



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



**MINUTES**

**Public Session – May 25, 2023**

**BOARD MEMBERS IN ATTENDANCE**

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Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
Richard Berg, MIEMSS	Danissa Alston, County Police Services
Scott Haas, PSAP Director	Kevin Mosier, Public Service Commission
William Frazier, MENA	Julia Fischer, GIS
Chris McNamara, ECC	Cecilia Warren, Accessibility Needs
Shariff Thomas, 9-1-1 Specialist	CPT Scott Brillman, Career Fire Services
Richard Berg, MIEMSS	Sue Greentree, APCO
Tammy Price, PSAP Director	Russell Strickland, Secretary, MDEM
Major Gregory, MD State Police	

**OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE**

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Timothy Tharp, Interim Executive Director

**BOARD MEMBERS NOT IN ATTENDANCE**

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Tony Rose, PSAP Director  
 Al Kirchner, Public at Large  
 Michael Block, Cybersecurity  
 Kenneth Poling, Wireline Industry  
 Daniel Leary, Wireless Industry  
 Justin Orendorff, PSAP Director

**GUESTS IN ATTENDANCE**

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Mike Marshall, Interim Executive Director	Lorenzo Cropper, Wicomico County
Roger Bennett, Allegany County	Tenea Reddick, Baltimore City
Steve Hurlock, Caroline County	Joshua Jack, Mission Critical Partners
Ross Coates, Harford County	CPL Robbie Larimer, Dorchester Count
Jack Brown, Carroll County	Lorenzo Cropper, Wicomico County
David Black, Cecil County	Taylor Thompkins, AT&T
LT Jennifer Reidy-Hall, Howard County	Jeff Clements, Charles County
James Hamilton, Worcester County	Roger Bennett, Allegany County
LT John McAndrew, Anne Arundel County	Ann Pingel, Anne Arundel County
Cassandra Onley, Montgomery County	Phil Lambert, Frederick County
Colleen Mulvehill, Convey 9-1-1	Gary Powell, Somerset County
Toni Dunne, Motorola Solutions	

## OPENING

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Chairman Markey called the public session to order at 10:00 AM on Thursday, May 25, 2023, via the Conference Bridge.

Chairman Markey welcomed the members of the 9-1-1 community.

Secretary Strickland of the Maryland Department of Emergency Management thanked the members of the Board for taking the time and making the time available for today's meeting as well as for every meeting that you do. It's well recognized within State government, the effort that's put forth by this Board and it's voluntary. Secretary Strickland noted that Tim Tharp is going to be stepping into another position within state government. Mike Marshall will be stepping up to fill Tim's spot until we find a permanent Executive Director. Secretary Strickland thanked Tim for his time and effort with the Board. We're here to do everything we can to help you and be successful as you go through your requirements.

Senator Cheryl C. Kagan echoed what Secretary Strickland said about Tim Tharp. She welcomed Mike Marshall, and she looks forward to working with him in whatever way she can. She thanked the Board members for all that they do. Senator Kagan has visited PSAP number 21. She was in Wicomico County a few weeks ago and Senator Carozza joined her on the visit. She has three more PSAPs to visit, Garrett, Allegany, and Calvert Counties.

Chairman Markey commented regarding the ransomware attack, in Dallas, affecting the Dallas Police Department and Dallas 9-1-1. A brief will be circulated to the Board members containing the information available regarding the attack. The Cyber Security Subcommittee, Mr. Block, and others have indicated that this was not a novel attack. It is a known variant of ransomware. The brief includes tactics and processes that the attackers follow that we don't want to propagate in the public domain. We will circulate it to the Board members and the PSAP directors for each of the jurisdictions.

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

## APPROVAL OF MINUTES

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The Board considered the meeting minutes from April 27, 2023. The Board members are provided with the material in advance of the meeting so they may review them.

**Mr. Souder made a motion to approve the meeting minutes from April 27, 2023. Mr. Frazier seconded the motion. All were in favor and the motion was carried.**

## FISCAL REPORT – MIKE MARSHALL

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For FY2023, the 9-1-1 Trust Fund collection as of May 25, 2023, was \$57,512,980.54. Total award expenditures to date are \$27,802,435.47. The current balance is \$29,710,547.07.

## EXECUTIVE DIRECTOR'S REPORT – TIMOTHY THARP

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Mr. Tharp reported Mike Marshall will be filling in as the Interim Executive Director for the 9-1-1 Board. Mr. Tharp thanked everyone, and he had a great experience interacting with the members. His next position will be working with the Maryland Military Department as the Chief of Staff for the Adjutant General.

