



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



OPEN SESSION MEETING MINUTES
Thursday, May 22, 2025
Virtual (Google Meet)

BOARD MEMBERS IN ATTENDANCE

Jack Markey, Board Chair	Cecilia Warren, Accessibility Needs
Chris Meyer, Fire Service	Julia Fischer, GIS
Kenneth Poling, Wireline Industry	Kevin Mosier, Public Service Commission
Michael Block, Cybersecurity	Scott Haas, PSAP Director
Shariff Thomas, 9-1-1 Specialist	Sona Konate, Public-At-Large
Steve Souder, Public-At-Large	Susan Greentree, APCO
Tammy Price, PSAP Director	MAJ Tawn Gregory, MSP
Tenea Reddick, MACo-ECC	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

Russell Strickland, Secretary MDEM	Danissa Alston, County Police Services
Duane Hull, Volunteer Fire Services	Justin Orendorf, PSAP Director
Richard Berg, MIEMSS	

GUESTS IN ATTENDANCE

Adara Spanninger	Angie Reynolds	Ann Pingel
Ashley Burgan	Chad Michaels	Charleigh Holtermann
Chris Woodard	Cynthia Mims	Daniel Heilman
Daniel Leary	Danny Cho	Dave Thompson
Dawn Baldridge	Dawn Blanchard	Frank McKenzie
Gene Ikner	Greg Little	Heather Tinney
James Hamilton	Jeff Bruns	Jeff Ledbetter
Jennifer Reidy- Hall	Jennifer Williams	Joe Armentrout
Joe Grube	Joe Lombardo	John Monar
Jonathan Verville	Joseph Seborowski	Joshua Jack
Karen Saymansk	Karlea Brown Orrison	Kayman Khaloughi
Kelly Fisher	Kelly Williams	Kirsten Purnell
Kyra Pulliam	Lisa Madden	Lorenzo Cropper
Mike Wilson	Pete Landon	Phil English
Phil Lambert	Richard Washabaugh	Rob Sterner
Robert Horne	Robert Larimer	Roger Bennett
Ryan Mattsson	Sarah Schmidt	Scott Csaplar
Shapree Romanoff	Stacy Clay	Steve Pandolfo
Steve Shipley	Tamara Maldonado	Travis Bottiglier
Valerie Hawkins	Wayne Harris	

I. OPENING

Chair Markey called the open session to order at 10:00 AM on Thursday, May 22, 2025, via Google Meet.

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

Dr. Collins reported an amendment to Project #24-188A for Worcester County, the correct total should be \$4,403.00.

APPROVAL OF MINUTES

The Board considered the meeting minutes from the April 24, 2025 meeting. Board members were provided with materials in advance of the meeting for review.

Ms. Greentree made a motion to approve the April 24, 2025 Board Meeting Minutes. Mr. Meyer seconded the motion. The motion carried unanimously.

APPROVAL OF CONSENT AGENDA

The Board considered the Consent Agenda, which aims to streamline routine approvals by combining them into a single motion, enabling the Board to dedicate more time to strategic priorities. The Board was advised that this was the initial Board use of the consent agenda (following discussion at earlier meetings) and their approval would allow this common procedural tool for use at future meetings. Board members may always request the removal of any item on a consent agenda for separate discussion and consideration at any time prior to adoption of the consent agenda. The consent agenda may be adopted by a motion, second and vote, or may be adopted by unanimous consent.

Project #	County	Cost	Project Description
25-323	Prince George's	\$1,722,338.85	Priority Dispatch- Annual Maintenance
25-324	Prince George's	\$2,130.00	MdE. Software Renewal
25-325	Anne Arundel	\$4,131.00	EPD/ProQA Training & Certification
25-327	Frederick	\$25,996.00	Frontline Software
25-329	Allegany	\$30,100.00	GIS Data Hosting
25-340	Allegany	\$16,704.12	VESTA Call Handling Maintenance- April 2025
25-341	Allegany	\$16,704.12	VESTA Call Handling Maintenance- May 2025
25-342	Allegany	\$16,704.12	VESTA Call Handling Maintenance- June 2025
25-343	Allegany	\$2,330.00	ESRI Annual Service Agreement
25-334	Washington	\$48,000.00	Language Line Services

25-349	Washington	\$15,396.00	FY26 Annual Software Interface Maintenance
25-336	Calvert	\$290,111.09	FY26 Annual Maintenance
25-344	Somerset	\$2,660.00	CritiCall Testing Software
25-353	Worcester	\$2,560.00	Priority Dispatch- Annual Maintenance
25-368	Montgomery	\$6,299.11	Receptacle Installation
25-370	Harford	\$313,058.40	NWN Carousel VESTA Support Contract (1-Year)

TOTAL: \$2,515,222.81

Mr. Thomas made a motion to approve use of the Consent Agenda and approval of the consent agenda as presented. Mr. Souder seconded the motion. The motion carried unanimously.

