



Maryland 9-1-1 Board
 6776 Reisterstown Road, Suite 207
 Baltimore, MD 21215
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OPEN SESSION MEETING MINUTES
November 16, 2023
Virtual (Google Meet)

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
Cecilia Warren, Accessibility Needs	Shariff Thomas, 9-1-1 Specialist
Sue Greentree, APCO	Danissa Alston, County Police Services
Daniel Leary, Wireless Industry	Michael Block, Cybersecurity
Richard Berg, MIEMSS	Kevin Mosier, Public Service Commission
Duane Hull, Volunteer Fire Service	Major Gregory, MD State Police

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Dr. Christy Collins, Executive Director
 Mike Marshall, Project Coordinator
 Shanna Gallegos, AP Officer

BOARD MEMBERS NOT IN ATTENDANCE

Tony Rose, PSAP Director	Chris McNamara, ECC
Julia Fischer, GIS	Justin Orendorff, PSAP Director
Tammy Price, PSAP Director	Sona Konate, Public-At-Large
Michael Walther, County Finance	

OTHERS IN ATTENDANCE

Josh Friedman, Principal Counsel/AAG

GUESTS IN ATTENDANCE

Ann Pingel	Travis Bottiglier	Robert Larimer
Brad Russum	Tracey Johnston	Stacy Clay
Clayton Taylor	Timothy Schneeman	Sarah Schmidt
Kristie Dutrow	Pete Landon	John Silcox
Lorenzo Cropper	Phil Lambert	Jason Ramsay
Robert Horne	Steve Shipley	Heather Tinney
Roger Bennett	Toni Dunne	Cassandra Onley
Joshua Jack	Ross Coates	Walt Puller
Kyra Pulliam	Lisa Madden	Mitch Nowak
Tamara Maldonado	Diane Strong	Jon Verville
Joe Armentrout	John Donohue	Jackie Mines
Kayman Khaloughi	Dawn Baldrige	Bryan Ebling
Tiffany Connor		

I. OPENING

Chairman Markey called the open session to order at 10:00 AM on Thursday, November 16, 2023, via Google Meet.

Chairman Markey requested a roll call of Board members. Chairman Markey confirmed that there was a quorum of the Board.

APPROVAL OF MINUTES

The Board considered the meeting minutes from the October 26, 2023, meeting. The Board members were provided with the materials in advance of the meeting for review. **Mr. Souder made a motion to approve the meeting minutes from the October 26, 2023, meeting. Mr. Frazier seconded the motion, and the Board unanimously approved the minutes as written.**

II. FISCAL REPORT – DR. CHRISTY COLLINS

Executive Director Dr. Collins reported the fiscal year 2024 update as of November 16, 2023. Revenue of \$36,651,670.33. Expenditures of \$17,573,634.93 bring the total 9-1-1 Trust Fund balance to \$19,078,035.40. Quarterly reports are expected to be released on December 19, 2023.

III. EXECUTIVE DIRECTOR'S REPORT – DR. CHRISTY COLLINS

Dr. Collins reported that she and Mr. Marshall have inspected nine public safety answering points (PSAPs), Harford, Cecil, Garrett, Allegany, Washington, Prince George's, Arundel, Baltimore City, and Carroll County. The inspection reports and their supporting documents are viewable on Google Drive under the Board meeting materials. If you have any questions, please feel free to reach out to either Dr. Collins or Mr. Marshall for additional information.

The Board Office will be closed Thursday, November 23, and Friday, November 24 in observance of the two State-recognized holidays of Thanksgiving and American Indian Heritage Day.

We are partnering with the Communications and Outreach Team at the Maryland Department of Emergency Management (MDEM) to work on a concept design for our new Board website. Dr. Collins asked for two volunteers from the Board to sit on the Concept Design Team. Mr. Thomas and Mr. Souder volunteered to join the Concept Design Team. Chairman Markey noted that if you need support during State holidays, the Maryland Department of Emergency Management at the Maryland Joint Operations Center (MJOC) is available 24 hours a day to connect you to support if needed in the off hours. So please do not hesitate to reach out to them.

