



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



**MINUTES**

**Public Session – January 27, 2022**

**BOARD MEMBERS IN ATTENDANCE**

---

Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
William Frazier, MENA	Julia Fischer, GIS
Tammy Price, PSAP Director	Al Kirchner, Public-At-Large
Richard Berg, MIEMSS	Major Tawn Gregory, MD State Police
CPT Scott Brillman, Career Fire Services	Chris McNamara, ECC
Susan Greentree, APCO	Justin Orendorff, PSAP Director
Cecilia Warren, Accessibility Needs	Russ Strickland, MDEM
Tony Rose, PSAP Director	Bryan Ebling, Volunteer Fire Service
Michael Block, Cybersecurity	Shariff Thomas, 9-1-1 Specialist
Daniel Leary, Wireless Industry	

**OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE**

---

Scott G. Roper, Executive Director

**BOARD MEMBERS NOT IN ATTENDANCE**

---

Scott Haas, PSAP Director	Colton O’ Donoghue, Jr., Phone Utility
---------------------------	--

**GUESTS IN ATTENDANCE**

---

Walt Puller, Verizon	Josh Jack, Mission Critical Partners
James Hamilton, Worcester County	Toni Dunne, Motorola Solutions
Dan Heilman, Carousel Industries	1Sgt. Blane Guard, Fruitland Police Dept.
David Shipley, Wicomico County	John Eichorn, Skyline
Randall Cunningham, Harford County	Ken Collins, Garrett County
Joe Armentrout, Prince George’s County	Steve Hurlock, Caroline County
Ross Coates, Harford County	Charlie Schwab, Montgomery County
Brian Albert, Washington County	LT Jennifer Reidy-Hall, Howard County
Tim Derenek, AT&T	John Grisevich, Priority Dispatch
Brady Lavin, Corti	Alex Hamlin, Intrado

## **OPENING**

---

Chairman Markey called the Public Session to order at 10:00 AM on Thursday, January 27, 2022, via Conference Bridge. Chairman Markey noted that the meeting is being live-streamed and recorded. There was a roll call of Board members, and a quorum confirmed. Mr. Markey announced that he was appointed Chairman on January 10, 2022. Chairman Markey recognized Acting Secretary Strickland, who then thanked the Board members for serving without compensation for the meetings, subcommittees and the due diligence provided in reviewing the documents ahead of the public meetings. Acting Secretary Strickland also recognized Anthony Myers and Steve Souder, who were both honored by the Maryland Senate on January 20, 2022.

Chairman Markey stressed that the focus of the Board should be on people, process and outcomes. He stated that public safety has been under stress due to the loss of three firefighters in Baltimore City, and the suicide of the Mayor of Hyattsville. Those suffering from stress should call 211 or text 898211 for help. Mr. Kirchner added that the Cape Saint Clair Fire Department suffered a recent loss of one of its members.

Mr. Markey stated that he is proud to be the new chair. He added that he is humbled by work ahead and aware of the Board's history. He welcomed the new Board members, and commented that an orientation for the new members was held earlier this week. The Board is currently working on date for planning day, and will likely be held following the legislative session.

## **APPROVAL OF MINUTES**

---

The Board reviewed the minutes for the Public Session meeting held on December 16, 2021.

**Mr. Souder made a motion to approve the minutes for December 16, 2021. Ms. Greentree seconded the motion. All were in favor and the motion carried.**

## **FISCAL REPORT – SCOTT ROPER**

---

The 9-1-1 Trust Fund balance carried over from Fiscal Year 2021 is \$11,935,513.84. The collections for Fiscal Year 2022 are \$24,840,675.10. The Board has made awards totaling \$30,097,178.34. The available 9-1-1 Trust Fund balance for this month's meeting is \$6,679,010.67.

## **EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER**

---

Mr. Roper provided an update to 9-1-1 affecting legislation that has been introduced in the General Assembly. He also discussed the status with the Mission Critical Partners contract renewal.