Note: Beginning with future meetings, consent agenda items will immediately follow approval of minutes for improved meeting efficiency.

II. FISCAL REPORT- PETER GIGUERE

The financial report includes figures as of April 30, 2025. As mentioned at the previous meeting, going forward, the financials will include the account balances as of the last day of the month.

The April financial shows an approved budget of \$184M. There was \$112M in incoming funds for Surcharge and Prepaid Fees. Expenditures to date total \$154M. This leaves an available budget of \$30M. With Obligated Funds to Projects totaling \$91M, there is a net negative (\$62M) remaining. While there is a net negative showing at the bottom it is unlikely that the board will distribute that much for Projects in the last quarter of the year.

III. EXECUTIVE DIRECTORS UPDATE - DR. CHRISTY COLLINS

Dr. Collins reported that the 9-1-1 Board Workgroup convened virtually on May 14, 2025, and will meet again on June 11, 2025. During the meeting, it was reported that the revised funding matrix has been provided to the Joint Governance, Policy, and Standards Workgroup and is currently pending their recommendations.

Nominations for Board Chair and Vice Chair were received by the May 9th deadline. Mr. Scott Haas was nominated for Chair and expressed his appreciation for the opportunity. Mr. Haas acknowledged the honor of being considered and noted that, due to the nature of his current role, there may be occasions when he is unavailable, but he is committed to serving. He expressed respect for the current Chair's leadership and emphasized his willingness to step into the role with support from the Vice Chair and the Board.

Ms. Tammy Price, nominated for Vice Chair, also expressed her gratitude and excitement about continuing to contribute to the Board's mission in a new leadership capacity.

Since both positions were uncontested, the Board was asked to consider whether to move forward with a real-time vote or to conduct an electronic ballot via Google Forms. Some members expressed a preference for voting immediately for efficiency, while others noted

that using an electronic ballot would uphold transparency and serve as a potential model for future processes. After discussion and hearing no objections, the Board moved forward with a unanimous consent vote in open session. Mr. Scott Haas was elected Chair, and Ms. Tammy Price was elected Vice Chair, both effective July 1, 2025.

Chair Jack Markey reflected on the Board's legacy of strong leadership and expressed confidence in the incoming Chair and Vice Chair. He noted that the June hybrid meeting will mark the end of his term, and he looks forward to working with the new leadership on the transition and future meeting preparations.

The 9-1-1 Specialist Recruitment and Retention Workgroup convened on May 19, 2025, to begin addressing critical workforce challenges identified through the PSAP survey process. Based on the results of the Primary Public Safety Answering Point (PSAP) surveys, five subcommittees have been established to address key challenges facing the 9-1-1 community. These subcommittees will focus on: (1) survey analysis and follow-up, (2) outreach and recruitment, (3) working conditions and scheduling, (4) retention and professional development, and (5) retirement benefits. Each subcommittee will meet for approximately one hour to begin developing targeted recommendations. Updates will be shared with the Board as work progresses. The final report is due to be sent to the General Assembly on December 1, 2025.

Additionally, the Board received a nomination to represent the 9-1-1 Board on the Maryland Active Assailant Interdisciplinary Workgroup, established by Executive Order 01.01.2023.08. The nominee, Sarah Schmidt from St. Mary's County, has been vetted and recommended based on her qualifications and public safety dispatch experience. Supporting materials, including her resume, are available on the Board Member Drive.

The Board was asked to consider and approve her appointment. A motion was made and seconded, and discussion was opened regarding the nomination of Sarah Schmidt to represent the Maryland 9-1-1 Board on the Maryland Active Assailant Interdisciplinary Workgroup. The Board then approved the motion unanimously.

The Board received a second request for a workgroup appointment. Karen Saymansky was nominated to serve as the telecommunications industry representative on the Maryland 3-1-1 Non-Emergency System Workgroup. This workgroup was established under Senate Bill 1027, signed into law by Governor Moore on April 8, 2025. Ms. Saymansky's nomination was reviewed and found to be supported by her extensive background in 9-1-1 call delivery and telecommunications.

The Board noted that this appointment is mandated by statute. A motion to appoint Ms. Saymansky was made and seconded. The motion passed unanimously, and Ms. Saymansky was officially appointed as the telecommunications representative for the Maryland 3-1-1 Workgroup.

