



Maryland 9-1-1 Board
6776 Reisterstown Road
Suite 207
Baltimore, MD 21215
Office: (410) 585-3108



MINUTES

Public Session – June 30, 2022

BOARD MEMBERS IN ATTENDANCE

Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
William Frazier, MENA	Scott Haas, PSAP Director
Julia Fischer, GIS	Al Kirchner, Public-At-Large
Michael Block, Cybersecurity	Shariff Thomas, 9-1-1 Specialist
Tammy Price, PSAP Director	Chris McNamara, ECC
Russ Strickland, MDEM	Justin Orendorff, PSAP Director
Cecilia Warren, Accessibility Needs	Colton O' Donoghue, Jr., Phone Utility
Daniel Leary, Wireless Industry	Bryan Ebling, Volunteer Fire Service
Major Tawn Gregory, MD State Police	CPT Scott Brillman, Career Fire Services
Richard Berg, MIEMSS	

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Susan Greentree, APCO	Tony Rose, PSAP Director
-----------------------	--------------------------

GUESTS IN ATTENDANCE

Walt Puller, Verizon	Josh Jack, Mission Critical Partners
James Hamilton, Worcester County	Toni Dunne, Motorola Solutions
Nicola Tidey, Mission Critical Partners	Taylor Thompkins, AT&T
Ross Coates, Harford County	Rob Sterner, Mission Critical Partners
Cassandra Onley, Montgomery County	Diane Strong, Cecil County
Stanley Harris, Calvert County	Tiffany Connor, Baltimore County
Brady Pilster, Cordico	Holley Guschke, Talbot County
John Donohue, Cecil County	Roger Bennett, Allegany County
Jack Brown, Carroll County	James Wilkerson, Anne Arundel County
James Alfree, Queen Anne's County	Robert Horne, Mission Critical Partners
Melissa Blessing, Harford County	Dylan Griffith, Cecil County
Kat Poff, Calvert County	Mike Wilson, Baltimore County
Chris Martin, Baltimore County	Ryan Conklin, Telaria

OPENING

Chairman Markey called the Public Session to order at 10:00 AM on Thursday, June 30, 2022 via Conference Bridge. Chairman Markey noted that the meeting is being live-streamed and recorded. There was a roll call of Board members, and a quorum confirmed.

Chairman Markey congratulated Colton O'Donoghue on his retirement after 43 years at Verizon, and for his retirement from the Maryland 9-1-1 Board. Mr. Souder also extended his congratulations. Mr. O'Donoghue thanked everyone for the opportunity to serve on the Board.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on May 26, 2022.

Mr. Souder made a motion to approve the minutes for May 26, 2022. Mr. Kirchner seconded the motion. All were in favor and the motion carried.

FISCAL REPORT – SCOTT ROPER

The 9-1-1 Trust Fund balance carried over from Fiscal Year 2021 is \$11,935,513.84. The collections for Fiscal Year 2022 are \$46,118,147.83. The Board has made awards totaling \$36,997,527.24. The available 9-1-1 Trust Fund balance for this month's meeting is \$21,056,134.43.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper provided updates for the Federal Communications Commission, and for the National 9-1-1 Office at the National Highway Transportation Administration. Mr. Roper also stated that the Board will be hiring a new accounts payable person to handle 9-1-1 Board payments.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

The subcommittee is working on wireless outage notifications and non-service initialized wireless phones. The subcommittee is also working on 9-1-1 phone system queue announcements.

Training and Exercises – Bryan Ebling

Mr. Ebling stated that three town halls were held to present the training guideline and playbook to the PSAPs. Each PSAP attended at least one of the meetings. The town hall originally planned for the MACo summer conference will not be held. There will be another town hall at the APCO fall conference. Mr. Roper added that the training guideline and playbook may be found at 911.Maryland.Gov.

Mr. Ebling stated that the subcommittee is examining implicit bias training, and the potential for waivers for counties that have already provided this training should it meet the Board's minimum requirements.

Mr. Ebling extended his well wishes for Mr. O'Donoghue's retirement.

