



Maryland 9-1-1 Board
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MINUTES

Public Session – October 26, 2023

Virtual (live streamed)

BOARD MEMBERS IN ATTENDANCE

Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
Russell Strickland, Secretary, MDEM	Kenneth Poling, Wireline Industry
Scott Haas, PSAP Director	William Frazier, MENA
Chris McNamara, ECC	Cecilia Warren, Accessibility Needs
Shariff Thomas, 9-1-1 Specialist	Sue Greentree, APCO
Danissa Alston, County Police Services	Justin Orendorff, PSAP Director
Daniel Leary, Wireless Industry	Sona Konate, Public-At-Large
Michael Block, Cybersecurity	Richard Berg, MIEMSS
Julia Fischer, GIS	Kevin Mosier, Public Service Commission
Duane Hull, Volunteer Fire Service	

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Dr. Christy Collins, Executive Director
Mike Marshall

BOARD MEMBERS NOT IN ATTENDANCE

Tony Rose, PSAP Director
Tammy Price, PSAP Director
Major Gregory, MD State Police
Michael Walther, County Finance

OTHERS IN ATTENDANCE

Josh Friedman, Principal Counsel/AAG

GUESTS IN ATTENDANCE

Ann Pingel	Antonella Volpe
Ashley Burgan	Brad Russum
Brian Melcer	Charles Schwab
Chris Hopkins	Clayton Taylor
Jack Brown	Jeff Clements
Jen Williams	Josh Friedman
Kristie Dutrow	Pete Landon
Phil Lambert	Rob Williams
Robert Horne	Steve Shipley
Tristin Ziegenhein	Valerie Hawkins

Wayne Harris
Toni Dunne
Ross Coates
Kyra Pulliam
Charlynn Flaherty
Scott Raley
Jon Verville
Kevin Frazier
Phil English
Sam Wilson

Roger Bennett
Joshua Jack
LT Jennifer Reidy-Hall
Lisa Madden
Diane Strong
Joe Armentrout
Kayman Khaloughi
Mitch Nowak
Tiffany Connor

I. OPENING

Chairman Markey called the public session to order at 10:00 AM on Thursday, October 26, 2023, via the conference bridge.

Chairman Markey asked for a moment of silence on behalf of firefighter Rodney Pitts and Lt. Dillon Rinaldo of the Baltimore City Fire Department who lost their lives in service to Baltimore City. He also noted that the Maryland 9-1-1 Board was aware of an active shooter event in Lewiston, Maine. We feel for our friends and the Lewiston 9-1-1 Community who will be managing that event that started last night and for the oncoming days.

Secretary Strickland extended his thanks to the members of the Board for the time they give to the Board. He introduced Dr. Christy Collins as the new Executive Director for the Maryland 9-1-1 Board.

The Executive Director, Dr. Christy Collins, stated she is grateful for the opportunity to serve as the Executive Director for the Maryland 9-1-1 Board. She has extensive experience in managing regulatory boards, and looks forward to enhancing the organization. Her initial top priorities for the Board are staffing, a full review of fiscal operations, visiting all 9-1-1 centers, and bringing inspections up to date. Mr. Marshall and Executive Director Collins will be visiting all 9-1-1 centers within the next two months. If you have any questions or need anything, please reach out to her.

There was a roll call of Board members by Mr. Jack, and a quorum was confirmed.

II. APPROVAL OF MINUTES

The Board considered the meeting minutes from the September 28, 2023, meeting. The Board members were provided with the materials in advance of the meeting so they could review them. Chairman Markey requested a correction to the minutes regarding the spelling of a Board member shown as not in attendance.

Mr. Souder made a motion to approve the meeting minutes from the September 28, 2023, meeting as amended. Mr. Thomas seconded the motion. All were in favor and the motion was carried.

III. FISCAL REPORT – MIKE MARSHALL

Mr. Marshall reported the 9-1-1 Trust Fund FY2024 revenue collection as of October 26, 2023, is \$28,344,920.50. FY2024 total award expenditures balance is \$16,351,079.51. 9-1-1 Trust Fund FY2024 balance is \$11,993,840.99.

IV. EXECUTIVE DIRECTOR'S REPORT – MIKE MARSHALL

Mr. Marshall reported they are continuing to fine-tune the workflow processes. If there are discrepancies in projects or payments, please contact us and we will investigate. All Board members must attend at least 50% of the meetings to ensure we have a quorum. We're starting our inspections. We are working on fourth-quarter disbursements, which will be on schedule to be out in December.

The FY23 County 9-1-1 audit has begun. We're reaching out to identified third-party firms. If you have not submitted your FY22 and FY23 data collection forms, please do so. We need the information to populate our spreadsheets. We're going to try to do the quarterly meetings in person or some type of hybrid. We'll be sending out a survey to get everybody's thoughts, opinions, and ideas to make it more efficient.

V. SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported the 9-1-1 Specialist recruitment video work continues. This is a video that would be available to our public safety answering points (PSAP) in three different regions of the state that could be utilized by them to enhance their recruitment efforts. We're doing a lot of fine-tuning with the help of Mission Critical Partners and the videographer.

From the 9-1-1 Commission, the 9-1-1 Board would make available more information to our residents about what the 9-1-1 Board is about and the work of the 9-1-1 Specialist. The task was initially sent to the Technology Subcommittee in the form of - can we capture the information? They determined that yes, the information could be collected. It was then sent back to the Policy and Standards Subcommittee. The question now is what information should be collected.

The subcommittee is in the process of developing some broad topics for the Board to consider. The subcommittee will bring the information to the Board. Once approved the subcommittee will give them the okay to go ahead to gather the information and make it available to the public through the various means that we have so that the story of 9-1-1 will be known and available to the residents of Maryland.

Training and Exercises Subcommittee – Bryan Ebling

Mr. Ebling was unable to join the call and Kyra Pulliam reported that the subcommittee is working to finalize the occupational wellness guidelines document. The goal is to finalize the documentation in the next few weeks.

The subcommittee is reviewing projects for funding submitted to the Board that are training-related. They reviewed Montgomery County's Crisis Intervention Training request, and the provider has been vetted.

The subcommittee is discussing a plan for a center manager certification program for 2024. St. Mary's County is looking to host the class. They are also exploring the Maryland State Police training facility location for an additional class and are looking for a PSAP to host the event.

Cybersecurity Subcommittee – Michael Block

Mr. Block stated the meeting for last month was canceled due to a scheduling conflict. Mr. Block attended a cybersecurity summit hosted by the Department of Information Technology (DoIT).

The subcommittee's note-taking template for the PSAPs is in progress.

Previously the subcommittee shared with the Board a best practices recommendation document in the event of a cybersecurity incident. The document is the Cyber Incident Response Actions. Mr. Block requested that the document be voted on by the Board for adoption of best practices.

Mr. Block moved the best practices Cyber Incident Response Actions document to be approved. Mr. McNamara seconded the motion. Ms. Fischer recused herself from the vote. All were in favor and the motion carried.

Technology Subcommittee – James Hamilton

Mr. Hamilton was unable to attend the call, Mr. Jack reported the subcommittee was focused on the dual provisioning of the pseudo-automatic number identifications (pANIs). We are putting into place the ability to transfer calls from one Emergency Services IP Network (ESInet) provider to the other and to get the location of the number which we currently are not getting across the state. This is to load all the pANIs which are specifically for the wireless into the ESInet and the next generation core services (NGCS) to be able to do transfer calls across the state from Garrett County to Dorchester County and vice versa. Motorola and AT&T have agreed to do this.

There was a request to produce an official letter to the two providers stating that the PSAPs want this to be done. The Emergency Communications Committee (ECC) chaired by Ross Coates has agreed to send that out on behalf of the counties which all have agreed to do this. A letter is being sent to the PSAPs involved notifying them that on November 9, there will be testing of the first transfers between a handful of PSAPs. That will be the first batch of three batches. There needs to be some action on the PSAP side. Transfer buttons will be established or updated with the correct addresses of the other PSAPs. The PSAPs will have to dedicate approximately 45 minutes for testing.

The network-to-network interface (NNI) is the end goal. Motorola and AT&T are completing their testing environments. In November and/or December, they plan to start the testing of the next version of the NNI which will get us closer to where we need to be with call transfers between ESInets.

Telecommunications Service Priority (TSP) on next generation 9-1-1 (NG911) circuits, in the Verizon legacy world, everyone had the priority service. We want to ensure that NG911 circuits have the same priority on them. Motorola stated that they do have that on all the circuits, AT&T does not at this time, but they can certainly work with the PSAPs to have that added.

The statewide data collection was brought back to the Technology Subcommittee as a topic to explore what technology is available and what tools would be needed to collect the data.

Geographic Information System (GIS) – Julia Fischer

Ms. Fischer stated the aerial imagery acquisition traditionally would have been completed by now, but a portion of the original collection was rejected. It was a portion within Prince George's County. It did not meet the minimum specifications as set out by the contract. The final product delivery is delayed by 30 days. The primary specification that it didn't meet was the leaf-off requirement. It means the leaves need to be off the trees. Sanborn, the vendor, is hoping by mid-November they can accomplish the re-flights. Traditionally delivery of the entire area is scheduled for the end of the calendar year.

Pilot data delivery. We always deliver a few areas to the local jurisdictions as well as myself. I do have a certified programmer on my staff who oversees that project and who has a keen eye on what is and what is not acceptable. They have gone through the pilot review. There are three sections, the six-inch resolution, and some of the three-inch resolution, and they're wrapping up the final review of the third pilot area. With acceptance in the other pilot areas, Sanborn has gone forward and started creating the final six-inch imagery products.