INSPECTIONS & TRAINING CHIEF - MIKE MARSHALL

Mr. Marshall noted that 16 submissions were received for the first quarter under Kari's Law. The email request for second quarter submissions, covering the period from April to June, will be sent out shortly.

Additionally, PSAPs can expect to receive requests in the coming weeks to update their three-year plans, and the fall PSAP inspection schedule will also be released soon.

IV. WORKGROUP REPORTS

POLICY & STANDARDS - STEVE SOUDER

Mr. Souder reported that the Telecommunicator Emergency Response Taskforces (TERT) activity is underway in some Maryland counties. A formal update will be presented to the Board once further developments occur.

Regarding Kari's Law, while overall response rates have slightly increased, continued outreach and support are being provided to help counties meet expectations. It was emphasized that the process, while requiring attention, is manageable once implemented and becomes a matter of ongoing maintenance. The Board and the 9-1-1 Office remain available to offer guidance and clarification as needed.

The funding matrix was also addressed as an evolving resource. The original funding matrix, developed roughly four years ago, served as a foundational tool but left room for improvement. Since then, the matrix has been significantly refined through continued collaboration between the Board, committees, and the Maryland 9-1-1 community. It now provides greater clarity and consistency in project evaluation.

The next steps for the matrix include review and recommendations from the Policy and Standards Workgroup, which includes representation from the Maryland Association of Counties (MACo). Those recommendations will then be presented to the Board Working Group for review before being brought to the full Board.

Additional updates were provided on the Board Policy Manual. Sections 1 and 2 have been completed. Sections 3 and 4 are currently being developed in partnership with Mission Critical Partners and are expected to be presented at the next meeting.

TRAINING & EXERCISE - BRYAN EBLING

The Training & Exercise Workgroup meeting did not take place in May. The next meeting will be held on June 13, 2025.

CYBERSECURITY – MICHAEL BLOCK

Mr. Block opened with a warm welcome, expressing appreciation for the continued engagement of Gene Ikner of Carroll County for stepping up as co-chair of the subcommittee.

Mr. Block reported that the team is still awaiting the After-Action Report from the Cybersecurity and Infrastructure Security Agency (CISA) team related to the recent tabletop exercise. However, due to federal funding and administrative delays, the report is not expected in the near term.

To close out the tabletop exercise in the interim, a feedback survey was distributed to counties on Monday. The survey will close on June 6, 2025. The goal is to gather feedback on the exercise and identify any future project needs or areas where the subcommittee can provide further guidance. This feedback will help finalize the exercise and shape plans for future training or initiatives.

TECHNOLOGY - JAMES HAMILTON

Mr. Hamilton provided an update on the ongoing work of the Technology Workgroup noting

that progress continues across several key areas. The Workgroup is preparing to explore new topics, including indoor positioning, with plans to review related content at the upcoming National Emergency Number Association (NENA) conference.

Additionally, the workgroup is monitoring recent developments in vendor offerings that may have significant implications for PSAPs across the state. There has been increased activity from vendors such as RapidDeploy, which has added new features and is now owned by Motorola Solutions. These features are being integrated into widely used platforms, which could impact Maryland PSAPs.

RapidSOS also unveiled new capabilities during its recent Innovation Day, including features resembling CAD-to-TCAD functionality and the use of artificial intelligence (AI) in call processing.

A meeting is being coordinated through MAJ Gregory with the Maryland State Police Aviation Command to explore integration opportunities for air ambulance requests and tracking which has been noted as an area of potential collaboration and benefit.

Mr. Hamilton emphasized that many of the technological advancements the Board has discussed conceptually in the past, particularly the use of AI in 9-1-1 call processing, are rapidly moving from theory to reality. The workgroup is actively working to understand these developments and plans to provide timely, informed guidance to the Board regarding the implications and potential acceptability of emerging technologies in Maryland's 9-1-1 systems.

GEOGRAPHIC INFORMATION SYSTEM (GIS) - JULIA FISCHER

Ms. Fischer provided a comprehensive update on GIS activities across the state supporting public safety initiatives. Work continues steadily across various Board-funded projects, beginning with ongoing imagery updates.

The Board funds 6-inch resolution imagery acquisition across Maryland, with the current focus on the northwestern region, including Baltimore City and Baltimore County. All imagery for this phase has been successfully acquired and is now in processing. Additionally, 3-inch resolution imagery approved for capture this year is being processed, with anticipated completion by the end of the calendar year.