The Executive Director's position will be open through June 6. People will be selected for interviews and ultimately the Secretary will decide on the new hire. He will remain in the hiring process participating in the interviews and offering some thoughts and insights.

Regarding contract management with Mission Critical Partners, we are under 50% spend in the current contract year that ends June 30. We will need to engage option year one to begin July 1 and the conversations and actions related to that have begun to prevent a lapse.

A draft strategic plan was received. The edits or revisions are not ready for release. Mike Marshall will continue to work on the plan and will follow up with Board when it is ready for release.

Chairman Markey thanked Mr. Tharp for his tireless work as the Interim Executive Director.

Interim Executive Director Marshall stated they are also looking to fill the Deputy Director position and an Administrative Assistant position. They continue to work on the mapping process for the administrative program. Additionally, they met with MDEM about records of retention to ensure the security of the documents are maintained by the Office of the Executive Director.

## **SUBCOMMITTEE REPORTS**

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### **Policy and Standards Subcommittee – Steve Souder**

Mr. Souder reported the subcommittee is still engaged in the development of the recruitment video. We're working closely with Mission Critical Partners and their video photography team.

The Chairman asked the subcommittee to look at the current list of projects, what the board must approve, and what the executive director can approve. In hopes of finding a way to move projects from submitted for funding to approved by the Executive Director's Office and reduce the amount of time required by the Board. The subcommittee has a list of items that can be approved by the Executive Director's Office and will be revising that list as appropriate.

The handbook for members of the Board, the subcommittee received a draft copy. It's looking good. We are working on the frequently asked questions portion of the handbook because we believe it would be helpful to all of us. Once the handbook is ready to be presented to the Board, the subcommittee would like to suggest that it receives a six-month approval of the handbook and revisit it after the public and members have an opportunity to do a deeper dive into the content. They can identify, as may be appropriate, things that we didn't include or items that should be deleted. After the revisions, come back to the Board in approximately six months and asked for a formal adoption of the handbook.

Chairman Markey agreed with the approach. It will be a living document. We must make it official.

### **Training and Exercises – Bryan Ebling**

Mr. Ebling reported the subcommittee is working on the Occupational Wellness document. We received some clarification from Chairman Markey on how to prepare the document. Work continues to finalize the document. Mission Critical Partners demonstrated an update to the website that separates the training opportunities for 9-1-1 Specialists. We want to promote that statewide and encourage all PSAPs and all 9-1-1 Specialists to understand where they can go to look for training in Maryland. If a PSAP has training that's not listed here, please send the information to Mission Critical Partners and we will update the website.

The TERT program, the subcommittee chose to table the project for approximately six months. The reason for tabling the project is due to the staffing crises that we have throughout the 9-1-1 community.

There are two applications for funding today that relate to training. The subcommittee was unable to review them, and I know that at least one of them needs additional documentation provided. I sent information back to the Executive Director's Office and I have not received any feedback.

In the chat window, Mr. Ebling provided the link to the Maryland website: [911.Maryland.gov](http://911.Maryland.gov)

Mr. Brillman added that APCO is coming to Maryland in 2025. In Nashville this year, APCO requested a booth to show off Maryland and Baltimore. If anybody's going to Nashville this year and wants to help or man the booth, please let him know, via email or text. He will visit Baltimore and visit Maryland to get videos and brochures and we're going to order a lot of giveaway trinkets to ensure people attend APCO 2025 in Baltimore. If anyone wants to help with the host planning committee, to plan the events, and the training at the conferences, and show what Maryland is doing, you will have an opportunity. So please let him know.

The crab feast, tickets are selling fast, it's July 21. It's the NENA/Mid-Eastern APCO training and crab feast. Go to [MidEasternAPCO.org](http://MidEasternAPCO.org) to buy your tickets.

Ms. Greentree commented that she hopes the TERT program is revisited in six months. The staffing crisis is not going to disappear in six months. The TERT program is very important. Doing the training, and getting it started does not mean that an agency that does not have the staffing to allow them to go to some emergency is required to send them. It is always a voluntary basis to her knowledge.

Mr. Hamilton noted that TERT could have assisted him due to his staffing shortage. Another county in Maryland did issue a request for a 9-1-1 Specialist due to their staffing shortage.

