



Maryland 9-1-1 Board
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MINUTES

Public Session – April 28, 2022

BOARD MEMBERS IN ATTENDANCE

Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
William Frazier, MENA	Scott Haas, PSAP Director
Julia Fischer, GIS	Al Kirchner, Public-At-Large
Michael Block, Cybersecurity	Shariff Thomas, 9-1-1 Specialist
Tammy Price, PSAP Director	Chris McNamara, ECC
Susan Greentree, APCO	Justin Orendorff, PSAP Director
Cecilia Warren, Accessibility Needs	Colton O' Donoghue, Jr., Phone Utility
Tony Rose, PSAP Director	Bryan Ebling, Volunteer Fire Service
Daniel Leary, Wireless Industry	

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Richard Berg, MIEMSS	Russ Strickland, MDEM
CPT Scott Brillman, Career Fire Services	Major Tawn Gregory, MD State Police

GUESTS IN ATTENDANCE

Walt Puller, Verizon	Josh Jack, Mission Critical Partners
James Hamilton, Worcester County	Toni Dunne, Motorola Solutions
Dan Heilman, Carousel Industries	Phil Lambert, Frederick County
Robert Horne, Mission Critical Partners	Taylor Thompkins, AT&T
Jack Brown, Carroll County	Ross Coates, Harford County
Senator Cheryl Kagan, MD Senate	Ashley Burgan, Carroll County
Jennifer Stahley, Frederick County	

OPENING

Chairman Markey called the Public Session to order at 10:00 AM on Thursday, April 28, 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.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on March 31, 2022.

Mr. Souder made a motion to approve the minutes for March 31, 2022. Ms. Greentree seconded the motion. All were in favor and the motion carried.

The Board reviewed the minutes for the Special Session meeting held on April 13, 2022.

Mr. Souder made a motion to approve the minutes for April 13, 2022. Mr. Frazier and Mr. Thomas seconded the motion. All were in favor and the motion carried.

Following the approval of the meeting minutes, the audio for the meeting bridge began to fail due to a global Google Meet issue. A decision to move the meeting to a Maryland Department of Emergency Management WebEx session was made. Once the move was completed, a second roll call was held, and the meeting continued. The information for the new bridge was emailed to the Board meeting distribution group, and posted on the Google Meet presentation screen.

Chairman Markey recognized Senator Cheryl Kagan, who provided an overview of the 2022 General Assembly session, and the final meeting of the Commission to Advance Next Generation 9-1-1 Across Maryland.

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 \$37,847,909.81. The Board has made awards totaling \$33,619,214.80. The available 9-1-1 Trust Fund balance for this month's meeting is \$16,662,283.93.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper provided an overview of the Kari's Law reporting for the first quarter of 2022. Mr. Roper also provided an update to fee increases for Fiscal Year 2023. Only Dorchester County has indicated an increase. A review of the 9-1-1 affecting legislation was also presented.

Mr. Roper gave an overview of a proposal to create a media campaign for Next Generation 9-1-1 public education. Mr. Roper also informed the Board about the recent Department of Defense Global Public Safety Communications Symposium held in Baltimore, the status of 9-8-8 and follow-up information from Anne Arundel County following the special meeting on April 13, 2022.

Mr. Roper then turned his presentation over to Phil Lambert and Jennifer Stahley, who presented to the Board information regarding a 9-1-1 service-affecting event that occurred on March 12, 2022, and reoccurred on March 15, 2022. Chairman Markey referred this to the Technology Subcommittee to distill lessons learned into a shared document for the PSAP community.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

The subcommittee is working on wireless outage notifications and non-service initialized wireless phones. There will be a meeting with the carriers in May. The subcommittee is also working on funding for recruitment guidelines, and best practices for recorded announcements for those 9-1-1 calls that go into queue during busy periods.

Training and Exercises – Bryan Ebling

Mr. Ebling stated town halls are scheduled to present the training requirements guideline. There will be three virtual meetings, and a presentation at the APCO Fall Conference. The subcommittee will begin working on new topics.

Cybersecurity –Michael Block

The subcommittee has developed a best practices guideline and frequently asked questions (FAQ) sheet for the PSAPs to use when working with third-party vendors.

Technology Subcommittee –James Hamilton

The subcommittee is working on a customer workbook for Next Generation 9-1-1 implementation and data brokers for interface management. The subcommittee is working with the Cybersecurity subcommittee for implementing CISA updates and cyber hygiene. Chairman Markey stressed the importance of documentation for interfaces and interactions within the 9-1-1 ecosystem.

GIS – Julia Fischer

The GIS community is working to resolve issues between Vesta Map Local and JPEG 2000 imagery formatting. GeoComm and ESRI are working on a resolution and are determining the best means to deliver the fix. A beta site will be needed. This is an issue found in Maryland and Texas.