This process includes advanced techniques such as color balancing, tonal adjustments, field survey work, and analytical triangulation to ensure the highest quality and accuracy of imagery products. Four pilot areas have been identified for additional review using contracted software tools, and local jurisdictions will assist in validating and identifying any systemic issues across the data.

Indoor mapping remains a top priority. Ms. Fischer noted an important new opportunity to collaborate with the Open Geospatial Consortium, an international body, focused on data standards. Discussions are underway to create a working group that would bring together GIS professionals from across the country to focus on indoor mapping standards, particularly in public safety and education settings. Maryland is seen as a key contributor to this national conversation.

Locally, Maryland continues to update its Version 2 of indoor mapping standards in partnership with state agencies and local jurisdictions. Anne Arundel, Howard, and Montgomery Counties are currently piloting the development of routable centerlines, similar to navigation in Google Maps, to improve dispatch accuracy.

Maryland remains actively involved in the national NENA GIS Data Model Working Group, contributing to the development of Version 3. The current draft is under internal review and will be released for public feedback in the coming months.

Additional regional coordination is ongoing, including addressing boundary alignment issues and multi-unit structure sub-addressing. Maryland is collaborating with neighboring states such as Pennsylvania and even North Dakota due to shared challenges involving USPS and third-party addressing datasets.

Efforts are also underway with Maryland's State Interoperability Officer to evaluate boundary provisioning against neighboring jurisdictions. Outreach to acquire boundary data from counties and states without public datasets is in progress.

Ms. Fischer concluded by acknowledging the Board's continued support, which has been vital in advancing Maryland's Next Generation 9-1-1 (NG911) GIS Strategic Plan. She noted that the scope and complexity of GIS work in the state has grown significantly. A formal request will be submitted to the Board in the near future to increase staffing support, aligning Maryland's GIS capabilities with other leading states and ensuring the continued delivery of high-quality, statewide GIS solutions in support of public safety.

V. ADDITIONAL UPDATES

VERIZON UPDATE – KAREN SAYMANSKY

No updates to report.

MOTOROLA SOLUTIONS UPDATE – ANGIE REYNOLDS

No updates to report.

AT&T UPDATE - TAYLOR TOMPKINS

Mr. Tompkins was not in attendance. AT&T reported no ESINet issues since the last meeting. The i3 NNI final testing prior to the soak test with a Maryland PSAP is scheduled for next week.

MACO EMERGENCY COMMUNICATIONS COMMITTEE (ECC) – ANN PINGEL

Ms. Pingel reported the MACo workgroup did not meet in May 2025.

VI. PROJECTS FOR FUNDING CONSIDERATION

A funding request for Project 25-366 in the amount of \$194,675.00 for Frederick County's Priority Dispatch - One Plan Maintenance Package was made by Phil Lambert.

Mr. Thomas made a motion to approve Project 25-366 for Frederick County in the amount of \$194,675.00. Mr. Frazier seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-328 in the amount of \$286,000.00 for Allegany County's Priority Dispatch - QPR System was made by Roger Bennett.

Ms. Price made a motion to approve Project 25-328 for Allegany County in the amount of \$286,000.00. Ms. Reddick seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-330 in the amount of \$51,900.00 for Allegany County's Phone System Redundant Circuits was made by Roger Bennett.

Mr. Meyer made a motion to approve Project 25-330 for Allegany County in the amount of \$51,900.00. Mr. Frazier seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-338 in the amount of \$39,180.00 for Charles County's Telestaff Scheduling Software was made by Kelly Williams.

Mr. Thomas made a motion to approve Project 25-338 for Charles County in the amount of \$39,180.00. Ms. Greentree seconded the motion. Mr. Rose recused himself from the vote. The motion carried without objection.

A funding request for Project 25-339 in the amount of \$134,225.00 for Baltimore City's Chair Purchase was made by Wayne Harris.

Mr. Souder made a motion to approve Project 25-339 for Baltimore City in the amount of \$134,225.00. Mr. Meyer seconded the motion. Ms. Reddick recused herself from the vote. The motion carried without objection.

A funding request for Project 25-348 in the amount of \$383,500.00 for Baltimore City's Prepared Live was made by Wayne Harris.

Ms. Price made a motion to approve Project 25-348 for Baltimore City in the amount of \$383,500.00. Mr. Thomas seconded the motion. Ms. Reddick recused herself from the vote. The motion carried without objection.

A funding request for Project 25-345 in the amount of \$494,950.00 for Somerset County's SecuLore Cybersecurity Monitoring was made by Gary Powell.