Chairman Markey added that TERT is the unification of people and processes and technology. What are those things that we can do so that we're poised to act when we need that support, rather than adding that burden of configuring how to bring on the support when needed.

### **Cybersecurity – Michael Block**

Mr. Jack, with Mission Critical Partners, reported on behalf of Mr. Block who was unable to join the call. The Cybersecurity Subcommittee is creating an incident response checklist that is focused on the PSAP 9-1-1 Specialist (i.e., alone at 2:00 AM). This is a quick check sheet for the PSAPs that do not have a technical team onsite. What to do before initiating their cybersecurity response plan. This is to create best practices for the PSAPs if they detect a cyber incident.

### **Technology Subcommittee – James Hamilton**

Mr. Hamilton reported the Technology Subcommittee has been focused on working through NG911 transitional nuances. Specifically, things that relate to the transfer of calls and ensuring that location data is the best that it can be during transfers. We've had good engagement from both NG911 providers operating in Maryland. The location data hinges on some improvements to the current network-to-network interface in place between the two providers. They are in the process of negotiating with that interface from a technical perspective and we don't have a timeline. The subcommittee has asked them to keep the Board regularly apprised of where that's going. Once completed they'll conduct some testing before live implementation. We'll do our best to stay involved, aware, and abreast of what that testing looks like before it goes live.

### **GIS – Julia Fischer**

Ms. Fischer reported the imagery program is ongoing. For the Eastern Shore collection, all deliverables are complete and includes the online resources. We completed the individual county deliverables last year, but my team has been diligently working to create the publicly accessible resources. We have a couple of different formats so they can be consumed in a couple of different ways by the end users and have been completed. The data is six inches, sometimes three-inch resolution so that allows for a lot of detail. We had two small bridge errors that were identified in the Eastern Shore fly for one of the counties. Those have been corrected and the updates have been

provided to the affected county. Western Shore collection, all flights have been completed. We have two flight lines, and we're assessing those for color balance and will determine whether they'll be accepted or rejected. Those are some of the delayed areas because of trying to get approvals around the capital.

Our survey task is almost complete. The report will be provided upon completion and all the deliverables that we provide as well as the reports are provided monthly in a report to the Executive Director. The three-inch imagery pixel resolution blocks are being processed. Those were collected first and through that initial process and we expect to have both the three-inch and the six-inch imagery we will have pilot areas available next month. They'll be delivered to participating counties to ensure that all the standards and specifications are being met before the rest of the collected areas are processed.

For the statewide GIS data validation, we are in production. We have engaged with all 24 jurisdictions. It is a very seamless process. At this point, drop the information in a file. Our system will grab that, run it through all the checks, and then provide the files back with the recommended corrections by the next morning. We have four counties that have participated. We are working diligently to get that number up. We've identified thousands of errors within the four counties and that's not to say that the counties have done anything wrong. But this is why we put the validation checks in place. Most of the errors have been in the unique ID fields. The address range, there were several address range overlaps.

We're currently using the NENA standards of the GIS data model version 1. There are several of us who are in the working group regarding the development of the NENA GIS data model version 3. We are actively working on our updated Next Generation 9-1-1 GIS Strategic Plan. We will make sure the draft is available for the Board to consider before we finalize it.

All the counties continue to participate in meeting monthly. Our next call is on June 1st. Within that group, there is a sub-working group, they're working on common place names. Landmarks are important for location information for calls in remote areas or areas with limited cell phone coverage.

The GIS support staff program is still under development. The offer still stands for each county to engage through my office within the Department of Information Technology and partner with Salisbury University to obtain GIS support for your data maintenance.

#### **Verizon Update – Walt Puller**

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Mr. Puller was unable to join the call no report was given.

#### **AT&T Update – Taylor Thompkins**

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Mr. Tompkins reported there were no major outages to report regarding ESInet. We continue to move forward with projects. The only caveat is Baltimore County asked us to wait till July to initiate the work. Other projects in the county take precedence. We have a couple more cutovers coming up.

#### **Motorola Solutions Update – Toni Dunne**

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Ms. Dunne reported the NGCS has no service-impacting incidents to report. Both Frederick County and Baltimore City NGCS projects are underway. We will notify you in advance of our schedule to go live so coordination and testing can be accomplished. Motorola has participated in discussions and the NGCS services are working with the subcommittee on the transfer translation lists. Our NGCS product and networking Engineer teams are working on developing the i3 NNI document with AT&T. Motorola will respond shortly to the request to provide the Board the document with the 9-1-1 transfer destination information that has been transitioned as well as confirm in writing that we will update the Board on the future PSAP cuts to NGCS. For call handling, we have two additional

positions for Anne Arundel County that are now installed. Caroline County had calls routed to Talbot County and we identified and resolved that issue.