Regarding the three-inch imagery, we are waiting on the decision of the Board today. You will see an agenda item come before you today regarding additional last-minute requests for another area to be processed. It is fiscally advantageous that all of that be done together.

Data validation, regarding our fishbone analysis. It is used to identify the attribute error between the road centerlines and the address points. It's when a road centerline is associated with an address point and the numbers don't match and the road associated with it doesn't match. This has everything to do with call routing, making sure that we find where the caller is and identify the associated location as quickly as possible. This additional analysis is in the process of being added to the entire data validation process. We will be putting information up on our portal about what a fishbone is, what it does, and its benefits.

Mapping the data fields is between how the county has the schema set up and the National Emergency Number Association (NENA) standard that we follow. Many of the counties have one person who does GIS for the entire county, or their addressing person does not sit within public safety. There are several different schemas, and their systems across their jurisdictions need to ingest address data. We are talking about continuing to utilize the 9-1-1 data structure/data schema more broadly across other applications. Because of the criticality of address points for 9-1-1 most other schemas can bend to the 9-1-1 schema. The local jurisdictions are looking at how they can automate the transition mapping from one schema to another schema.

Last year we launched a regional NG911 GIS Partners meeting, and we invited the locals to participate, and it's not just limited to the locals in Maryland. We encourage locals from the states of Virginia, Delaware, DC, West Virginia, and New Jersey as well as the Department of Defense (DoD) partners to participate. We talked about projection transformations. We're seeing some impacts between different ESInet providers and how they're tackling projections and some of them are causing gaps and overlaps and that is not acceptable. We talked about how mapping the indoors and the subterranean locations not only has become popular, but we have problems that need solutions. How do we capture information? How do we maintain that information? How do we then help disseminate so it can be used - because GPS doesn't work inside. The fishbone analysis we continue to talk about supporting legacy systems. Many of the jurisdictions are moving to NG911. They're already spread thin and they're still having to support both the legacy needs as well as the NG911 needs, and this is causing more strain.

We have representation that continues to participate at the national level to help mold the data model for the next version of NENA's GIS data model.

VI. Verizon Update – Walt Puller

Mr. Puller was unable to attend the call no update was given.

VII. AT&T Update – Taylor Thompkins

Mr. Thompkins was unable to attend the call no update was given.

VIII. Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that Motorola has no service incidents to report. Motorola is making great headway with the pANI statewide transfer project. The location team and AT&T have confirmed that they have everything needed to proceed. We've got our test plan and testing begins November 9. It will be a phased approach and we are communicating with our PSAPs.

Regarding the NNI status, we are working through the negotiations and documentation, but our labs are interconnected and the target for testing is November 13.

Motorola is on track to bring Frederick County live on November 14 and Baltimore City will be the middle of next year.

IX. MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates was on the call but due to audio issues was unable to provide a report.

X. Mission Critical Partners Update – Joshua Jack

Mr. Jack reminded the Board members that 20 of the 24 PSAPs have migrated over to NG911. Frederick County is slated to migrate in November and Harford County in Q1 2024. Baltimore County and Baltimore City plan to migrate in Q2/Q3 2024.

The statewide cyber security project is the assessment of the PSAPs as well as an incident response plan. We are getting very very close to the end of this project. Tomorrow we will have delivered 18 of the 24 reports.

The statewide recruitment videos are being edited based on the feedback from the subcommittees.

XI. CURRENT PROJECTS FOR VOTING CONSIDERATION

A funding request for Project 24-089 in the amount of \$832.00 for Charles County’s Maintenance - ADORE Training Software was made by Antonella Volpe.

Mr. Souder moved to fund Project 24-089 for Charles County in the amount of \$832.00 for Maintenance - ADORE Training Software to be approved. Ms. Greentree seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-110 in the amount of \$249,788.76 for Charles County’s ESInet and NGCS Service Maintenance was made by Jeff Clements.

Mr. Berg moved to fund Project 24-110 for Charles County in the amount of \$249,788.76 for ESInet and NGCS Service Maintenance. Mr. Haas seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-091 in the amount of \$4,995.00 for Harford County’s Critical Pre-Employment Software was made by Ross Coates.

Ms. Greentree moved to fund Project 24-091 for Harford County in the amount of \$4,995.00 for Critical Pre-Employment Software to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-093 in the amount of \$266,866.95 for Allegany County’s ESInet Network Enhancements was made by Roger Bennett.

Mr. Thomas moved to approve Project 24-093 for Allegany County in the amount of \$266,866.95 for ESInet Network Enhancements. Mr. Berg seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-095 in the amount of \$38,602.15 for Baltimore City’s GIS - Orthophotography was made by Wayne Harris and Sam Wilson.

