



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



OPEN SESSION MEETING MINUTES
December 14, 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
Michael Block, Cybersecurity	Julia Fischer, GIS
Kevin Mosier, Public Service Commission	Major Gregory, MD State Police
Tony Rose, PSAP Director	Tammy Price, PSAP Director
Sona Konate, Public-At-Large	Michael Walther, County Finance

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

Daniel Leary, Wireless Industry	Chris McNamara, ECC
Justin Orendorff, PSAP Director	Richard Berg, MIEMSS
Duane Hull, Volunteer Fire Service	

OTHERS IN ATTENDANCE

Josh Friedman, Principal Counsel/AAG

GUESTS IN ATTENDANCE

Ann Pingel	Travis Bottiglier	Robert Larimer
Pete Landon	Lorenzo Cropper	Phil Lambert
Steve Shipley	Roger Bennett	Toni Dunne
Cassandra Onley	Joshua Jack	Ross Coates
Walt Kaplan	Kyra Pulliam	Lisa Madden
Mitch Nowak	Tamara Maldonado	Jon Verville
Joe Armentrout	Jackie Mines	Kayman Khaloughi
Tiffany Connor	Alexander L	Antonella Volpe
Ashley Burgan	Bob McCoy	Brian Melcer
Brian Roosevelt	Brittany Cook	Charleigh Holtermann
Charlynn Flaherty	Chris Dew	Gary C. Zamerski
James Garner	James Hamilton	John Lesko II
Juliet Anderson	Karen Hall	Kathryn Knott
Kevin Frazier	Mary Kibe	Mike Allen
Mina Kamel	Peter Pavlov	Phil English
Rick Fairhurst	Rob Williams	Roger Bennett

Ross Blank
Taylor Tompkins
Wayne Harris

Stanley Harris
Tenea Reddick

Taylor Johnson
Tim Biscoe

I. OPENING

Chairman Markey called the open session to order at 10:00 AM on Thursday, December 14, 2023, via Google Meet.

Chairman Markey shared with the Board members that on December 29, 2023, he will be retiring from his position with Frederick County Government. He will continue with his role as the Chairman of the Maryland 9-1-1 Board.

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 November 16, 2023, meeting. The Board members were provided with the materials in advance of the meeting for review. Mr. Frazier and Mrs. Alston requested corrections to the minutes of the meeting.

Mr. Thomas made a motion to approve the meeting minutes from the November 16, 2023, meeting as amended. Mr. Frazier seconded the motion, and the Board unanimously approved the minutes as amended.

II. FISCAL REPORT – DR. CHRISTY COLLINS

Executive Director Dr. Collins reported the fiscal year 2024 update as of December 14, 2023. Revenue of \$38,349,168.13. Expenditures of \$20,196,679.52 bring the total 9-1-1 Trust Fund balance to \$18,152,488.61. Quarterly reports are expected to be released on December 19, 2023. Memos will follow to the public safety answering points (PSAPs) informing them that the monies have been deposited into their accounts.

Mr. Frazier requested clarification regarding the numbers reported in the November 16, 2023, Fiscal Report. Dr. Collins will research the information and provide any corrections to the Board.

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

Dr. Collins reported that the Board Office has completed 17 PSAP inspections. The remaining 7 inspections have been scheduled. The November inspections are considered closed. Eight PSAP inspections have been added to the Google Drive for the Board's review, Baltimore, Calvert Caroline, Charles, Dorchester, Frederick, Howard, and Talbot counties.

Dr. Collins thanked Mr. Jack with Mission Critical Partners for supporting the Board Office during the leadership transitions. Initial project requests should be sent to the group email account 911project.requests@maryland.gov. Mr. Marshall will be reviewing, preparing, and routing all initial project requests. Please include the project request form, invoice/quote, and any additional supporting documentation.

The Board discussed at the November meeting updating the 9-1-1 Board website. We are very excited about the progress and hope to have a demo or rough draft for the Board's review in early 2024.

There is a calendar year 2024 Open Session Board Meeting schedule published on the Board's meeting material section under Other Documents on Google Drive. If there are any concerns, please let Dr. Collins know. The schedule will be posted on the Board website. Chairman Markey requested that any feedback regarding conflicts should be received by January 25, 2024.

The Board office will be closed on December 25 and January 1. If you need support during the State-recognized holidays the Maryland Department of Emergency Management at the Maryland Joint Operation Center (MJOC) is available 24 hours a day to connect you with support.