## **SUBCOMMITTEE REPORTS**

---

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

The subcommittee is looking at best practices for non-initialized phones used for TDoS attacks, or to make other disruptive 9-1-1 calls. The subcommittee is also examining what items and amounts by be eligible for funding for recruitment efforts.

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

Mr. Ebling stated the dates for the town halls are on hold until Mission Critical Partners support is available. The subcommittee is reviewing two training requests. Subcommittee member Autumn Meza has stepped down due to reassignment with her employer.

### **Cybersecurity – Randall Cunningham**

Mr. Cunningham stated the subcommittee had a presentation by Motorola. Mr. Cunningham is working with Michael Block to transition leadership of committee. The subcommittee is developing a cyber desktop scenario as a learning exercise..

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

Mr. Josh Jack reported that the subcommittee is working on carrier outages, CAD-to-CAD interoperability and carrier interaction.

### **GIS – Julia Fischer**

Ms. Fischer reported that the GIS group is working on numerous initiatives, with benchmarks to be presented at a later date.

### **Verizon Update – Walt Puller**

---

Mr. Puller reported that the Verizon audit of 9-1-1 circuits is underway.

### **AT&T Update – Tim Derenek**

---

AT&T reports that there were not network events since the last meeting. All of the Eastern Shore Counties have “kicked off” their projects, and bi-weekly meetings are being held.

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

---

Ms. Dunne reported that there were no network issues since the last meeting. Motorola is completing reverification of testing plans. Allegany and Howard are scheduled to “go live” in February; Garrett is scheduled for late March/early April. Motorola has acquired 911 Datamaster, which is already used in Maryland for location services in call routing. Mr. Jack requested that a copy of the Halo letter sent to select PSAPs be sent to me for circulation to all Maryland PSAPs for awareness.

### **Mission Critical Partners Update - Josh Jack**

Mission Critical Partners’ updates were provided to Board members ahead of the meeting, with many items covered during subcommittee reports. Mr. Jack provided an overview of the various Maryland projects that are underway, including the Maryland Eastern Shore, and interoperability testing that will be incorporated into future cutovers. He stated that Baltimore City and Harford County are close to selecting a vendor. Alexandria County, VA migrated to AT&T on Tuesday, and Arlington County, VA is slated to migrate today.

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

---

Mr. Coates reported on the recognition of the MACo emergency managers affiliate outgoing chair Markey, and that the ECC will have a new affiliate chair. Mr. Coates described the COVID impacts due to late December/January surge. Maryland PSAPs were able to persevere, although

there were issues with field personnel. Some PSAPs forward deployed remote call taking capability. MSP finalizing contract for protocols with Worcester County.

CURRENT PROJECTS FOR VOTING CONSIDERATION

---

Funding request for Project 22-188 in the amount of \$312,915.38 for Wicomico County's Remote Call Taking Positions for the Fruitland Police Department was made by David Shipley. First Sergeant Blane Guard, Dan Heilman and John Eichorn were available to answer questions.

**Mr. Souder moved to fund up to \$312,915.38 for Wicomico County's Remote Call Taking Positions for the Fruitland Police Department, with a memorandum of understanding between the county and Fruitland to be completed. Mr. Kirchner seconded the motion. All were in favor and the motion carried.**

---

Funding request for Project 22-196 in the amount of \$44,254.00 for Garrett County's Emergency Dispatch Protocols Quality Assurance Service was made by Ken Collins.

**Ms. Greentree moved to fund up to \$44,254.00 for Garrett County's Emergency Dispatch Protocols Quality Assurance Service. Mr. McNamara seconded the motion. All were in favor and the motion carried.**

---

Funding request for Project 22-197 in the amount of \$5,520.00 for Garrett County's 9-1-1 Phone Service – Verizon Charges was made by Ken Collins.

