

## Maryland 9-1-1 Board

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



# OPEN SESSION MEETING MINUTES January 25, 2024 Virtual (Google Meet)

## **BOARD MEMBERS IN ATTENDANCE**

Jack Markey, County Emergency Management Steve Souder, Public-At-Large 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 Tammy Price, PSAP Director

Michael Walther, County Finance Duane Hull, Volunteer Fire Service

Richard Berg, MIEMSS Chris McNamara, ECC

Justin Orendorff, PSAP Director Daniel Leary, Wireless Industry

Tony Rose, PSAP Director

## OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Dr. Christy Collins, Executive Director Mike Marshall, Project Coordinator

Karen Hall, Accountant II

Josh Friedman, Principal Counsel/AAG

Shanna Gallegos, AP Officer

## **BOARD MEMBERS NOT IN ATTENDANCE**

Russell Strickland, Secretary, MDEM Sona Konate, Public-At-Large

#### **GUESTS IN ATTENDANCE**

Kelly Wilson Pete Landon Lt. Jennifer Reidy Robert Larimer Lorenzo Cropper Phil Lambert Sean Scott Roger Bennett Toni Dunne Joshua Jack **Ross Coates** Cassandra Onley Kyra Pulliam Jonathan Verville John Donohue Kayman Khaloughi Tiffany Connor Bonnie Maney David Black Holley Guschke John Lesko James Hamilton Taylor Tompkins

#### I. OPENING

Chairman Markey called the open session to order at 10:00 AM on Thursday, January 25, 2024, via Google Meet.

Chairman Markey asked for four to six volunteers from the Maryland 9-1-1 Board members to sit on a temporary task force to review the Board office process. They will focus on the intersections of State law, COMAR, and other areas that authorize the Board. If you are interested, please contact the Executive Director, Dr. Collins, within the next two weeks.

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 December 14, 2023, meeting. The Board members were provided with the materials for review in advance of the meeting.

Mr. Souder made a motion to approve the meeting minutes from December 14, 2023. Mr. Thomas 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 January 25, 2024. The FY2024 budget was \$183,924,736. Revenue to date is \$61,772,399.97. Expenditures of \$76,932,199.70 bring the total 9-1-1 Trust Fund balance to \$107,093,669.69. Quarterly reports to PSAPs are expected to be released from the Comptroller's Office in mid-March 2024.

Chairman Markey noted that the revenue includes the State and County revenues.

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

Dr. Collins reported that the Board Office has completed all 24 PSAP inspections for 2023. Eight PSAP inspections have been added to Google Drive for the Board's review.

Kelly Wilson with Charles County asked if a final or collective report of the PSAP inspections would be published. Dr. Collins stated that they are working to create an updated form to include information for the Board members.

AAG Friedman recognized Dr. Collins and thanked her for her efforts to complete the 24 PSAP inspections.

Dr. Collins noted the final seven PSAP inspections for Queen Anne's, Montgomery, Wicomico, Somerset, Worcester, Caroline, and Kent counties have been added to the Google Drive for the Board's review.

Once the final review of the 2023 inspections is completed the Executive Director's Office will move forward with the 2024 inspection schedule. The volunteer task force will work on an inspection report form that will comply with the regulations and statutes.

## Legislative Update:

Senate Bill 0252, Public Safety - 9-1-1 Trust Fund - Alterations, a document from Anna Sierra was sent to all Board members, PSAP Directors, local emergency managers, and other 9-1-1 colleagues for their review. If you have any questions, please contact Anna.

House Bill 0070, Criminal Law - Interference With a Public Safety Answering Point - Penalties, has been cross-filed by Senator Kagan and is now Senate Bill 0496. Dr. Collins submitted a written testimony on behalf of the Department in favor of the bill.

Ms. Fischer stated she was unable to find the documentation concerning Senate Bill 0252. She expressed her concern that the bill proceeded forward for consideration without the Board being consulted and that the Executive Director's Office submitted written testimony in support of the bill on the Board's behalf.

Dr. Collins noted that the information was sent on January 11 at 7:52 PM. She will resend the information to Ms. Fischer.

Chairman Markey noted that previous questions were raised concerning the use of funds held in the 9-1-1 Trust Fund. His understanding is that the State Fee revenue and the Local Fee revenue, with local rates set by the jurisdiction, are held in the State 9-1-1 Trust Fund. The question attempting to be resolved by the Administration in Senate Bill 0252 was clarity that local staff may be funded by the County fee side which is held in the 9-1-1 Trust Fund. The original language to be corrected indicated that no 9-1-1 Trust Fund funds may be used to fund County staff. The Maryland 9-1-1 Board cannot fund County staff. However, Counties are free to set their rates to fund their staff.