Mr. Souder moved to fund Project 24-095 for Baltimore City in the amount of \$38,602.15 for GIS - Orthophotography. Mr. McNamara seconded the motion. Ms. Fischer and Mr. Hull recused themselves from the vote. All were in favor and the motion carried.

A funding request for Project 24-096 in the amount of \$162,000.00 for Montgomery County's Mapping-Rapid Deploy Tactical Mapping with Text Translation was made by Rob Williams.

Ms. Fischer moved to fund Project 24-096 for Montgomery County in the amount of \$162,000.00 for Mapping-Rapid Deploy Tactical Mapping with Text Translation. Mr. Frazier seconded the motion. Mr Thomas and Ms. Alston recused themselves from the vote. All were in favor and the motion carried.

A funding request for Project 24-097 in the amount of \$399,998.00 for Montgomery County's Logging Recorder was made by Rob Williams.

Mr. Souder moved to fund Project 24-097 for Montgomery County in the amount of \$399,998.00 for the Logging Recorder to be approved. Ms. Greentree seconded the motion. Mr Thomas and Ms. Alston recused themselves from the vote. All were in favor and the motion carried.

A funding request for Project 24-098 in the amount of \$35,973.00 for Montgomery County's AI SkillLab Training License was made by Rob Williams.

Mr. Block moved to fund Project 24-098 for Montgomery County in the amount of \$35,973.00 for the AI SkillLab Training License to be approved. Mr. Frazier seconded the motion. Mr. Thomas and Ms. Alston recused themselves from the vote. The motion was carried.

A funding request for Project 24-115 in the amount of \$692.52 for Montgomery County's ESInet and NGCS Service Maintenance (additional funding) was made by Rob Williams.

Mr. Berg moved to fund Project 24-115 for Montgomery County in the amount of \$692.52 for ESInet and NGCS Service Maintenance (additional funding). Mr. McNamara seconded the motion. Mr. Thomas and Ms. Alston recused themselves from the vote. All were in favor and the motion carried.

A funding request for Project 24-107 in the amount of \$9,750.00 for Anne Arundel County's Priority Dispatch ProQA Licenses was made by Ann Pingel.

Mr. Souder moved to fund Project 24-107 for Anne Arundel County in the amount of \$9,750.00 for Priority Dispatch ProQA Licenses to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-108 in the amount of \$11,577.30 for Anne Arundel County's Laptops for Training was made by Ann Pingel.

Ms. Greentree moved to fund Project 24-108 for Anne Arundel County in the amount of \$11,577.30 for Laptops for Training to be approved. Mr. Frazier seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-111 in the amount of \$32,250.00 for St. Mary's County's Center Manager Certification Program (CMCP) NENA Training was made by Scott Raley.

Mr. Frazier moved to fund Project 24-111 for St. Mary’s County in the amount of \$32,250.00 for CMCP NENA Training to be approved. Ms. Greentree seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-112 in the amount of \$19,229.75 for St. Mary’s County’s PSAP Audio Visual (A/V) Equipment was made by Scott Raley.

Mr. Souder moved to fund Project 24-112 for St. Mary’s County in the amount of \$19,229.75 for PSAP A/V Equipment to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.

XII. PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- None for this month.

XIII. PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- None for this month.

XIV. PROJECTS FOR DE-ENCUMBERING OF FUNDING

- None for this month.

XV. 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:

➤ Kent County	24-088	ETC Recertification	\$90.00
➤ Calvert County	24-090	Training - NENA (multiple)	\$4,650.00
➤ St Mary's County	24-092	ProQA Training	\$3,000.00
➤ Allegany County	24-094	Protocol Recertification	\$46.50
➤ St Mary's County	24-099	Headsets (7)	\$2,919.00
➤ St Mary's County	24-100	Headset Wireless Bases (42)	\$3,486.00
➤ Cecil County	24-101	Headsets (60) & PTT Adapters (45)	\$24,637.65
➤ Talbot County	24-102	Protocol Training	\$2,895.00
➤ Talbot County	24-103	Protocol License Renewal	\$68,400.00
➤ Anne Arundel County	24-104	Headsets (10)	\$914.45
➤ Anne Arundel County	24-106	Headset Amplifiers (25)	\$12,598.75
➤ Montgomery County	24-114	Crisis Intervention Support Training	\$5,000.00
➤ Frederick County	21-017	NG911 Commission Support (re-opened)	\$8,516.19
		TOTAL	\$137,153.54

XVI. ADDITIONAL ITEMS

The next meeting is Thursday, November 16, 2023.

XVII. ADJOURNMENT

At 12:00 PM, Mr. Thomas made a motion to adjourn the meeting. Ms. Alston seconded the motion. All were in favor and the meeting was adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board