**Mr. Berg moved to fund up to \$5,520.00 for Garrett County's 9-1-1 Phone Service – Verizon Charges. Mr. Souder seconded the motion. All were in favor and the motion carried.**

---

Funding request for Project 22-199 in the amount of \$112,722.59 for Caroline County's 9-1-1 Maintenance Charges was made by Steve Hurlock.

**Mr. Souder moved to fund up to \$112,722.59 for Caroline County's 9-1-1 Maintenance Charges. Mr. Frazier and Mr. Berg seconded the motion. All were in favor and the motion carried.**

---

Funding request for Project 22-200 in the amount of \$6,775.00 for Caroline County's ADORE Training Software was made by Steve Hurlock.

**Ms. Price moved to fund up to \$6,775.00 for Caroline County's ADORE Training Software. Mr. Ebling seconded the motion. All were in favor and the motion carried.**

---

Funding request for Project 22-201 in the amount of \$73,053.00 for Montgomery County's 9-1-1 Logging Recorder Maintenance was made by Charlie Schwab.

**Mr. Souder moved to fund up to \$73,053.00 for Montgomery County's 9-1-1 Logging Recorder Maintenance. Mr. Frazier seconded the motion. All were in favor and the motion carried.**

---

Funding request for Project 22-202 in the amount of \$18,750.00 for Washington County's Emergency Dispatch Protocols Quality Assurance Service was made by Brian Albert. John Grisevich and Brady Lavin were available to answer questions.

**Mr. Thomas moved to fund up to \$18,750.00 for Washington County's Emergency Dispatch Protocols Quality Assurance Service as a pilot with periodic reports to the Board. Mr. Souder seconded the motion. All were in favor and the motion carried.**

---

**Funding request for Project 22-204 was tabled at the request of Prince George’s County.**

**PRESENTATION - INTRADO**

---

The Board received a presentation from Alex Hamlin of Intrado regarding the delivery of ADT alarm call information via SMS to the PSAPs.

**PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL**

---

7 None for this month

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

---

7 Baltimore City 20-222 (CAD Interface) May 2022

**PROJECTS FOR DE-OBLIGATION**

---

7 Charles County 21-059 (Phone System – ESInet Integration) \$0.43  
□ Queen Anne’s County 20-096 (NG911 RFP Support) \$40,546.44

**Mr. Berg made a motion to de-obligate \$40,546.87 from the listed projects. Mr. Thomas 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:

7	Baltimore County	22-108 (Protocol Training)	\$7,965.00
7	Saint Mary’s County	22-181 (CTO Training)	\$439.00
7	Garrett County	22-182 (Training – Two Sessions)	\$7,500.00
7	Wicomico County	22-184 (Training – APCO Various Topics)	\$6,439.00
7	Howard County	22-186 (Maintenance - Protocol Licenses)	\$1,323.00
7	Carroll County	22-189 (Protocol Recertification)	\$2,640.00
7	Washington County	22-190 (Training – Virtual Academy)	\$3,422.00
7	Wicomico County	22-192 (Training – APCO Topics)	\$439.00
7	Baltimore County	22-023 (Protocol Training)	\$2,655.00
7	Worcester County	22-195 (Protocol Training)	\$2,431.00
7	Harford County	22-094 (Protocol Training)	\$8,070.00
7	Garrett County	22-198 (Headsets)	\$475.00
7	Charles County	22-203 (APCO CTO Training)	\$838.00
7	Washington County	22-208 (Training – Showalter & Co. 3 days)	\$7,500.00

**ADDITIONAL INFORMATION**

---

Mr. Markey followed up on Mr. Rose’s suggestion that additional guidelines should be developed for secondary PSAPs. He also recommended that quality assurance best practices be developed in light of automation and artificial intelligence beginning to take over the QA role. He also announced that a planning day will be held at the end of the current legislative session, with a date to be set. Mr. Ebling suggested that would be a good time to look at standards for secondary PSAPs, training, etc.

At 12:39 PM, Mr. Souder made a motion to adjourn the meeting. The meeting was adjourned without objection.

Jack Markey, Chairman  
Maryland 9-1-1 Board