Cybersecurity –Michael Block

The subcommittee has developed a best practices guideline and frequently asked questions (FAQ) sheet for the PSAPs to use when working with third-party vendors. It will be presented at a future Board meeting. The subcommittee is working to develop a tabletop exercise template by the end of the summer. The subcommittee has been working with Kent County on the statewide cybersecurity benchmarking project. Mr. Block will be attending the National Homeland Security Conference in Cleveland, and plans on bringing information back to the Board.

Technology Subcommittee –James Hamilton

Mr. Hamilton extended his congratulations to Mr. O’Donoghue on his retirement. The subcommittee has examined the APCO Telecomm Guide Card System. While there are no technical concerns, the subcommittee recommends that the Policy and Standards Subcommittee review it to ensure that it meets the statutory requirements for standards-based protocol systems.

The subcommittee reviewed the Frederick County incident discussed at a prior meeting, and has provided recommendations and “best practices” for Maryland’s PSAPs.

GIS – Julia Fischer

A regional NG911 GIS meet-up was held with the District of Columbia, Maryland, Pennsylvania and Virginia. Delaware and the US Department of Defense were invited, but could not attend. Future meetings will be held quarterly, and open.

A report on the current ortho-photography flyover was provided ahead of the meeting. The Vesta Map Local fix is ready for beta testing in Queen Anne’s County. The fix makes corrections for imagery issues. Work continues with Salisbury University to provide a resource for GIS improvements and maintenance. A FAQ sheet is under development.

The Maryland Department of Natural Resources Police are developing a request for proposals for a new 9-1-1 phone system. DoIT is involved in the process and may reach out for subject matter expertise for the RFP to ensure it meets current NENA and NG911 standards.

Verizon Update – Walt Puller

Mr. Puller reported that there were no network affecting issues. Verizon is working with the counties and their Next Generation 9-1-1 vendors. The Verizon Customer Care Center continues to work remotely.

AT&T Update – Taylor Thompkins

AT&T reports that there were no network events since the last meeting. Mr. Thompkins reported on the status of the Eastern Shore projects. Queen Anne’s County will be ready for operational readiness testing in the next month.

Motorola Solutions Update – Lisa Madden

There were no network affecting issues this month. Garrett County has testing scheduled for this week. Anne Arundel County is expecting to go live in the third quarter of 2022, and Washington and Carroll Counties anticipate going live in the fourth quarter of 2022. Frederick County has pushed its go-live to 2023.

MACo Emergency Communications Committee (ECC) – Ross Coates

The ECC is working on a standardized 9-1-1 Specialist job description for the state. Mr. Coates also provided an update for upcoming meetings for APCO and MACo.

Mission Critical Partners Update - Josh Jack

Mission Critical Partners' updates were provided to Board members ahead of the meeting, with many items covered during subcommittee reports. Northern Virginia is working on a plan to minimize 9-1-1 caller transfers.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Kent County Project 22-346 was tabled by the county ahead of the meeting.

Funding request for Project 22-275 in the amount of \$38,326.00 for Calvert County's 9-1-1 Emergency Dispatch Protocols – Quality Assurance Service was made by Stanley Harris.

Mr. Frazier moved to fund up to \$38,326.00 for Calvert County's 9-1-1 Emergency Dispatch Protocols – Quality Assurance Service. Mr. Thomas seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-306 in the amount of \$396,128.00 for Calvert County's Cybersecurity Monitoring was made by Stanley Harris and Kat Poff. Rob Sterner and Josh Jack were available to answer questions.

Mr. Thomas moved to fund up to \$396,128.00 for Calvert County's Cybersecurity Monitoring. Mr. Frazier seconded the motion. Mr. Block recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 22-344 in the amount of \$277,504.20 for Calvert County's 9-1-1 Maintenance and Recurring Charges was made by Stanley Harris.

Mr. Thomas moved to fund up to \$277,504.20 for Calvert County's 9-1-1 Maintenance and Recurring Charges. Mr. McNamara seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-335 in the amount of \$8,799.60 for Allegany County's Monitors was made by Roger Bennett.

Mr. Souder moved to fund up to \$8,799.60 for Allegany County's Monitors. Mr. Kirchner seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-338 in the amount of \$78,508.00 for Carroll County's GIS Support for Next Generation 9-1-1 was made by Jack Brown. Josh Jack and Robert Horne were available to answer questions.