The Eastern Shore imagery is in data validation review. The GIS group will provide a more formal update soon. Imagery is being piloting with three neighboring jurisdictions. The GIS group is developing resources for 911 Specialists by connecting with counties with lacking GIS resources for NG911. The group is formulating a plan to collaborate with a vendor or university to augment county resources more efficiently.

Ms. Fischer added that 911.maryland.gov is available as a wider resource for board information and education.

Verizon Update – Walt Puller

Mr. Puller reported that there were no network affecting issues. The annual diversity audit is complete, with no issues found. The Verizon Customer Care Center continues to work remotely.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that there was a network monitoring issues that was non-service affecting. Allegany County is live on its ESInet as of April 26, 2022. Garrett County is anticipating migration to its ESInet on May 25, 2022. Washington and Anne Arundel Counties have completed their call design flow. Anne Arundel County is expected to go live in the third quarter of 2022, and Washington and Carroll Counties anticipate going live in the fourth quarter of 2022.

AT&T Update – Taylor Thompkins

AT&T reports that there were no network events since the last meeting. Mr. Thompkins reported on the status of the Eastern Shore projects.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates reported he gave a presentation to the RECCWG regarding remote call taking and Next Generation 9-1-1. The ECC had OnStar at its last meeting to present its pending home service, which will allow the user to be connected to 9-1-1 in a manner similar to its vehicle service. Finally, Mr. Coates discussed the recent meeting with Priority Dispatch to discuss issues with sales and service.

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. He reported that all jurisdictions within the National Capital Region, with the exception of the Washington Metropolitan Airport Authority are live on the ESInet. Their next step is to develop a strategic plan. Mr. Jack stated that dates for the town halls discussed by Mr. Ebling are June 1, 2022 from 9:00 to 11:00 AM, June 7, 2022 from 9:00 to 11:00 AM and June 9, 2022 from 1:00 to 3:00 PM.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 21-182 in the amount of \$7,250.00 for Carroll County's Phone System Refresh – Additional Funds for SIP Integration was made by Jack Brown.

Mr. Thomas moved to fund up to \$7,250.00 for Carroll County's Phone System Refresh – Additional Funds for SIP Integration. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-239 in the amount of \$198,496 for Kent County's Emergency Services IP Network and Next Generation Core Services – Additional Funds for Franchise Fees was withdrawn by Wayne Darrell ahead of the meeting.

PLANNING DAY DISCUSSION – CHAIRMAN MARKEY AND THE BOARD

Chairman Markey stated that the planning day will be held in June in order to accommodate the May meeting of the Commission to Advance Next Generation 9-1-1 Across Maryland, and to determine what changes to the Board's enabling legislation will happen this year. The planning day will be focused on the Board's new statutory requirements, and be with the Board and the PSAP directors. The meeting will be in person. Chairman Markey then solicited input from the Board members.

Mr. Souder asked if the meeting is open or closed. The day should also be a focused meeting of the Board. Chairman Markey stated that he envisions the meeting will be similar to that held at the Baltimore Metropolitan Council in 2016, where the meeting opened to set the charge for the day, the meeting was then broken up into smaller groups to discuss the issues, and then reports to set the direction for the Board over the next year.

Mr. Rose stated that the meeting should include discussion about 9-1-1 applications to focus the state on some level of commonality. The discussion should include the ECC and the Washington Metropolitan Council of Governments 9-1-1 Directors' Committee.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

None for this month

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Howard County 21-284 (CAD Interface for ANI/ALI) May 2023
- Washington County 21-222 (ESInet & NGCS Implementation) March 2023

PROJECTS FOR DE-OBLIGATION OF FUNDING

- Washington County 20-084 (911 Phone System Refresh) \$130,110.99
- Prince George’s County 22-265 (Training Room Furniture) \$0.20

Mr. Frazier made a motion to de-obligate \$130,111.19 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:

- Charles County 22-270 (Protocol Maintenance) \$57,600.00
- Washington County 22-012 (Protocol Recertification - Amended) \$3,283.00
- Saint Mary’s County 22-271 (NENA Training Class) \$199.00
- Saint Mary’s County 22-272 (APCO CTO Training) \$2,195.00
- Cecil County 22-273 (APCO Supervisor Training) \$439.00
- Anne Arundel County 22-274 (Chairs – 19) \$14,290.37
- Charles County 22-276 (NENA Core Competencies Training) \$3,887.00

ADDITIONAL ITEMS

Mr. Souder requested a standardized report for Kari’s Law to simplify the reading of the information. The Executive Director will develop the report.

At 1:05 PM, Mr. Souder made a motion to adjourn the meeting. Mr. Thomas seconded the motion. All were in favor and the meeting adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board