Mr. Souder noted that the agency that brought this information forward was not a governmental agency but an association. The Board members were not aware of it before this.

Chairman Markey noted that there have been questions about the Board's role as it relates to Legislative activities. Historically, unless the Board initiates or is asked to join, any involvement was typically per individual member. They can indicate their membership on the Board, who support their position as individuals, but unless the Board is asked or is the initiator of the legislation, we historically would have to have a consensus from the Board members regarding the Board's position. This question may be part of the new task force's work.

Dr. Collins stated the request for project funding form has been reviewed and updates have been made. This will be on the agenda for the February meeting. Dr. Collins welcomes your feedback at that meeting.

The proposed Open Board Meeting Schedule was not previously adopted by the Board members. Mr. Thomas moved to adopt the proposed meeting schedule. Mrs. Alston seconded the motion. All were in favor and the motion carried.

The 9-1-1 Board website should be finalized in the next couple of weeks. The working group has been working diligently with a lot of attention to detail to build out the new site. Dr. Collins appreciates their efforts.

The Executive Director's Office is in person at the office on Tuesdays and Wednesdays at the Catonsville Armory. February 19 is a State-recognized holiday, President's Day. If you need assistance, please contact the MJOC.

The Executive Director's Office is asking the subcommittees when they make recommendations or complete their meetings, they submit a wrap-up or a follow-up so the Office can track events that can be coordinated with or placed on the agenda. AAG clarified that they are looking for a summary of the subcommittee's purpose, mission, and agenda. Dr. Collins asked for a one page that outlines specifically what the subcommittee does and what are the routine events or standard operating procedures of the subcommittee. Dr. Collins will create a template so the submissions can be standardized. Dr. Collins would like to receive the one page within 30 days and/or by February 29. Mrs. Alston requested that the information be shared with the members and offered a suggestion that the scope of the subcommittee be included in the template for awareness.

# Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported the recruitment video is in version three of finalization. Other entities are using videos for recruitment and the subcommittee participated in a one-hour webinar hosted by the State of North Carolina 911 Board that presented their video. The subcommittee was able to gain additional ideas by viewing their video. The video will be relatively short to maintain the interest of those who view it. Mission Critical Partners and the videographer continue their editing process.

The subcommittee is working on how to be compliant with the Commission's recommendation of sharing data. The subcommittee is exploring the data available from the 9-1-1 centers and how to best share the compelling and interesting data on the website.

# Training and Exercises Subcommittee – Bryan Ebling

Mr. Ebling was unable to join the call. Cassandra Onley the ECC co-chair of the subcommittee reported the subcommittee has been discussing the Telecommunicator Emergency Response Taskforce (TERT) program and continues their work regarding the occupational wellness policy. The subcommittee is developing a guidance document for submitting training projects for funding.

## Cybersecurity Subcommittee - Michael Block

Mr. Block offered an invitation to any Board member to join the meetings of the Cybersecurity Subcommittee. The meetings are held on the second Tuesday of each month from 10:00 AM-11:00 AM.

The subcommittee submitted the cybersecurity initial actions response of a PSAP to the Board, and it was approved. A note-taking template was created to accompany the document and was included in the materials for today's meeting for your review. If you have any edits, please forward the information to Mr. Block.

The subcommittee received a presentation from the AI SkillLab and in the future may make a presentation to the Board.

Mr. Block is working with Netta Squires, Director of Local Cybersecurity, to schedule a presentation regarding partnering with them on the vision for cybersecurity in Maryland.

## Technology Subcommittee – James Hamilton

Mr. Hamilton was unable to provide the report due to a technical problem, Kayman Khaloughi the ECC co-chair of the subcommittee reported the subcommittee is working with the Next Generation 9-1-1 (NG911) providers regarding the network-to-network interface (NNI) interoperability. Testing continues and is progressing well. The testing plan is being shared with the subcommittee to ensure that no feature or functionality is missed.

The subcommittee is exploring the technical side of the TERT program. A small working group of the subcommittee will be formed to develop some of the technical requirements.

Joshua Jack added that the providers conducted the second round/final batch of transfer testing, and it went well. The subcommittee discussed call diversion if a PSAP was receiving multiple erroneous calls. They are working on a best practices document to address this.

The subcommittee is reviewing a project from the Executive Director's Office in a small group setting.

## Geographic Information System (GIS) - Julia Fischer

Ms. Fischer reported the Western Shore imagery was collected in 2023. Her department is in the final delivery stage of the information to the counties. The next step is to compile the data and update the centralized statewide data services.

