



Maryland 9-1-1 Board
7229 Parkway Drive, Suite #200
Hanover, MD 21076



OPEN SESSION MEETING MINUTES
February 27, 2025
Virtual (Google Meet)

BOARD MEMBERS IN ATTENDANCE

Cecilia Warren, Accessibility Needs	Chris Meyer, Fire Service
Danissa Alston, County Police Services	Jack Markey, Board Chair
Justin Orendorf, PSAP Director	Kenneth Poling, Wireline Industry
Kevin Mosier, Public Service Commission	Major Tawn Gregory, MD State Police
Michael Block, Cybersecurity	Richard Berg, MIEMSS
Russell Strickland, Secretary, MDEM	Scott Haas, PSAP Director
Shariff Thomas, 9-1-1 Specialist	Sona Konate, Public-At-Large
Susan Greentree, APCO	Tammy Price, PSAP Director
Tenea Reddick	Tony Rose, PSAP Director
William Frazier, MENA	

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Dr. Christy Collins, Executive Director	Elizabeth Simpson, Counsel/AAG
Mike Marshall, Inspections & Training Chief	Nese Carter, Executive Assistant
Peter Giguere, Accountant Supervisor	Shanna Gallegos, Administrative Officer
Bethelhem Kibret, DSCI Intern	

BOARD MEMBERS NOT IN ATTENDANCE

Duane Hall, Volunteer Fire Services	Julia Fischer, GIS
Steve Souder, Public-At-Large	This position is open, County Finance

GUESTS IN ATTENDANCE

Aaron W	Amy Wilson	Ann Pingel
Anna Sierra	Ashley Burgan	Brian Melcer
Bryan Ebling	Charleigh Holtermann	Charlie Schwab
Clayton Taylor	Daniel Leary	Dawn Baldrige
Dawn Blanchard	Heath Starkweather	Heather Tinney
Holley Guschke	Jennifer Reidy-Hall	Joe Armentrout
Joe Grube	John Lesko	Jonathan Verville
Joseph Seborowski	Joshua Jack	Justin Shawley
Kayman Khaloughi	Kelly Fisher	Kevin Frazier
Logan Holliday	Lorenzo Cropper	Pete Landon
Phil English	Phil Lambert	Ross Coates
Rob Williams	Robert Larimer	Roger Bennett
Stacy Clay	Stanley Harris	Steve Shipley
Tamara Maldonado	Taylor Tompkins	Tiffany Connor
Timothy Biscoe	Tony Rosano	Walter Puller

I. OPENING

Chair Markey called the open session to order at 10:00 AM on Thursday, February 27, 2025, via Google Meet.

Chair Markey requested a roll call of Board members and confirmed a quorum was present.

Dr. Collins reported two amendments to the Board Agenda.

- Peter Giguere will present the financial report
- Frederick County withdrew Project# 25-243, Mindbase Wellness Platform

APPROVAL OF MINUTES

The Board considered the meeting minutes from the January 30, 2025, meeting. The Board members were provided with materials in advance of the meeting for review.

Updates/corrections were noted by the Board members to the previous meeting minutes before the motion for approval.

Mr. Berg made a motion to approve the January 30, 2025, Board Meeting Minutes. Ms. Greentree seconded the motion. The motion carried unanimously.

II. FISCAL REPORT- PETER GIGUERE

The fiscal report as of February 20, 2025, shows the approved FY25 budget is \$183,963,124.00. Interest earned on the account for this month is \$25,830.00.

Total expenditures to date are \$84,368,982.11. The remaining available budget for FY25 is \$99,184,348.46. Committed funds of \$90,901,300,60 represent projects that have been awarded but not yet processed due to pending invoices submissions. This leaves \$8,283,047.86 for fiscal year 2025.

III. EXECUTIVE DIRECTORS UPDATE - DR. CHRISTY COLLINS

Dr. Collins updated that as of February 25, 2025, Cassandra Onley has resigned her position with the 9-1-1 Board office.

On February 26, 2025, the Board of Public Works (BPW) approved a new sole source contract with Mission Critical Partners (MCP). This is a new contract providing technical support based on subject matter expertise. The contract has been set to expire on June 30, 2026.

The 911 Board Working Group finalized the Bylaws, incorporating punctuation adjustments and a new rule under Section D, which establishes Robert's Rules of Order as the standard procedure unless otherwise specified.