IV. SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported the recruitment video is in its latest version of finalization. The video will be pushed to the members of the subcommittee for a quick overview and last-minute input. The goal is to present it to the Board in early 2024. Thank you to Mission Critical Partners, Jack Joshua, and the crew that have been working with him for their efforts. We are confident that the final product will be something that we all are very proud of.

A task received from the Technology Subcommittee we might want to offer as amendments to the way that we do business more to follow on that next month. Thank you very much to the Policy and Standards Subcommittee for the work this past calendar year great job team.

Training and Exercises Subcommittee – Bryan Ebling

Mr. Ebling was unable to join the call. Cassandra Onley, the co-chair of the Emergency Communications Committee subcommittee, reported the subcommittee has been discussing the occupational wellness policy and are focused on a secondary review of the document. The subcommittee reviewed training projects that are coming before the Board from Calvert County and Charles County, and we are in support of the projects. Regarding the Telecommunicator Emergency Response Taskforces (TERT) program, we are researching the program in other states and hopefully, we will make headway in 2024.

Cybersecurity Subcommittee – Michael Block

Mr. Block stated the subcommittee circulated the note-taking template to the subcommittee members and is waiting for feedback from the members. The goal is to finalize the document at the January subcommittee meeting and then submit it to the Board on January 25.

Chairman Markey requested that the Cybersecurity Subcommittee work with the Maryland Department of Information Technology (DoIT) to schedule a presentation regarding partnering with them on the vision for cybersecurity in Maryland.

Technology Subcommittee – James Hamilton

Mr. Hamilton reported the subcommittee is working with the wireless carriers on location-based routing (LBR). The statewide GIS repository should be ready to go shortly to allow the providers to receive state-level boundary data for the PSAPs.

The pseudo-automatic number identifications (pANIs) are being loaded between the Next Generation 9-1-1 (NG911) service providers. The first batch has been completed and tested. The next batch will be completed in January.

The network-to-network interface (NNI) between Maryland's two providers is being worked on and soon it will be implemented after thorough testing.

Mr. Souders brought up the topic of artificial intelligence (AI). Mr. Hamilton noted that he had a conversation with a vendor that is looking at the implications for AI within call flow. Charleston, South Carolina is leveraging AI to assist with the management of some non-emergency calls. He agreed that it is something the subcommittee needs to keep their eyes on.

Geographic Information System (GIS) – Julia Fischer

Ms. Fischer reported T-Mobile requested data for LBR from the aggregated resource. The data is coming from the counties, the GIS group facilitates the aggregation and validation to ensure accuracy and that it is available to the vendors.

Some additional third-party vendors are not consuming the authoritative PSAP data layers from the authoritative source. There is another aggregated source that some of them are consuming. We are having conversations with the vendors to point them to the authoritative data.

The Western Shore six-inch resolution imagery as well as some three-inch buy ups were collected. Some imagery was rejected in a very small area. We hope that they will fly today. There have been some delays. It is in a restricted airspace. The rest of the collection and the initial deliveries of the final product have gone for one last review and consideration by the quality assurance and quality control (QA/QC) sub-vendor AECOM. We anticipate the deliveries will start at the end of this month or early January. We will work with the counties to ensure that they receive the appropriate files in the appropriate formats.

The Western Maryland user group met recently in Hagerstown with our GIS practitioners. Peter Hanna, our GIS practitioner out of Montgomery County provided an update regarding the access and its implications specifically to 9-1-1. Mission Critical Partners was involved in preparing the presentation and we continue to thank them for their partnership in advancing GIS associated with NG911 in Maryland.

We have been diligently working on the new branding to improve communication and outreach of the Board. We will continue to seek ways to support that effort through the 911.maryland.gov site. The dashboarding will hopefully be coming online soon and other maps, the aggregated data, videos, etc.

V. Additional Reports

Verizon Update – Walt Puller

Mr. Puller was unable to join the call but provided a report stating there were no major 9-1-1 network events.

AT&T Update – Taylor Thompkins

Mr. Tompkins reported AT&T continues to work to migrate Baltimore County to NG911. No network items remained for Baltimore County. We are working with the call-handling equipment provider to have everything completed that they need to do on their end, and we are making progress.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that there were no service-impacting incidents to report. They completed the go-live for the Next Generation Core Services (NGCS) solution in Frederick County. We have completed the first group of our ESInet-to-ESInet transfer testing on November 9, and we are scheduling the remaining group to be completed with the transfer testing in January.

