, smooth communications operations, so public safety agencies can focus on serving their communities.

Leveraging state-of-the-art tools and 24X7X365 mission-critical protocols, Managed Services provides customers the peace of mind that their mission critical communication networks are ready to meet whatever challenge is presented – from the day-to-day to the crisis situation.

On-site system managers are responsible for total, end-to-end network support and provide direct access to all Motorola Solutions support teams to resolve complex network issues. These individuals provide technical expertise, reduce programming time and help to prevent radio downtime – ensuring continued productivity. They are able to anticipate issues before they become problems and put corrective actions into place. In addition, these individuals are able to immediately resolve service issues and promote seamless, uninterrupted operations.

"We take care of the 9-1-1 telephone systems. We help handle the radios and we maintain a lot of the consoles. We do a lot of the building work so they don't have to make a phone call," says Tim Howlin, system manager for Motorola Solutions. "They've got us onsite all the time. Just making sure this place runs like a well-oiled machine."

Support from mission-critical communication experts provides Prince George's County with the peace of mind that the complexity of deploying and managing public safety technology is taken care of, leaving them to focus on operations.

When every second counts, Motorola Solutions Managed Services ensures the mission critical operations crucial for saving lives and resources remain uninterrupted.

"Just the other night, we had a long distance issue. Our call takers and dispatchers were having problems when they needed to dial long distance to some of the neighboring counties. Having the system manager here, we were able to immediately reroute the traffic through another circuit or circuits. We could then get the local telephone company and vendors involved to isolate that trouble. From a timing standpoint, it was almost an immediate fix. There's no way that we would've had a resolution for that trouble that quick without a system manager."

– Joe Armentrout, system manager, Motorola Solutions.

"Every day, you walk in here and you're reminded that it's a major operation and we are doing something pretty serious."

– Kayman Khaloughi, assistant technical services manager, Office of Emergency Management.

For more information, please visit us at motorolasolutions.com/services

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