Acknowledging the Bylaws have not been reviewed in full by Board Members, the decision of the Board was to freeze the current revision and present the final version at the March 27th Board meeting.

Mr. Haas made a motion to freeze the current revision of Bylaws and present the final version at the March 27th Board meeting. The motion was seconded by Major Gregory and unanimously approved.

INSPECTIONS & TRAINING CHIEF- MIKE MARSHALL

Mr. Marshall presented a new form for County reporting on Kari's Law. This form includes drop down menus specifying due dates, a dropdown for counties, and structured questions regarding inspections, the inspecting authority, and relevant contact information. The new form will consolidate the data into a single document, making the process more efficient than the previous system, which required reviewing 24 separate submissions.

Ms. Greentree raised concerns about compliance, noting past issues. Dr. Collins agreed, stating that full compliance remains a challenge. She highlighted the outdated processes identified in 2024 inspections, leading to the adoption of JotForms, which will allow Public Safety Answering Points (PSAPs) to track submissions and improve reporting autonomy.

Mr. Frazier initiated discussion of rearranging the Board agenda to improve efficiency, allowing PSAPs and Board members to attend relevant portions and leave as needed. Dr. Collins noted that while no definitive plan is in place, the goal is to streamline meetings and prevent them from becoming excessively long.

Chair Markey referenced past formats where project considerations were prioritized to accommodate PSAPs' travel schedules. He emphasized that feedback from inspections and PSAPs has prompted a reevaluation of the agenda structure, with further discussion planned for the March meeting. Dr. Collins encouraged Board members to share suggestions directly with her for consideration in the working group.

LEGISLATIVE UPDATES- ANNA SIERRA

Ms. Sierra provided an update on the 2025 legislative session. She confirmed that the legislative update document has been uploaded to the Board drive, with highlighted changes for easy reference.

The legislative process remains dynamic, with some bills moving rapidly while others face delays based on priorities and committee influence. She reminded attendees of the weekly Monday calls for legislative updates on 9-1-1 and emergency management topics, which are open to stakeholders upon request. Currently, the Senate has introduced over 1,000 bills, and the House has around 1,500, a reduction from last year due to a Senate-imposed cap on bill introductions.

All introductory bill deadlines have passed, and any new bills must go through the rules committee, adding an extra procedural hurdle. After March 3rd, new bills require a suspension of rules, typically reserved for urgent legislative matters. March 17th is the crossover deadline; bills that have not passed their originating chamber by then face diminished chances of success.

- Senate Bill 396, regarding death and disability benefits, remains in committee due to concerns over its mandatory or optional nature.
- Senate Bill 805, which seeks to classify certain DOT job types as first responders, has been heard but has not advanced.
- House Bill 316 is unlikely to progress based on committee feedback.

- House Bills 444 and 445 address criminalizing interference with public safety answering points, with the Senate passing a version of the bill after minor amendments.
- House Bill 10002 proposes expanding the sale and taxation of fireworks in Maryland, with revenue directed toward emergency services and the 9-1-1 trust fund, though public safety concerns may hinder its passage.
- House Bill 1027 and Senate Bill 775 would require a feasibility study on a statewide 3-1-1 system.
- House Bill 1361 mandates a standardized law enforcement report writing system, potentially affecting CAD operations.
- House Bill 421, concerning 9-1-1 and 9-8-8 suicide prevention hotline collaboration, has passed the Senate and the second reading in the House, with no expected obstacles.
- Senate Bill 138 and House Bill 423, departmental bills restoring regulatory authority to the 911 Board, have also passed both chambers without opposition.

IV. WORKGROUP REPORTS

POLICY & STANDARDS- ROBERT LARIMER

Mr. Larimer provided updates on Mr. Souder's behalf.

The Board Policy manual was the primary focus of the workgroup, with specifically working on the table of contents to establish a structured outline, with acknowledgment that revisions may be necessary. Each section of the manual will be assigned to relevant subcommittees for review, ensuring that specific areas such as technology are examined by the appropriate groups.

The group also discussed the data gathering survey, with particular attention to question 19 regarding lifesaving measures. There was extensive discussion on the intent and interpretation of this question to ensure consistent and accurate data collection across all PSAPs. Dr. Collins is investigating the origins and intent of the question to provide clearer guidance.