Concerning the i3 NNI, we began testing after Thanksgiving and we were able to complete call handoff transfers in both directions. The lab teams are now working on data payload testing. We are still on track with the Baltimore City NG911 migration.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates reported the committee did not meet since the last Board meeting. We continue efforts to plan the Maryland Public Safety Communications Vendor Day that is scheduled for March 27 at the Baltimore/Washington International Thurgood Marshall

Airport (BWI) Marriott. Additional information will be coming out as soon as the contract is finalized and signed with the assistance of the Baltimore Regional Cooperative Purchasing Group

Chairman Markey asked the subcommittees to be advocates on how to best move forward in Maryland regarding a registry of special needs bills that have been introduced in the general assembly.

Mr. Coates stated that they have been actively working with some of the stakeholder groups to share information about existing solutions that meet needs in lieu of having local databases maintained by local 9-1-1 centers that don't traverse throughout the state or the nation. We continue to have those conversations; we're sharing information with these groups and hoping to have some conversations with the legislators through those groups about what's accessible today and what the future looks like. One of our large data broker partners has just released the ability for certain Android devices to share medical information that's housed on your local device with the 9-1-1 center through their platform. The 9-1-1 Community continues to try to stay in step with what private industry is putting out there concerning its capabilities of functions, while still maintaining a holistic system that's functional and easy to use for the 9-1-1 Specialist.

Ms. Warren added that from recent meetings there remains a great divide between what the advocates understand as the 9-1-1 call-in process versus what exists. There are a lot of capabilities that are currently out there in use but in trying to explain how that happens, they often want to revert to this paper-based fixed address type system. We have some educating to do. We will continue to do so and hopefully, this will be satisfactory to them. I think that there has been a lot of effort to talk to legislators by the advocacy community particularly the Group Home Community which comprises about 40,000 individuals in Maryland that live within group homes. That is not an insignificant number in terms of constituents, and we will continue to work with them to try to convey how we can craft a better system and hopefully avoid legislation.

Mission Critical Partners Update – Joshua Jack

Mr. Jack reported regarding the status of the NG911 migration and that Baltimore County is moving forward and Frederick County migrated yesterday. That brings us to 21 of the 24 PSAPs. Baltimore City is tentatively scheduled for May 2024 and Harford County is tentatively scheduled for March 2024.

The Statewide cybersecurity project, that is creating a cyber assessment for the PSAPs as well as an incident response plan for each center, is wrapping up. There are one or two remaining. We are due to provide a briefing to the Board concerning the statewide analysis of findings. We are tentatively planning the presentation for the March Board meeting.

The Eastern Shore Transitional Data Management Service (TDMS) is a tool that will allow specifically AT&T NG911 customers to streamline the process of maintaining their MSAG database. The thing to note here is that they can use either the road centerlines or their address points in this process and the address points are much more accurate than the street centerline ranges.

VI. CURRENT PROJECTS FOR VOTING CONSIDERATION

A funding request for Project 24-064A in the amount of \$1,517.33 for Allegany County's VESTA phone system additional funding was made by Roger Bennett.

Mr. Block moved to fund Project 24-064A for Allegany County in the amount of \$1,517.33 for the VESTA phone system to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-157 in the amount of \$40,614.60 for Allegany County's security monitoring was made by Roger Bennett.

Mr. Thomas moved to fund Project 24-157 for Allegany County in the amount of \$40,614.60 for security monitoring. Ms. Greentree seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-122 in the amount of \$4,554.00 for Charles County's Equature training was made by Antonella Volpe.

Mr. Thomas moved to fund Project 24-122 for Charles County in the amount of \$4,554.00 for Equature training to be approved. Mr. Frazier seconded the motion. Mr. Rose recused himself from the vote. All were in favor and the motion carried.

A funding request for Project 24-123 in the amount of \$32,612.92 for Calvert County's PSAP Strategic Plan was made by Stanley Harris.

Ms. Greentree moved to approve Project 24-123 for Calvert County in the amount of \$32,612.92 for a PSAP Strategic Plan. Mrs. Alston seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-127 in the amount of \$59,880.00 for Calvert County's Training Supervisor Leadership Academy (6 sessions) was made by Stanley Harris.

Mr. Souder moved to fund Project 24-127 for Calvert County in the amount of \$59,880.00 for Training Supervisor Leadership Academy. Ms. Price seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-141 in the amount of \$5,000.00 for Calvert County's 9-1-1 training simulator was made by Stanley Harris.