Mr. Frazier asked for clarification concerning Dr. Collins' comments, which she provided at the Training Subcommittee meeting, that the State Assistant Attorney General (AAG) will start reviewing projects. Dr. Collins stated that she was referring to a statutory resource question that was approached. AAG Joshua Friedman will now be able to view everything that Board members view and will be more part of the project review process. If you need guidance as a Board member, he'll be able to help you appropriately.

AAG Friedman added that he would be reviewing the PSAP application for legal questions that they may have and be available to understand, interpret, and analyze any concerns that may arise whether from the Board, Chairman Markey, or the Executive Director. His

role is to be a resource to the subcommittee and the committee as needed and to answer questions.

Chairman Markey stated that one of those key questions would be if there is a request to go into a closed session or for other material items that are part of the Board's responsibilities, Mr. Friedman would be available as a resource to make sure that we are complying with Maryland Open Meetings Act and other public information requirements regarding our activities. It is not a constraining activity; it is a facilitating part of the Executive Director's Office's support to the Board.

IV. SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported recruitment video work continues. This is a video that would be available to our public safety answering points (PSAP) that could be utilized by them to enhance their recruitment efforts. Fine-tuning of the videos is happening with the help of Mission Critical Partners. We are trying to make our product both unique to Maryland, but also to represent some of the great ideas that we have seen other states incorporate.

Recommendations coming out of the 9-1-1 Commission work provided some general guidance as to what PSAP information the State should consider publicizing. This is a great opportunity for website development. 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 by the Board, the subcommittee will begin gathering 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 reported the subcommittee discussed acute traumatic and chronic stress management program requirements also referred to as the Occupational Wellness Program. The program document is under review and edits are being made. We anticipate by the January Board meeting possibly the February meeting that we would be presenting this to the Board for their consideration.

We are also working on the Center Manager Certification Program class that the National Emergency Number Association (NENA) offers. This is a class that before COVID-19 one of the PSAPs would request funding for the class and be held at Sykesville at the Police Training Academy. Saint Mary's County has scheduled a class for early 2024 and the class has good registration. We are interested as a Training Subcommittee in scheduling another class in late 2024 or early 2025.

The subcommittee is reviewing the Telecommunicator Emergency Response Team (TERT) Program. We want to gather information from states that have functioning TERT programs to start to understand how a TERT program may work in Maryland or if there is interest in moving forward with the program. Our first step is to gather data from other states and Mission Critical Partners has been tasked with gathering the data and they'll be reporting back to the Training Subcommittee in subsequent months.

The next meeting is scheduled for December 5, this is a change due to the change in the Maryland 9-1-1 Board Meeting schedule because of the holidays. Chairman Markey asked that the Technology Subcommittee be aware of the efforts regarding the TERT Program.

Cybersecurity Subcommittee – Michael Block

Mr. Block stated the subcommittee is in the process of finalizing the note-taking template to accompany the incident response recommendation document. This is so PSAP employees who may potentially be responsible for initiating the response to a cyber incident will have a checklist for a starting point. We're circulating it for feedback and will present it to the Board for its consideration.

Technology Subcommittee – James Hamilton

Mr. Hamilton was unable to attend the call. Mr. Khaloughi reported the subcommittee continued its focus on the Session Initiation Protocol (SIP) Uniform Resource Identifiers (URIs) and dual provisioning of the pseudo-automatic number identifications (pANIs). This will provide the ability to transfer calls from one Emergency Services IP Network (ESInet) provider to the other and to get the location of the number. Motorola and AT&T have performed some testing with eight counties in Maryland. We were able to transfer calls with locations across the two vendors.