Another topic covered was the reduction of call transfer policy, where the group sought clarification on its status. Following the meeting, it was determined that the policy is finalized in an outline format but requires refinement before being presented to the Board for final approval.

The discussion also addressed staffing challenges related to part-time or on-call employees. While there is interest in utilizing them, the lengthy certification process makes it impractical unless individuals are already certified or working across multiple centers. No further updates were provided, and the meeting concluded with these discussions.

TRAINING & EXERCISE- BRYAN EBLING

Mr. Ebling introduced the final comments and revisions to the training requirements

document, which includes a rebranding. The document is well-prepared, visually appealing, and thoughtfully developed. The Training working group was asked to review it one more time before submitting it for Board review and approval.

Moving forward, the document will be reviewed annually to ensure it remains aligned with the evolving scope and mission of 9-1-1. It is expected to be included on the agenda for the March meeting without any issues.

The working group is also developing an evaluation tool, introduced by the Executive Director's office, to assess training programs supported by the Board. This tool aims to gather feedback from students and participants on how the training was delivered and how it contributed to their education and job performance.

The Training Workgroup continues to seek feedback on any challenges 9-1-1 specialists face in obtaining initial or continuing education training. While feedback has been limited, they encourage input from the community to better understand any issues.

CYBERSECURITY- MICHAEL BLOCK

Mr. Block expressed appreciation to the speakers, including representatives from the Maryland Department of Emergency Management (MDEM) and the Metropolitan Washington Council of Governments, which introduced a cyber mutual aid operations plan. The hope is that the State will take advantage of this initiative, given the counties' involvement. Special recognition was given to the Cybersecurity & Infrastructure Security Agency (CISA) for their coordination efforts and former Cybersecurity Board member Oliver Pandian for his contributions.

A link will be sent out for information collection to gather participant feedback on the event. Once finalized, the report will be presented to stakeholders to determine any necessary follow-ups or areas for improvement.

Chair Markey commended Mr. Block and the Cybersecurity Workgroup for their work, noting that the level of engagement exceeded expectations. Concerns about whether there would be enough content to sustain interest were alleviated as participants actively engaged in meaningful discussions beyond simple Q&A exchanges.

Mr. Block emphasized the importance of reviewing both what worked well and areas for improvement, as cybersecurity threats continue to evolve, requiring ongoing updates to plans and procedures. He acknowledged the feedback and agreed that while the exercise was successful, future iterations may need to be slightly scaled down, as it was a long and intensive day.

Gratitude was expressed to Carroll County for hosting the event and providing excellent facilities, including breakout rooms for discussions. Board members were encouraged to attend future exercises, even for a portion of the day, as participation is valuable to the ongoing development of cybersecurity preparedness.

TECHNOLOGY- KAYMAN KHALOUGHI

Mr. Khaloughi provided updates received by Motorola regarding the Next Generation Network-to-Network Interface, but additional updates are expected, so Motorola will provide the most recent information when available. The Technology Workgroup discussed ongoing issues with versions 82 and 83 of Vesta call handling. Several counties are in the process of completing their upgrades.

There was continued discussion on CAD-to-CAD opportunities within the state, specifically regarding where grant funding versus Board funding may apply. Efforts are being made to find someone to take the lead in this initiative, and there appears to be progress. A more detailed update is expected soon.

GEOGRAPHIC INFORMATION SYSTEM (GIS)- DAWN BALDRIDGE

Ms. Baldrige provided updates from The Department of Information Technology (DoIT) related to 911 operations. An imagery update was shared regarding the Northern Tier program, which includes Allegany, Garrett, Washington, Frederick, Carroll, and Harford counties, and Baltimore City. The team is working with the vendor to schedule imagery acquisition, with plans to be airborne within the next couple of weeks.

Addressing and centerline statewide meeting took place on February 22, 2025, with strong attendance from the Next Generation 9-1-1 (NG911) and GIS communities. Discussions covered building structures, addresses, speed limit data, and updating addresses with third-party mapping vendors such as Google and Apple. Ocean City representatives raised questions about Z-axis data and coordination with addressing authorities in their jurisdiction.

There are currently two sub-working groups within the NG911 community focused on routable centerlines and commonplace names. These groups are developing statewide aggregated datasets for call routing and CAD. The project is in its pilot stages, and CAD standards are emerging as a key issue. It was suggested that statewide CAD standards should be proposed, and the GIS working group will address this in the near future.