Mr. Thomas moved to fund Project 24-141 for Calvert County in the amount of \$5,000.00 for a 9-1-1 training simulator. Major Gregory seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-142 in the amount of \$2,350,758.58 for Prince George's County's Cybersecurity Monitoring was made by Charlynn Flaherty. A motion was made by Mr. Thomas to move the meeting to a closed-door session under Section 3-305 B15 of the General Provisions Article. Mr. Souder seconded the motion. All were in favor and the motion carried.

Prince George's County requested to defer the request to obtain additional information concerning the project to provide clarity to the Board at a future date.

A funding request for Project 24-146 in the amount of \$95,350.47 for Harford County's multi-county Text to 9-1-1 Service was made by Ross Coates.

Mr. Souder moved to fund Project 24-146 for Harford County in the amount of \$95,350.47 for multi-county Text to 9-1-1 Service to be approved. Mr. Frazier seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-149 in the amount of \$117,139.84 for Queen Anne's County's annual maintenance was made by Phil English.

Ms. Greentree moved to fund Project 24-149 for Queen Anne’s County in the amount of \$117,139.84 for annual maintenance to be approved. Mr. Frazier seconded the motion. Mr. Haas recused himself from the vote. All were in favor and the motion carried.

A funding request for Project 24-150 in the amount of \$91,640.00 for Queen Anne’s County’s phone system licensing (RapidSOS) was made by Phil English.

Mr. Thomas moved to fund Project 24-150 for Queen Anne’s County in the amount of \$91,640.00 for phone system licensing (RapidSOS) to be approved. Mrs. Alston seconded the motion. Mr. Haas and Mr. Souder recused themselves from the vote. All were in favor and the motion carried.

A funding request for Project 24-151 in the amount of \$51,258.60 for Montgomery County’s console furniture for the Maryland State Police Rockville Barracks within Montgomery County was made by Cassandra Onley.

Montgomery County will defer the request so the Board can obtain additional information concerning the project and provide clarity at a future date.

A funding request for Project 24-152 in the amount of \$173,764.50 for Baltimore City’s Cybersecurity Monitoring was made by Tenea Reddick.

Mr. Thomas moved to fund Project 24-152 for Baltimore City in the amount of \$173,764.50 for Cybersecurity Monitoring to be approved. Mr. Frazier seconded the motion. Ms. Greentree recused herself from the vote. All were in favor and the motion carried.

A funding request for Project 24-154 in the amount of \$42,800.00 for Anne Arundel County’s language translation services was made by Ann Pingel.

Ms. Greentree moved to fund Project 24-154 for Anne Arundel County in the amount of \$42,800.00 for language translation services to be approved. Mr. Frazier seconded the motion. 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

Washington County	22-288	1 year	\$113,042.10
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PROJECTS FOR DE-ENCUMBERING OF FUNDING

Washington County	23-351	\$173.00
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Mr. Thomas moved to de-encumbering funds for Project 23-351 for Washington County in the amount of \$173.00. Ms. Greentree 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:

Project#	County	Cost	Project Description
23-268A	Harford	\$3,400.00	Protocol Training (additional funding)
24-125	Carroll	\$5,310.00	Protocol Training
24-140	Washington	\$2,007.78	APCO CTO Training
24-143	Howard	\$6,700.00	Protocol Training
24-144	Frederick	\$24,123.50	105 single/40 Double headsets, 105 Amplifiers/30 Supervisor Amplifiers
24-145	Montgomery	\$6,750.00	Protocol Training
24-147	Prince George's	\$9,680.00	Protocol Training
24-148	Prince George's	\$495.00	Telecommunicators Course
24-153	Montgomery	\$12,399.84	Virtual Academy Training Management System and CTO Software
TOTAL		\$70,866.12	

VI. ADDITIONAL ITEMS

Mr. Souder thanked Chairman Markey for his years of extraordinary service to Frederick County and to take care in his retirement. Chairman Markey stated he would continue his commitment to make Maryland stronger.

The next meeting is Thursday, January 25, 2024, on Google Meet

Projects for Funding due by January 11, 2024

VII. ADJOURNMENT

Mr. Frazier made a motion for an adjournment, seconded by Mr. Thomas. There was no opposition to adjournment. The Open Session meeting adjourned at 1:10 PM.

Jack Markey, Chairman
Maryland 9-1-1 Board