Baltimore City requested and has been provided with a three-inch pixel resolution. The City is reviewing this. The next step is for the vendor to correct any errors and then send them to the secondary quality assurance quality control vendor for review.

The Eastern Shore imagery three-year capture cycle will be accelerated, and imagery will be captured in 2024. This will adjust the capture schedule. The state will be flown in three sections versus two, allowing for better accommodation of capturing additional three-inch pixel resolution imagery in the future. The project funding will be presented today.

The quarterly Regional GIS meeting was held yesterday, and more than 30 individuals attended it. Topics discussed were commonplace names, a regional imagery program, projection transformation, call routing with the military bases, and strategic planning.

Federal requirements are expected to pass that will impact 9-1-1 calls coming from cell phones on federal installations. John Holloway, Director of DoD Office of Global Public Safety Communications Ecosystem Modernization, is requesting calls be scheduled to help coordinate the work between the counties, DoD, the carriers, Fort Meade, Aberdeen, and Andrew's installations to discuss roles, responsibilities, and the impact of call transfers.

The validation system, the latest version of the PSAP boundaries, has been posted and is available for public consumption. T-Mobile has been notified, and she will ensure all carriers are notified. The change management documentation will be posted.

We have been working on the 911.maryland.gov site. A request process to add additional information will be created to ensure proper vetting of the information.

We are working with the Technology Subcommittee concerning a data-sharing dashboard.

## V. Additional Reports

## Verizon Update – Walt Puller

Mr. Puller could not join the call, and no report was provided.

## AT&T Update – Taylor Thompkins

Mr. Tompkins reported AT&T completed the second round of testing. Anne Arundel County, Baltimore City, and Baltimore County are the only outstanding locations.

The NNI testing is going well; testing sessions will be conducted today and Friday. Testing should be completed by the mid to late first quarter of this year.

Regarding migrations, Harford County will start next week, with the cut to start on March 5. AT&T is in the beginning stages for Baltimore County. There is no firm date for migration due to the projects the County is working on.

AT&T has no impacting issues to report.

## Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that there were no Next Generation Core Services (NGCS) incidents to report. They completed the second group of ESInet-to-ESInet transfer testing on January 16.

Concerning the i3 NNI, we continue to test call handoff transfers and various features and functions.

Motorola has implemented circuits for Washington and Carroll counties and has begun work with Allegany County.

Baltimore City is on track to go live in the middle of this year.

The Vesta user group meeting is scheduled for March 26 outside of Baltimore, and invitations are being sent.

## MACo Emergency Communications Committee (ECC) - Ross Coates

Mr. Coates reported they are monitoring the legislative efforts. The ECC has provided input regarding some of the legislative efforts that benefited the State of Maryland and the Maryland 9-1-1 community.

## Mission Critical Partners Update – Joshua Jack

Mr. Jack reported regarding the status of the NG911 migration, 21 of the 24 PSAPs have gone live. Baltimore City is tentatively scheduled for May 2024, Harford County is tentatively scheduled for March 2024, and Baltimore County is scheduled for later in 2024.

For the statewide cybersecurity projects, there is one county remaining. The statewide summary should be available to the Board in March 2024. A presentation can be given if so desired.

The Eastern Shore Transitional Data Management Service (TDMS) project is ongoing. Eight of the nine counties are participating. The eight counties have decided to use their site address points. This is good news because the site address points are more accurate than the street center line ranges. Any errors in the data are being corrected before the migration.

Three subcommittees of the Maryland 9-1-1 Board meet in partnership with the ECC subcommittees. The co-chairs are from the ECC.

The Cybersecurity Subcommittee has a new member from the Cybersecurity and Infrastructure Security Agency (CISA) joining.

#### VI. CURRENT PROJECTS FOR VOTING CONSIDERATION

The funding requests for Project 24-195 and Project 24-142 listed on the agenda were withdrawn by the respective counties

Pete Landon made a funding request for Project 24-002A in the amount of \$1,295.00 for Kent County's Security Cameras (additional funding).

Mr. Berg moved to fund Project 24-002A for Kent County in the amount of \$1,295.00 for Security Cameras (additional funding) to be approved. Mr. McNamara seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-162 in the amount of \$3,828.00 for Harford County's Performance Evaluation Software was made by Ross Coates.

Ms. Greentree moved to approve Project 24-162 for Harford County in the amount of \$3,828.00 for Performance Evaluation Software. Mr. Berg seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-164 in the amount of \$1,950.00 for Harford County's IAED Accreditation Fee was made by Ross Coates.