For the indoor mapping initiative, comments are due by February 28, 2025.

During the discussion, there was a request for links to resources related to the indoor mapping initiative for those interested in providing comments. Ms. Baldrige agreed to share the relevant links in the chat to ensure broad feedback and participation in the initiative.

V. ADDITIONAL UPDATES

VERIZON UPDATE- WALT PULLER

Mr. Puller announced he would soon be leaving his current position with Verizon. Currently, a replacement has not been identified.

He highlighted a significant milestone in the migration of selective routers from legacy 9-1-1 systems, with three of the four selective routers serving Western Maryland, the Eastern Shore, and the DC-area PSAPs now fully transitioned off the state's databases. The final transition for the remaining PSAPs in the Ellicott City and Pikesville areas will follow soon.

MOTOROLA SOLUTIONS UPDATE- JOE GRUBE

Mr. Grube reported he will currently cover for Angie Reynolds while she is away.

No additional updates were provided at this time.

AT&T UPDATE- TAYLOR TOMPKINS

Mr. Tompkins provided an update on the 3 NNI, stating that everything on their side has been completed and they are ready for lab testing. While Motorola encountered some issues that they are working through, the delays are not expected to be significant. Although the initial timeline had to be adjusted slightly, they are still aiming to enter lab testing by the end of March instead of the beginning. Work is continuing collaboratively to ensure everything is correct.

MACO EMERGENCY COMMUNICATIONS COMMITTEE (ECC)- ROSS COATES

Mr. Coates noted that they are closely monitoring the NNI activity, as previously mentioned by Taylor Tompkins and Motorola, to ensure smooth integration with cross-border agencies. He also reported that the committee is actively working on cooperative projects for upcoming national conferences, which will be presented to the Board at the appropriate time.

Additionally, they are keeping track of active legislation but had no significant updates to bring to the Board's attention at this time.

VI. PROJECTS FOR FUNDING CONSIDERATION

A funding request for Project 25-227 in the amount of \$175,404.00 for Wicomico County's Ethernet Lines was made by Lorenzo Cropper.

Mr. Berg moved Project 25-227 for Wicomico County, in the amount of \$175,404.00 to be approved. Mr. Meyer seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-242 in the amount of \$12,150.00 for Wicomico County's EPD ProQA Software Licenses was made by Lorenzo Cropper.

Mr. Thomas moved Project 25-242 for Wicomico County, in the amount of \$12,150.00 to be approved. Mr. Berg seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-230 in the amount of \$40,300.00 for Anne Arundel County's Convey 9-1-1 Renewal was made by Ann Pingel.

Ms. Price moved Project 25-230 for Anne Arundel County, in the amount of \$40,300.00 to be approved. Ms. Alston seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-232 in the amount of \$176,885.39 for Cecil County's, VESTA 9-1-1 Hardware Maintenance was made by John Donohue.

Mr. Thomas moved Project 25-232 for Cecil County, in the amount of \$176,885.39 to be approved. Mr. Meyer seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-234 in the amount of \$16,704.12 for Allegany County's VESTA 9-1-1 Call Handling Maintenance was made by Roger Bennett.

Mr. Berg moved Project 25-234 for Allegany County, in the amount of \$16,704.12 to be approved. Ms. Alston seconded that motion. All were in favor and the motion carried without objection.

A funding request for Project 25-235 in the amount of \$23,205.00 for Allegany County's Priority Dispatch System Annual Service & Support was made by Roger Bennett.

Mr. Berg moved Project 25-235 for Allegany County, in the amount of \$23,205.00 to be approved. Mr. Thomas seconded that motion. All were in favor and the motion carried without objection.

A funding request for Project 25-201A in the amount of \$38,302.10 for Howard County's Seculore Cybersecurity Monitoring was made by Lt. Jennifer Reidy.

Ms. Price moved Project 25-201A for Howard County, in the amount of \$38,302.10 to be approved. Mr. Frazier seconded that motion. Mr. Meyer recused himself from the vote. All were in favor and the motion carried without objection.

A funding request for Project 25-238 in the amount of \$2,922.00 for Howard County's PeACE/ADORE Training Documentation and Software was made by Lt. Jennifer Reidy.