Ms. Fischer moved to fund up to \$78,508.00 for Carroll County's GIS Support for Next Generation 9-1-1. Ms. Price and Mr. McNamara seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-327 in the amount of \$55,877.61 for Worcester County's UPS Replacement – Primary and Backup PSAPs was made by James Hamilton.

Mr. Souder moved to fund up to \$55,877.61 for Worcester County's UPS Replacement – Primary and Backup PSAPs. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-322 in the amount of \$245,000.00 for Harford County's 9-1-1 Maintenance and Recurring Charges was made by Ross Coates.

Mr. McNamara moved to fund up to \$245,000.00 for Harford County's 9-1-1 Maintenance and Recurring Charges. Ms. Price seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-325 in the amount of \$8,700.00 for Harford County's Training – Is the Caller the Killer was made by Ross Coates and Melissa Blessing.

This request was tabled to a future with the consent of the county to allow the Board's Training Subcommittee to review.

Funding request for Project 22-340 in the amount of \$24,784.36 for Harford County's Subject Matter Expert Support for the Emergency Communications Committee and Board Subcommittees was made by Ross Coates. Josh Jack was available to answer questions.

Mr. Souder moved to fund up to \$24,784.36 for Harford County's Subject Matter Expert Support for the Emergency Communications Committee and Board Subcommittees. Mr. Thomas seconded the motion. Mr. Kirchner and Mr. Block recused themselves from the vote. All were in favor and the motion carried.

Mr. Ebling left the meeting.

Funding request for Project 22-345 in the amount of \$118,160.00 for Queen Anne's County's 9-1-1 Maintenance and Recurring Charges was made by James Alfree.

Mr. Thomas moved to fund up to \$118,160.00 for Queen Anne's County's 9-1-1 Maintenance and Recurring Charges. Mr. Souder seconded the motion. Mr. Haas recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 22-329 in the amount of \$28,940.00 for Talbot County's Emergency Dispatch Protocols – Quality Assurance Service was made by Holley Guschke.

Ms. Price moved to fund up to \$28,940.00 for Talbot County's Emergency Dispatch Protocols – Quality Assurance Service. Mr. Kirchner seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-342 in the amount of \$43,992.00 for Anne Arundel County's Emergency Dispatch Protocols – Quality Assurance Service was made by Chief James Wilkerson.

Thomas moved to fund up to \$43,992.00 for Anne Arundel County's Emergency Dispatch Protocols – Quality Assurance Service. Ms. Price seconded the motion. Mr. Kirchner recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 22-316 in the amount of \$18,652.00 for Cecil County's PSAP Security was made by Diane Strong and Dylan Griffith.

Mr. Berg moved to fund up to \$18,652.00 for Cecil County's PSAP Security. Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-326 in the amount of \$3,995.00 for Cecil County's Maintenance – Scheduling Software was made by Diane Strong.

Mr. Thomas moved to fund up to \$3,995.00 for Cecil County's Maintenance – Scheduling Software. Mr. McNamara seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-308 in the amount of \$12,900.00 for Montgomery County's ECATS – Wireless Routing Module was made by Cassandra Onley.

Mr. Souder moved to fund up to \$12,900.00 for Montgomery County's ECATS – Wireless Routing Module. Ms. Price seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-320 in the amount of \$95,000.00 for Montgomery County's Language Translation Service was made by Cassandra Onley.

Mr. Frazier moved to fund up to \$95,000.00 for Montgomery County's Language Translation Service. Mr. Kirchner seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-332 in the amount of \$430,229.00 for Montgomery County's Maintenance – 9-1-1 Telephone System was made by Cassandra Onley.

Mr. Souder moved to fund up to \$430,229.00 for Montgomery County's Maintenance – 9-1-1 Telephone System. Mr. McNamara seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-341 in the amount of \$30,000.00 for Baltimore County's Employee Wellness Mobile Application was made by Tammy Price. Brady Pilster was available to answer questions.

Mr. Thomas moved to fund up to \$30,000.00 for Baltimore County's Employee Wellness Mobile Application. Mr. Frazier seconded the motion. Ms. Price recused herself from the vote. All were in favor and the motion carried.