Mr. Souder moved to fund Project 24-164 for Harford County in the amount of \$1,950.00 for the IAED Accreditation Fee. Mr. Frazier seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-168 in the amount of \$2,273.75 for Harford County's 9-1-1 VESTA CPE was made by Ross Coates.

Mr. Souder moved to fund Project 24-168 for Harford County in the amount of \$2,273.75 for VESTA CPE. Ms. Price seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-165 in the amount of \$552,956.64 for Howard County's NextGen Core Services was made by Lt. Jennifer Reidy.

Mr. Thomas moved to fund Project 24-165 for Howard County in the amount of \$552,956.64 for NextGen Core Services. Ms. Alston seconded the motion. Mr. McNamara recused himself from the vote. All were in favor, and the motion was carried.

A funding request for Project 24-167 in the amount of \$408,887.35 for Frederick County's Text to 9-1-1 Service was made by Phil Lambert.

Ms. Greentree moved to fund Project 24-167 for Frederick County in the amount of \$408,887.35 for the Text to 9-1-1 Service to be approved. Ms. Price seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-177 in the amount of \$194,611.20 for Allegany County's VESTA Phone Maintenance was made by Roger Bennett.

Mr. Thomas moved to fund Project 24-177 for Allegany County in the amount of \$194,611.20 for VESTA Phone Maintenance to be approved. Major Gregory seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-180 in the amount of \$23,205.00 for Allegany County's Annual Maintenance was made by Roger Bennett.

Mr. Thomas moved to fund Project 24-180 for Allegany County in the amount of \$23,205.00 for Annual Maintenance to be approved. Mr. Souder seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-181 in the amount of \$1,048.00 for Talbot County's MdE Adore was withdrawn for consideration by Holley Guschke.

The Board accepted Talbot County's request to withdraw the project for funding.

A funding request for Project 24-182 in the amount of \$3,495.00 for Talbot County's CritiCall was made by Holley Guschke.

Motion was not recorded to fund Project 24-182 for Talbot County in the amount of \$3,495.00 for CritiCall. The second motion was not recorded

\*\*\*Project 24-182 will be added to the 2/29/2024 agenda.

A funding request for Project 24-184 in the amount of \$26,214.87 for Charles County's UPS Maintenance was made by Kelly Wilson.

Mr. Thomas moved to fund Project 24-184 for Charles County in the amount of \$26,214.87 for UPS Maintenance to be approved. Ms. Greentree seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-185 in the amount of \$119,971.00 for Dorchester County's Training Program (MCP) was made by Robert Larimer.

Mr. Souder moved to fund Project 24-185 for Dorchester County in the amount of \$119,971.00 for the Training Program (MCP) to be approved. Ms. Price seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-186 in the amount of \$1,410.00 for Dorchester County's Skills Manager (Blue Peak) was made by Robert Larimer.

Mr. Thomas moved to fund Project 24-186 for Dorchester County in the amount of \$1,410.00 for Skills Manager (Blue Peak) to be approved. Mr. McNamara seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-187 in the amount of \$2,500.00 for Dorchester County's Al SkillsLab Simulator was made by Robert Larimer.

Ms. Price moved to fund Project 24-187 for Dorchester County in the amount of \$2,500.00 for SkillsLab Simulator to be approved. Mr. McNamara seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-193 in the amount of \$65,100.00 for Cecil County's Phone System Maintenance (Carousel) was made by John Donohue.

Mr. Souder moved to fund Project 24-193 for Cecil County in the amount of \$65,100.00 for Phone System Maintenance (Carousel) to be approved. Ms. Greentree seconded the motion. All were in favor, and the motion was carried.

A funding request for Project 24-200 in the amount of \$460,044.00 for Cecil County's Aerial Imagery was made by David Black.

Mr. Berg moved to fund Project 24-200 for Cecil County in the amount of \$460,044.00 for Aerial Imagery to be approved. Mr. Frazier seconded the motion. Ms. Fischer recused herself from the vote. All were in favor, and the motion was carried.

A funding request for Project 24-194 in the amount of \$774,177.00 for Wicomico County's Cybersecurity was made by Lorenzo Cropper.

Mr. Souder moved to fund Project 24-194 for Wicomico County in the amount of \$774,177.00 for Cybersecurity to be approved. Mr. McNamara seconded the motion. Ms. Greentree recused herself from the vote. All were in favor, and the motion was carried.

A funding request for Project 24-198 in the amount of \$174,593.00 for Baltimore County's Logging Recorder (Annual Maintenance) was made by Tiffany Connor.