Ms. Alston moved Project 25-238 for Howard County, in the amount of \$2,922.00 to be approved. Mr. Thomas seconded that motion. Mr. Meyer recused himself from the vote. All were in favor and the motion carried without objection.

A funding request for Project 25-239 in the amount of \$52,135.06 for Montgomery County's Equature- Phone Logging Recorder was made by Tamara Maldonado.

Mr. Meyer moved Project 25-239 for Montgomery County, in the amount of \$52,135.06 to be approved. Ms. Greentree seconded that motion. Mr. Thomas and Ms. Alston recused themselves from the vote. All were in favor and the motion carried without objection.

A funding request for Project 25-244 in the amount of \$3,356.00 for Frederick County's CritiCall/Test Genius Suite was made by Philip Lambert.

Mr. Thomas moved Project 25-244 for Frederick County, in the amount of \$3,356.00 to be approved. Ms. Price seconded that motion. All were in favor and the motion carried without objection.

A funding request for Project 25-248 in the amount of \$159,071.43 for Calvert County's Dynatrace was made by Stanley Harris.

Mr. Rose moved Project 25-248 for Calvert County, in the amount of \$159,071.43 be approved. Ms. Greentree seconded that motion. All were in favor and the motion carried without objection.

A funding request for Project 25-196 in the amount of \$8,940.00 for Calvert County's SRT Project- Mental Health Training was made by Stanley Harris.

Ms. Greentree moved Project 25-196 for Calvert County, in the amount of \$8,940.00 to be approved. Mr. Thomas seconded that motion. All were in favor and the motion carried without objection.

VII. PROJECT EXTENSIONS-REQUIRING BOARD APPROVAL

A funding request for Project 24-045 in the amount of \$25,525.00 for Dorchester County's GIS Support Services was made by Robert Larimer.

Mr. Berg moved Project 24-045 for Dorchester County, in the amount of \$25,525.00 to be approved. Mr. Thomas seconded that motion. All were in favor and the motion carried without objection.

A funding request for Project 20-162 in the amount of \$115,000.00 for Montgomery County's ASAP & PSAP Implementation was made by Tamara Maldonado.

Mr. Berg moved Project 20-162 for Montgomery County, in the amount of \$115,000.00 to be approved. Mr. Rose seconded that motion. The motion carried with Mr. Frazier opposing. Mr. Thomas and Ms. Alston recused themselves from the vote.

VIII. PROJECTS EXTENSIONS- APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

None

IX. PROJECTS FOR DE-ENCUMBERING OF FUNDING

Project #	County	Cost	Project Description
24-157	Allegany	\$40,614.60	Security Monitoring and Access Cards

Mr. Thomas made the motion to de-encumber funds for the projects noted above in the amount of \$40,614.60. Mr. Frazier seconded that motion. All were in favor and the motion was carried. There were no objections.

X. 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
24-344	Allegany	\$2,970.00	Protocol 41: Caller in Crisis
25-233	Allegany	\$70.00	APCO CTO Certification
25-241	Allegany	\$220.00	APCO CTO & PSTI Courses
25-225	Charles	\$950.00	CTO Training- APCO
25-226	Harford	\$3,840.00	IAED- Protocol Recertification
25-135A	Worcester	\$550.00	APCO CTO Training
25-229	Anne Arundel	\$1,839.00	APCO Certification & Re-certification Courses

25-231	Anne Arundel	\$24,800.00	NENA: Understanding Bias Training
25-237	Anne Arundel	\$886.00	EMD/EFD/EPD Recertification
25-236	Howard	\$360.00	ETC Manuals
25-240	Prince George's	\$5,490.00	ECT/EFD/EPD/EMD Training & Certification
25-245	Montgomery	\$10,692.00	EFD/EPD/EMD- Spanish Cardsets
25-246	Baltimore County	\$3,280.00	DA-75 Headset Adapter Cords

TOTAL: \$55,947.00

XI. OPEN DISCUSSION ITEMS

No Comments

XII. UPCOMING REMINDERS

The next public Board Meeting will be on Thursday, March 27, 2025, on Google Meet. Project requests for funding are due by Thursday, March 13, 2025.

XIII. ADJOURNMENT

Mr. Thomas moved to adjourn the meeting, with the motion seconded by Ms. Alston. The motion carried unanimously, and the Open Session meeting adjourned at 2:30 PM.