

RESOLUTION NO. 2155

A RESOLUTION OF THE CITY OF SALISBURY, MARYLAND TO ACCEPT COMPUTER TELEPHONY INTEGRATION TECHNOLOGY KNOWN AS VESTA PALLAS WITH GRANT FUNDS AWARDED FROM THE MARYLAND 911 EMERGENCY NUMBER SYSTEMS BOARD AND THROUGH WICOMICO COUNTY CENTRAL ALARM TO ENHANCE THE SALISBURY POLICE DEPARTMENT'S ABILITY TO DETERMINE THE LOCATION OF CELLULAR EMERGENCY CALLS FOR SERVICE.

WHEREAS, the Maryland 911 Emergency Numbers Systems Board conducts a review every five (5) years of each County's 911 Center to assess the need for scheduled up-grades of equipment and technology; and

WHEREAS, a determination was made that the Wicomico County Central Alarm 911 Center and law enforcement agencies within Wicomico County, including the Salisbury Police Department were due for an up-grade of technology; and

WHEREAS, the City of Salisbury will benefit from the awarded grant for upgrading our technology, at no cost to the City, with the installation of hardware and software of a VESTA Pallas computer system which will interface with existing communications equipment; and

WHEREAS, this technology will enhance our ability to determine the location and respond quickly to emergency calls for service generated from cellular phones; and

WHEREAS, the Police Department agrees to pay Verizon, the authorized provider of the VESTA Pallas System, for providing connectivity and maintenance of the system at an annual fee of \$3,600; and

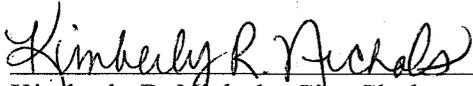
WHEREAS, the benefits associated with public safety far out-weigh the cost of data connectivity and maintenance; and

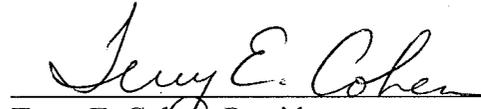
WHEREAS, it is the Department's intent to utilize funds generated from the "Speed Camera" program to cover this annual expense.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SALISBURY, MARYLAND that the VESTA Pallas, Computer Telephony Integration System valued at \$150,000.00 be accepted to up-grade our technology and enhance the Salisbury Police Department's ability to better serve the citizens of the City of Salisbury.

THIS RESOLUTION was duly passed at a meeting of the Council of the City of Salisbury held on April 9, 2012 and is to become effective immediately upon adoption.

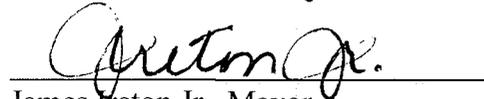
ATTEST:

  
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Kimberly R. Nichols, City Clerk

  
\_\_\_\_\_  
Terry E. Cohen, President

APPROVED BY ME THIS:

11<sup>th</sup> Day of April, 2012

  
\_\_\_\_\_  
James Ireton Jr., Mayor

# City of Salisbury



JAMES IRETON, JR.  
MAYOR

JOHN R. PICK  
CITY ADMINISTRATOR

LORÉ CHAMBERS  
ASSISTANT CITY ADMINISTRATOR

MARYLAND

699 W. SALISBURY PARKWAY  
SALISBURY, MARYLAND 21801  
Tel.: 410-548-3165  
Fax: 410-548-5173

BARBARA DUNCAN  
CHIEF OF POLICE  
SALISBURY POLICE DEPARTMENT

March 30, 2012

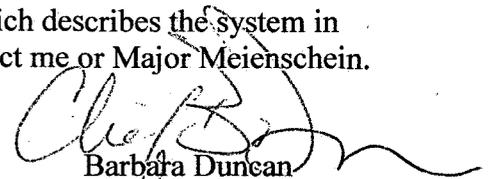
TO: John Pick  
FROM: Chief Barbara Duncan  
SUBJECT: VESTA Pallas - Computer Telephony Integration

Due to the now common and sometimes exclusive use of cellular phones by the general public, it has become essential that law enforcement be able to locate a caller who may not, for various reasons, be able to advise dispatch of their address or physical location. In an emergency situation, this could easily be a matter of life or death.