Mr. Thomas moved to fund Project 24-198 for Baltimore County in the amount of \$174,593.00 for the Logging Recorder (Annual Maintenance) to be approved. Ms.

Fischer seconded the motion. Ms. Price and Mr. Walther recused themselves from the vote. All were in favor, and the motion was carried.

#### PROJECT EXTENSIONS - REQUIRING BOARD APPROVAL

Frederick County 21-017 (request reopen project for MCP) \$8,516.79

Mr. Walther moved to approve Project 21-017 for Frederick County in the amount of \$8,516.79 for the project extension to be approved. Mr. Thomas seconded the motion. Mr. Frazier opposed the motion, and the motion was carried.

#### PROJECT EXTENSIONS - APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

Montgomery County 23-149 1 year (Protocol Certification) Montgomery County 23-176 1 year (Protocol Certification)

#### PROJECTS FOR DE-ENCUMBERING OF FUNDING

Project #	County	De-Encumbering	Project Description
17-063	Howard	\$823.19	Mapping – Western Shore Orthophotography
20-226	Howard	\$20,100.38	Phone System – ESInet Integration
21-066	Howard	·	Chairs (40)
22-303	Howard	\$2,500.00	Protocol Training – ProQA Instructor
22-245	Howard	\$1.15	Public Education Materials
23-044	Howard	\$509.00	APCO CTO Instructor Class
23-160	Howard	\$50.32	Headsets
23-234	Howard	\$250.00	Training – ADORE Software Upgrade
19-203	Dorchester	\$15,177.06	Protocols – CAD Interface
20-057	Dorchester	\$6,370.26	Consulting Services for PSAP
21-097	Dorchester	\$2,634.00	CTO Training
23-157	Dorchester	\$5,040.00	UPS – Backup PSAP
23-221	Dorchester	\$21,347.41	Protocol Maintenance and Training
23-313	Dorchester	\$1,570.58	Annual Maintenance
21-138	Kent	\$95.00	Protocol Recertification
21-186	Charles	\$670.00	Protocol Recertification
23-124	Somerset	\$823.19	Console Furniture – MSP Princess Anne Barracks

TOTAL \$77,962.26

Mr. Berg moved to de-encumbering funds for the Projects noted in the above table in the amount of \$77,962,26. Ms. Greentree seconded the motion. All were in favor, and the motion was 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:

\*\*\*Denotes recommendation from Training Sub-Committee

Project #	County	Cost	Project Description
24-086A	Prince George's	\$940.00	Protocol Training
24-004A	Prince George's	\$1,125.00	Protocol Training (additional funding)

Project #	County	Cost	Project Description
24-144	Kent	\$885.00	Protocol Training
24-174	Kent	\$2,821.25	Headsets
24-129	Worcester	\$5,297.00	Protocol Training
24-160	Worcester	\$488.00	Protocol Training CTO
24-170	Worcester	\$1,398.00	Protocol Training CTO
24-171	Worcester	\$135.00	ETC Manuals
24-172	Worcester	\$3,265.00	Protocol Training
24-176	Worcester	\$5,675.00	Protocol Training
24-188	Worcester	\$4,393.00	Protocol Training
24-159	Calvert	\$9,300.00	Protocol Training
24-163	Harford	\$5,385.42	Headsets
24-169	St. Mary's	\$13,275.00	Protocol Training (IAED)
24-173	Carroll	\$1,020.00	Protocol Training CTO
24-175	Baltimore City	\$29,522.85	Headsets
24-178	Dorchester	\$466.00	Protocol Training CTO
24-183	Talbot	\$735.00	Protocol Recertification
24-189	Wicomico	\$270.00	ETC Manuals
24-190	Cecil	\$66,780.00	Protocol License Renewal
24-191	Howard	\$17,203.76	Headset Adapters
24-192	Howard		Protocol Training
24-161	Anne Arundel	\$10,750.00	Training Course "Understanding Bias" ***
24-196	Anne Arundel	\$3,323.10	Headset Mute Switches
24-197	Anne Arundel	\$784.00	Protocol Training

TOTAL \$198,887.38

#### VI. ADDITIONAL ITEMS

Ms. Greentree expressed the importance of conducting some of the meetings in person. Dr. Collins agreed and stated an in-person meeting may be held after May 2024; more information to follow.

The next meeting is Thursday, February 29, 2024, on Google Meet.

Projects for Funding due by February 15, 2024

## VII. ADJOURNMENT

Mr. Thomas made a motion for an adjournment, seconded by Mrs. Alston. There was no opposition to adjournment. The Open Session meeting adjourned at 1:18 PM.

Jack Markey, Chairman Maryland 9-1-1 Board