Pseudo-automatic number identifiers, in the Legacy world, allow us to get the location of a cell phone. Until both vendors have full NENA-compliant interoperability between their two networks, we still have some Legacy components in place with Next Generation 9-1-1 (NG911). Until that's all done, this allows us to do the transfers and get a good location across the different vendors. And URI is the next generation version of a phone number and is how we transfer calls between 9-1-1 centers.

Geographic Information System (GIS) – Julia Fischer

Ms. Fischer was unable to attend the call. Dawn Baldrige reported the GIS Strategic Plan for NG911 is in its final stages. We are waiting for a few comments and then it will be released to the Board at the beginning of December for its review.

V. Additional Reports

Verizon Update – Walt Puller

Mr. Puller stated there were no major 9-1-1 network events to report.

AT&T Update – Taylor Thompkins

Mr. Tompkins was unable to attend the call and no update was given.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that Motorola has no Next Generation Core Services incidents to report. We completed the first group of the ESInet to ESInet transfer testing on November 9, and we will be scheduling the next group to complete the transfer testing in December. We will be communicating with everyone and coordinating with AT&T and customers.

Concerning the NNI, Motorola and AT&T labs are interconnected, and we have finalized the base test cases. Testing will begin after the Thanksgiving holidays. We're on track to bring Frederick live (ESInet) next month and Baltimore City by the middle of next year.

Regarding dual circuits, we have them in place for Washington County and Carroll County. We are working on the fire protection configurations before they'll be turned up and Allegany County and is scheduled by the end of the first quarter of 2024.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates reported there has been an organizational change within the Emergency Management Affiliate at the Maryland Association of Counties (MACo). The previous President Mr. Mike Hinson with Howard County has accepted a new position. We have an

Interim President, Ms. Preeti Emrick, who comes to us from Anne Arundel County as the Emergency Manager there. I've been working with Ms. Emrick on some common initiatives that she's been working on in Anne Arundel County. There are elections to occur within the affiliate and we should identify a long-term president at that time.

Mr. Coates thanked Mr. Frazier for asking for clarification on the role of the AAG in subcommittee meetings. The ECC continues to monitor legislative filings as we enter the coming legislative session. We're hoping to engage with some of our partner legislators who are introducing items that are impacting 9-1-1 and Emergency Management in the community.

The subcommittee will not have a meeting in December.

We have identified and secured a date for the Maryland Emergency Communications Vendor Expo. It's an opportunity to bring interested partners who are looking to do business in Maryland in the 9-1-1 industry and emergency communications industry together to talk about their products. But also, it is a learning opportunity for those who have administrative roles or administrative functions in that process, which could be individuals such as Board members, procurement agents, and county elected officials. The event will be held at the Marriott Baltimore/Washington International Thurgood Marshall Airport (BWI). It will be on March 27 from 8:00 AM until 5:00 PM. Vendors on the call can expect to receive contact information for registration from our coordinating partner the Baltimore Regional Cooperative Purchasing Group. Attendees can interact with the vendors, learn about new technologies, understand what is out there, and develop partnerships with future vendors in your agency. The registration link will be sent out. For additional information, you can contact Ross Coates or Jennifer Reedy.

Mission Critical Partners Update – Joshua Jack

Mr. Jack stated that regarding AT&T, Harford County has a tentative March 24 cutover date to NG911. Baltimore County which has not yet migrated is delayed. They have a computer-aided dispatch (CAD) project they're working on that they want to complete first. They're going to migrate somewhere in Q2/Q3 of 2024. All PSAPs will be migrated at that time.

The statewide cybersecurity project provides an assessment for the PSAPs as well as an incident response plan, 22 of the 24 are complete. The remaining county should be wrapped up early next year.

Regarding the recruitment video, MCP has received some comments from the various subcommittees and has incorporated them into version three, the next version has not been reviewed yet. Mr. Souder will be doing that at the next meeting.

With the Eastern Shore's AT&T Transitional Data Management Service (TDMS) project, eight of the nine counties are involved, and a kickoff was held last week. It will take several months to implement all the counties into the program.