Mr. Souder requested a public media release covering this project, and other Board funded projects for 9-1-1 Specialist mental resiliency.

Funding request for Project 22-343 in the amount of \$36,730.30 for Baltimore County's Alternative Call Routing was made by Tammy Price. Ms. Price indicated that the county would like to present this project in closed session due to public security concerns.

At 12:41 PM, Mr. Souder made a motion for the Board to go into closed session to discuss this project at the request of the Baltimore County PSAP Director. This exception to the Open Meetings Act is permissible under the General Provisions Article § 3-305(b)(10) to discuss public security, if the public body determines that public discussion would constitute a risk to the public or to public security, including: (i) the deployment of fire and police services and staff; and (ii) the development and implementation of emergency plans. Mr. Thomas seconded the motion. Mr. Frazier, Captain Brillman, Mr. Haas, Mr. Berg, Ms. Fischer, Mr. Souder, Major Gregory, Mr. Kirchner, Ms. Warren, Mr. McNamara, Mr. Orendorff, Mr. Block and Mr. Thomas voted in favor of the motion. Ms. Price recused herself from the vote. Mr. Ebling was not present for the vote. No one opposed the motion. The meeting was closed, and the meeting was moved to a second conference bridge. In addition, present during the closed session were Chairman Markey, Mr. Roper, Mr. O'Donoghue, Mr. Leary, Secretary Strickland, Ms. Connor, Mr. Martin, Mr. Wilson and Mr. Conklin.

Ms. Price and the Baltimore County representatives presented an overview of the project, and answered questions from the Board members.

Following the presentation, and question and answer period, Mr. Souder made a motion to reopen the meeting. Mr. Thomas seconded the motion. All were in favor and the motion carried. The meeting reopened at 12:55 PM on the public conference bridge.

Project 22-343 was recalled by Chairman Markey.

Mr. Souder moved to fund up to \$36,730.30 for Baltimore County’s Alternative Call Routing. Mr. Thomas seconded the motion. Ms. Price recused herself from the vote. All were in favor and the motion carried.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- None for this month

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- None for this month

PROJECTS FOR DE-OBLIGATION OF FUNDING

- Carroll County 21-023 (Console Furniture – Backup PSAP) \$2,025.00
- Frederick County 21-256 (9-1-1 Maintenance & Charges) \$10,969.05
- Kent County 22-121 (CTO Training) \$389.99
- Harford County 22-236 (Modems for Vesta Command Posts)\$11.44

Carroll County’s request to de-obligate \$34,500.60 from project 21-024 (Console Furniture – Primary PSAP) was withdrawn by the county ahead of the meeting.

Mr. Kirchner made a motion to de-obligate \$13,395.48 from the listed projects. Mr. Thomas seconded the motion. All were in favor and the motion carried.

PROJECTS APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

Under authority granted by the Board, the Executive Director approved the following projects that have met all guidelines established by the Board:

- Howard County 22-261 (Protocol Training) \$650.00
- Dorchester County 22-309 (Protocol Recertification) \$1,275.00
- Montgomery County 22-310 (Protocol Training - QA) \$149.00
- Garrett County 22-311 (Headsets) \$2,264.00
- Garrett County 22-312 (Protocol Recertification) \$1,098.00
- Howard County 22-313 (ETC Manuals - 3) \$135.00
- Wicomico County 22-314 (Protocol Maintenance) \$2,787.00
- Queen Anne’s County 22-315 (Protocol Licenses) \$14,400.00
- Montgomery County 22-318 (Protocol Maintenance) \$310,384.18
- Carroll County 22-321 (Headsets) \$5,907.87
- Wicomico County 22-323 (Protocol Training - QA) \$550.00
- Baltimore County 22-331 (ETC Manuals – 4) \$270.00
- Montgomery County 22-336 (Training – ETC-I) \$525.00
- Caroline County 22-337 (Headsets) \$732.32
- Frederick County 22-339 (Protocol Training) \$7,360.00

Montgomery County Project 22-336 was incorrectly listed on the public agenda as \$5,250.00.

ADDITIONAL ITEMS

At 1:10 PM, Mr. Souder made a motion to adjourn the meeting. Mr. Thomas seconded the motion. All were in favor and the meeting adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board