### **MACo Emergency Communications Committee (ECC) – Ross Coates**

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Mr. Coates stated we had the opportunity to send several PSAP leaders, as well as the Chair of the Staffing and Operation Subcommittee to the 9-1-1 in Crisis Seminar, in Herndon Virginia. Based on some of the preliminary discussions, they felt like there was a lot of value in the discussions that were being held and some unique approaches to solving some of the situations that we're experiencing in Maryland. The Staffing and Operation Subcommittee will meet later this month to dive into some of the information that's been garnered from the seminar. As we gather that information, we'll share it with the Board and with the 9-1-1 Directors.

On the Maryland Public Safety Communications Vendor Day, we are working on the preliminary planning. We're looking at March 2024. We have PSAP leadership on the committee who are helping to guide the planning of the event. We encourage and welcome and would request that the Board members participate. We hope that we'll be sharing new technologies and challenges that are existing in the PSAPS today and giving Board members who don't have that direct connection to a PSAP a greater understanding of some of the things that we work through.

### **Mission Critical Partners Update – Joshua Jack**

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Mr. Jack reported 19 of the 24 PSAPs have cut over. Dorchester County is scheduled for June 6 and that will wrap up the Eastern Shore. The statewide cybersecurity project involves doing assessments of the PSAPs, as well as incident response plans about half of the PSAPs have been completed with both, and the other half are in various stages of completion. Regarding the recruitment video, we are starting to hold meetings. The plan is to have four regional centers used to film the various 9-1-1 Specialists. The automation of the executive directors on workflow is kicking off. Requirements are being gathered. The member guide is in good draft form.

### **CURRENT PROJECTS FOR VOTING CONSIDERATION**

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A funding request for Project 23-320 in the amount of \$108,000.00 for Baltimore City's mapping and text-to-9-1-1 translation service was made by Tenea Reddick.

**Ms. Greentree moved to fund Project 23-320 for Baltimore City in the amount of \$108,000.00 for mapping and text to 9-1-1 translation service to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-299 in the amount of \$44,656.52 for Wicomico County's annual maintenance FY23 was made by Lorenzo Cropper.

**Mr. Thomas moved to fund Project 23-299 Wicomico County in the amount of \$44,656.52 for annual maintenance FY23. Mr. McNamara seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-303 in the amount of \$49,832.00 for Wicomico County's GIS support services was made by Lorenzo Cropper.

**Mr. Souder moved to fund Project 23-303 for Wicomico County in the amount of \$49,832.00 for GIS support services to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-301 in the amount of \$2,500.00 for Somerset County's CriteCall pre-employment screening software was made by Gary Powell.

**Mr. Souder moved to approve Project 23-301 for Somerset County in the amount of \$2,500.00 CriteCall pre-employment screening software. Ms. Greentree seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-305 in the amount of \$110,000.00 for Montgomery County's language translation services was made by Charlie Schwab.

**Mr. Ebling moved to fund Project 23-305 for Montgomery County in the amount of \$110,000.00 for language translation services. Mr. Frazier seconded the motion. Mr. Thomas and Ms. Alston recused themselves from the vote. All were in favor and the motion carried.**

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A funding request for Project 23-306 in the amount of \$9,500.00 for Frederick County's Employee Wellness - Application was made by Phil Lambert.

**Ms. Alston moved to fund Project 23-306 for Frederick County in the amount of \$9,500.00 for Employee Wellness - Application. Ms. Greentree seconded the motion. Chairman Markey recused himself from the vote. All were in favor and the motion carried.**

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A funding request for Project 23-308 in the amount of \$124,875.00 for Allegany County's PSAP security was made by Roger Bennett.

**Mr. Souder moved to fund Project 23-308 for Allegany County in the amount of \$124,875.00 for PSAP security to be approved. Mr. Berg seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-309 in the amount of \$25,000.00 for Cecil County's GIS support services was made by David Black.

**Ms. Fischer moved to fund Project 23-309 for Cecil County in the amount of \$25,000.00 for GIS support services to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-310 in the amount of \$16,000.00 for Caroline County's multiple training courses was made by Steve Hurlock.