Recently, Major Meienschein attended a demonstration of a new computer system, VESTA Pallas Computer Telephony Integration, which is being offered to the Salisbury Police Department through the Maryland 911 Emergency Number Systems Board's Grant and the Wicomico County Emergency Management. Currently, both Wicomico County Emergency Management and the Sheriff's Office have installed and deployed this new system and it has proven to be a useful and effective tool.

As a part of this scheduled upgrade 911 Grant, the system valued at \$150,000.00, is being offered to SPD at no cost for the hard-ware, soft-ware or installation. There would be a yearly cost of \$3,600.00, paid to Verizon for their data service. I have reviewed the requirements for the use of the monies from the speed cameras and this technology would qualify for these funds. This system would greatly enhance our ability to respond to calls for service which in turn would benefit the Citizens of Salisbury.

I have attached a memo from Major Meienschein which describes the system in detail. If you or the Mayor, have any further questions, please contact me or Major Meienschein.

  
Barbara Duncan  
Chief of Police

Attachment



# City of Salisbury



JAMES IRETON, JR.  
MAYOR

JOHN R. PICK  
CITY ADMINISTRATOR

LORE CHAMBERS  
ASSISTANT CITY ADMINISTRATOR

MARYLAND

March 26, 2012

699 W. SALISBURY PARKWAY  
SALISBURY, MARYLAND 21801  
Tel.: 410-548-3165  
Fax: 410-548-5173

BARBARA DUNCAN  
CHIEF OF POLICE  
SALISBURY POLICE DEPARTMENT

TO: Chief Barbara Duncan  
FROM: Major David Meienschein  
SUBJECT: VESTA Pallas, Computer Telephony Integration

Every five years the Maryland 911 Emergency Number Systems Board authorizes funding to county emergency management offices. This year scheduled equipment up-grades were identified for Law Enforcement Agencies within the county including the Salisbury Police Department. Technology known as VESTA Pallas consists of equipment and software which can be installed via direct link between Central Alarm (911 Center), and the Salisbury Police Department.

As you know, many residents are disconnecting their home phones (hard-line), and are switching exclusively to cellular phone service. This, and the mobility of cellular phones poses serious problems for law enforcement's ability to pinpoint exact locations when emergency calls are received. Depending on the emergency situation, the caller may not be able to verbally communicate their locations to the police dispatch or there is a possibility that the connection may be lost. Seventy-six percent (76%) of the 911 calls that come through Central Alarm are made via cellular phones. This presents a unique problem for law enforcement's response time, which could mean the difference between life and death.

The VESTA Pallas Technology enables law enforcement to see via live commuter mapping the exact location from which a cellular call was generated. This is an enormous tool for law enforcement as it pertains to emergency response to calls for service being generated from mobile locations and homes where the owners and/or tenants no longer have hard-line service and communicate solely via cellular phones. This technology would also be useful for a variety of criminal investigations.

This scheduled up-grade in Computer Telephony Integration is a versatile 911 solution providing a feature-rich digital environment that can include a suite of administrative call functions as well as mapping, incident tracking, radio, Computer Aided Dispatch (CAD), digital logging and third party applications.

Salisbury

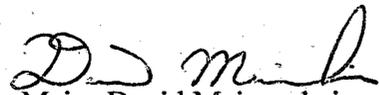


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Designed as a pre-configured, plug-and-play system, VESTA Pallas offers a cost-effective call processing solution with an unprecedented level of redundancy through backup phone sets and a system architecture that supports voice transmission, and data routing.

This system, funded by the Maryland 911 Emergency Number Systems Board is being offered to the Salisbury Police Department, at no cost for the hardware, software, and installation and is valued at \$150,000.00. The only cost that will be incurred by the City of Salisbury is \$3,600.00 per year for the Verizon Data Service connection to the system. The public safety benefits of this technology are well worth the cost. Wicomico Emergency Management and the Wicomico County Sheriff's Department have installed this technology and it has already been actively deployed. SPD would like to support this project utilizing funds generated by the Speed Camera Project.

If you have any further questions, please feel free to contact me.

  
Major David Meienschein  
Administrative Commander