Mr. Thomas made a motion to approve Project 25-345 for Somerset County in the amount of \$494,950.00. Mr. Souder seconded the motion. Ms. Greentree recused herself from the vote. The motion carried without objection.

A funding request for Project 25-347 in the amount of \$21,200.00 for Wicomico County's GIS Enterprise Upgrade was made by Lorenzo Cropper.

Ms. Fischer made a motion to approve Project 25-347 for Wicomico County in the amount of \$21,200.00. Mr. Thomas seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-351 in the amount of \$385,890.04 for Worcester County's Phone System Upgrade was made by James Hamilton.

Mr. Souder made a motion to approve Project 25-351 for Worcester County in the amount of \$385,890.04. Ms. Greentree seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-355 in the amount of \$3,268,456.61 for Carroll County's

VESTA 9-1-1 Phone System Refresh was made by Gary Powell.

Mr. Thomas made a motion to approve Project 25-355 for Carroll County in the amount of \$3,268,456.61. Mr. Souder seconded the motion. MAJ Gregory recused herself from the vote. The motion carried without objection.

A funding request for Project 25-362 in the amount of \$1,782.00 for Cecil County's Anti-fatigue mats was made by Cynthia Mims.

Ms. Greentree made a motion to approve Project 25-362 for Cecil County in the amount of \$1,782.00. Mr. Thomas seconded the motion. All were in favor and the motion carried without objection.

A funding request for Project 25-365 in the amount of \$49,833.30 for Baltimore County's PRI to SIP Circuit Transition was made by Tammy Price.

Mr. Thomas made a motion to approve Project 25-365 for Baltimore County in the amount of \$49,833.30. Ms. Reddick seconded the motion. Ms. Price recused herself from the vote. The motion carried without objection.

VII. PROJECT EXTENSIONS-REQUIRING BOARD APPROVAL

NONE

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

NONE

IX. PROJECTS FOR DE-ENCUMBERING OF FUNDING

Project #	County	Cost	Project Description
25-122	Charles	\$2,160.00	Protocol Recertification
25-333	Charles	\$50.00	APCO- Communication Center Supervisor
25-210	Carroll	\$885.00	EMD/EFD/EPD Certification Courses

TOTAL: \$3,095.00

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
25-318	Allegany	\$50.00	APCO PST Recertification
25-319	Worcester	\$1.890.00	Dispatch Chair

25-320	Worcester	\$2,655.00	EMD/EFD/EPD Certification Courses
25-321	Worcester	\$950.00	APCO CTO Course
24-188A	Worcester	\$4,403.00	EMD Recertification
25-322	Prince George's	\$7,595.00	Priority Dispatch-ECT/EFD/EPD/EMD Training & Certification
25-359	Prince George's	\$3,075.00	Protocol Recertification
25-326	Anne Arundel	\$200.00	IAED Certifications
25-346	Anne Arundel	\$3,920.00	Priority Dispatch- EFD Certifications
25-350	Anne Arundel	\$5,039.50	Ten(10) Poly CA22CD-SC Wireless Amplifiers
25-358	Anne Arundel	\$664.75	Five (5) Headsets
25-331	St. Mary's	\$1,100.00	NENA Enhanced Caller Management
25-356	St. Mary's	\$2,625.00	APCO- CTO Course
25-332	Washington	\$1,400.00	Denise Amber Lee's CTO Course
25-333	Charles	\$1,575.00	APCO- Communication Center Supervisor
25-363	Charles	\$525.00	APCO- CTO Course
25-364	Charles	\$500.00	EPD-Q Certification
25-335	Calvert	\$4,179.00	Priority Dispatch Protocol Guides
25-337	Carroll	\$6,000.00	ED-Q Certification
25-354	Frederick	\$7,004.00	EMD/EFD/EPD/ED-Q Recertifications
25-357	Garrett	\$850.00	EMD/EFD Course
25-360	Cecil	\$24,593.70	Headsets
25-361	Cecil	\$2,500.00	Public Education Materials
25-369	Caroline	\$2,491.75	Public Education Materials

TOTAL: \$85,786.20

XI. OPEN DISCUSSION ITEMS

No Comments.

XII. UPCOMING REMINDERS

The next public Board Meeting will be on Tuesday June 17, 2025, Hybrid Format. Project requests for funding are due by Thursday, June 12, 2025.

XIII. ADJOURNMENT

Mr. Thomas moved to adjourn the meeting, with the motion seconded by Mr. Frazier. The motion carried unanimously, and the Open Session meeting adjourned at 12:30PM.