**Mr. Souder moved to fund Project 23-310 for Caroline County in the amount of \$16,000.00 for multiple training courses with the condition that the courses be approved by the Training Subcommittee before funding was released. Mr. Ebling seconded the motion. A roll call vote was held with eight members in favor, seven members abstaining, and the motion carried.**

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A funding request for Project 23-311 in the amount of \$567,000.00 for Charles County's cybersecurity monitoring was made by Jeff Clements.

**Mr. Berg moved to fund Project 23-311 for Charles County in the amount of \$567,000.00 for cybersecurity monitoring to be approved. Mr. McNamara seconded the motion. Ms. Greentree recused herself from the vote. All were in favor and the motion carried.**

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A funding request for Project 23-314 in the amount of \$20,903.00 for Charles County's PSAP security was made by Jeff Clements.

**Mr. Frazier moved to fund Project 23-314 for Charles County in the amount of \$20,903.00 for PSAP security to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-312 in the amount of \$46,177.00 for Dorchester County's UPS – primary PSAP was made by Robert Larimer.

**Mr. Souder moved to fund Project 23-312 for Dorchester County in the amount of \$46,177.00 for UPS – primary PSAP to be approved. Mr. Kirchner seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-313 in the amount of \$41,000.00 for Dorchester County's annual maintenance was made by Robert Larimer.

**Mr. Berg moved to fund Project 23-313 for Dorchester County in the amount of \$41,000.00 for annual maintenance to be approved. Mr. Frazier seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-319 in the amount of \$2,545.00 for Dorchester County's phone system - Vesta upgrades was made by Robert Larimer.

**Mr. Ebling moved to fund Project 23-319 for Dorchester County in the amount of \$2,545.00 for the phone system - Vesta upgrades to be approved. Mr. Souder seconded the motion. All were in favor and the motion carried.**

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A funding request for Project 23-316 in the amount of \$48,274.38 for Anne Arundel County's language translation services was made by Lt. John McAndrew.

**The funding request was withdrawn pending review by the Executive Director's Office.**

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A funding request for Project 23-317 in the amount of \$41,280.00 for Anne Arundel County's GIS support services was made by Lt. John McAndrew.

**Ms. Greentree moved to fund Project 23-317 for Anne Arundel County in the amount of \$41,280.00 for GIS support services to be approved. Mr. Thomas seconded the motion. A roll call vote was held with twelve members in favor, five members abstaining, and the motion carried.**

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A funding request for Project 23-318 in the amount of \$199,417.00 for Anne Arundel County's Protocols - QA service was made by Lt. John McAndrew.

**Ms. Alston moved to fund Project 23-318 for Anne Arundel County in the amount of \$199,417.00 for Protocols - QA service to be approved. Ms. Greentree seconded the motion. All were in favor and the motion carried.**

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**PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL**

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- None for the month

**PROJECTS EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR**

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- None for the month



**PROJECTS FOR DE-ENCUMBERING OF FUNDING**

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➤ None for the month

**PROJECTS APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR**

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

➤ Garrett County	23-289 Protocol Training	\$1,445.00
➤ Kent County	23-290 Training- EFD-Q	\$160.00
➤ St Mary's County	23-291 ETC-1 Certification	\$1,050.00
➤ Prince George's County	23-292 ETC Training	\$180.00
➤ Prince George's County	23-293 Training (IAED Multi-Discipline)	\$7,040.00
➤ Somerset County	23-294 Headsets (8)	\$3,336.00
➤ Washington County	22-295 Pilot Guides (10) and QA Guides (3)	\$2,125.00
➤ Washington County	23-296 Training (IAED Multi-Discipline)	\$2,750.00
➤ Charles County	23-297 Training (IAED Multi-Discipline)	\$3,000.00
➤ Calvert County	23-298 Training (IAED Multi-Discipline)	\$4,930.00
➤ Wicomico County	23-302 Protocol Training	\$1,460.00
➤ Dorchester County	23-307 Headsets (10)	\$1,320.00
➤ Anne Arundel County	23-315 Chairs (5)	\$8,726.50
	Total	\$37,522.50

**ADDITIONAL ITEMS**

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The next meeting is Thursday, June 29, 2023.

At 2:03 PM, Ms. Greentree made a motion to adjourn the meeting. Mr. Frazier seconded the motion. All were in favor and the meeting was adjourned.

Jack Markey, Chairman  
Maryland 9-1-1 Board