VI. CURRENT PROJECTS FOR VOTING CONSIDERATION

A funding request for Project 24-139 in the amount of \$2,287,833.02 for Calvert County's Phone System Refresh was made by Stacy Clay.

Mr. Block moved to fund Project 24-139 for Calvert County in the amount of \$2,287,833.02 for Phone System Refresh to be approved. Mr. Frazier seconded the motion. All were in favor and the motion carried.

A funding request for Project 23-233A in the amount of \$800.00 for Allegany County's Satellite Fail-Over Phone System (additional funding) was made by Roger Bennett.

Mr. Souder moved to fund Project 23-233A for Allegany County in the amount of \$800.00 for the Satellite Fail-Over Phone System (additional funding). Ms. Greentree seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-130 in the amount of \$4,551.98 for Allegany County's UPS Replacement-VESTA Support was made by Roger Bennett.

Mr. Thomas moved to fund Project 24-130 for Allegany County in the amount of \$4,551.98 for UPS Replacement-VESTA Support to be approved. Mr. Frazier seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-131 in the amount of \$52,125.00 for Kent County's UPS-Primary PSAP was made by Pete Landon.

Mr. Berg moved to approve Project 24-131 for Kent County in the amount of \$52,125.00 for UPS-Primary PSAP. Mr. Thomas seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-132 in the amount of \$40,774.00 for Cecil County's UPS Maintenance was made by John Donohue.

Mr. Souder moved to fund Project 24-132 for Cecil County in the amount of \$40,774.00 for UPS Maintenance. Mr. Berg seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-136 in the amount of \$141,550.00 for Cecil County's Maintenance-Logging Recorder was made by John Donohue.

Mr. Thomas moved to fund Project 24-136 for Cecil County in the amount of \$141,550.00 for the Maintenance-Logging Recorder. Major Gregory seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-138 in the amount of \$8,400.00 for Montgomery County's Training-Survive and Thrive Core Stress Resilience was made by Cassandra Onley.

Mr. Souder moved to fund Project 24-138 for Montgomery County in the amount of \$8,400.00 for Training-Survive and Thrive Core Stress Resilience to be approved. Mr. Frazier seconded the motion. Mr. Thomas recused himself 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-ENCUMBERING OF FUNDING

Charles County 23-297 Protocol Training \$135.00

Mr. Thomas moved to de-encumbering funds for Project 23-297 for Charles County in the amount of \$135.00 for Protocol Training. Mr. Frazier 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:

Worcester County	24-118	Protocol Recertification	\$220.00
Wicomico County	24-119	Protocol Recertification	\$220.00
Baltimore City	24-120	Training - APCO CTO	\$3,904.00
Baltimore City	24-121	APCO-Disaster Operations / Communications Center Training	\$1,385.00
Carroll County	24-124	ETC Manuals (6)	\$270.00
Calvert County	24-126	ETC-I Certification	\$525.00
Worcester County	24-128	APCO Training	\$488.00
St. Mary's County	24-133	Protocol - AQUA Training	\$458.00
Kent County	24-134	Protocol Training	\$1,080.00
Allegany County	24-135	Headsets (15) & Headset Bases (18)	\$9,037.35
Wicomico County	24-137	Training - Protocol Maintenance	\$1,958.00
		TOTAL	\$19,545.35

VI. ADDITIONAL ITEMS

Chairman Markey encouraged everyone to take note of the next legislative sessions regarding bills that will impact the 9-1-1 community. The Board typically does not take positions on legislation, but he encouraged the members to speak out. You can indicate you are a member of the Board. But unless we as the Board are asked to participate as the Board and as you see on the bill, we are all individually responsible for that.

The next meeting is Thursday, December 14, 2023. Location Google Meet

VII. ADJOURNMENT

Mrs. Danissa Alston made a motion for an adjournment, seconded by Ms. Sue Greentree. There was no opposition for adjournment. The Open Session meeting adjourned at 11:36 a.m.

Jack Markey, Chairman
Maryland 9-1-1 Board