



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



**OPEN SESSION MEETING MINUTES**  
**June 27, 2024**  
**Virtual (Google Meet)**

**BOARD MEMBERS IN ATTENDANCE**

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Jack Markey, Chairman of the Board	Russell Strickland, Secretary, MDEM
Steve Souder, Public-At-Large	Sona Konate, Public-At-Large
Scott Haas, PSAP Director	Cecilia Warren, Accessibility Needs
Shariff Thomas, 9-1-1 Specialist	Sue Greentree, APCO
Michael Block, Cybersecurity	Kevin Mosier, Public Service Commission
Danissa Alston, County Police Services	Julia Fischer, GIS
Duane Hull, Volunteer Fire Service	Major Tawn Gregory, MD State Police
Justin Orendorf, PSAP Director	Tony Rose, PSAP Director
William Frazier, MENA	

**OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE**

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Dr. Christy Collins, Executive Director	Shanna Gallegos, AP Officer
Andranese Carter, Executive Assistant	Karen Hall, Accountant II

**BOARD MEMBERS NOT IN ATTENDANCE**

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Michael Walther, County Finance	Richard Berg, MIEMSS
Daniel Leary, Wireless Industry	Tammy Price, PSAP Director
Kenneth Poling, Wireline Industry	

**GUESTS IN ATTENDANCE**

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Ann Pingel	Brian Roosevelt	Charleigh Holtermann
Charlie Schwab	Antonella Volpe	Eric Vaughn
Heather Tinney	Holley Guschke	James Wilkison
Cassandra Onley	James Hamilton	Joe Armentrout
Joel Dixon	Bryan Ebling	John Donohue
John Lesko	Jonathan Verville	Justin Shawley
Kelly Williams	Kayman Khaloughi	Kelly Fisher
Brad Russum	Charlynn Flaherty	Lisa Madden
Daniel Heilman	Kevin Frazier	Matthew Dondanville
Lorenzo Cropper	Joshua Jack	Ashley Burgan
Matthew Moynihan	Mike Allen	Paul Soriano
Mina Kamel	Molly Conaboy	Tamara Maldonado
Phil English	Phil Lambert	Ross Coates
Robert Larimer	Robert Murphy	Roger Bennett
Sean Scott	Siarah Newsome	Gary Zamerski
Steve Hurlock	Steve Shipley	Amy Wilson
Taylor Johnson	Taylor Tompkins	Tenea Reddick
Tiffany Connor	Tim Biscoe	Travis Bottiglier
Travis Galliher		

## **I. OPENING**

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Chairman Markey called the open session to order at 10:00 AM on Thursday, June 27, 2024, via Google Meet.

Chairman Markey requested a roll call of Board members. Chairman Markey confirmed that there was a quorum of the Board.

Chairman Markey noted that this was the last meeting for the Fiscal Year 2024. He thanked the Board members for their participation. 372 projects have been considered for funding through the Board process and the Office of the Executive Director totaling approximately \$46 million. He is looking forward to what can be accomplished in Fiscal Year 2025 to advance 9-1-1 in Maryland.

### **APPROVAL OF MINUTES**

The Board considered the meeting minutes from the May 23, 2024, meeting. The Board members were provided with the materials in advance of the meeting for review.

**Chairman Markey requested the addition of Major Tawn Gregory's first name be added to the list of Board Members in Attendance. Mrs. Alston made a motion to approve the meeting minutes from May 23, 2024. Mr. Souder seconded the motion. All were in favor and the motion carried. Mr. Frazier abstained from the vote. There were no objections.**

## **II. FISCAL REPORT – DR. CHRISTY COLLINS**

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Executive Director Dr. Collins reported the fiscal report as of June 20, 2024. The starting cash balance FY2024 was \$166,693,026.81. Total revenue received to date is \$121,531,364.59. The total expenditure to date is \$119,714,066.92. The FY2024 cash balance is \$168,510,324.48. The total obligated funds for FY2022 to FY2024 are \$56,181,004.92.

The following disbursements were sent to the Comptroller's Office to be released to the county PSAPs.

- FY24 Q3 prepaid disbursements were sent on June 10, 2024
- FY24 Q2 regular disbursements/surcharges were sent on June 21, 2024

The next quarterly PSAP disbursement FY24 Q3 will be released on or around September 25, 2024.

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

Dr. Collins noted that this is the last meeting for FY2024. The Office of the Executive Director will be conducting a year-end close-out of all action items. There may be some delays in revenue and accounts payable in July and August due to their work providing reports to outside agencies. The final report for FY2024 should be available in August.

The counties are required to submit an FY23 PSAP audit report by January 31, 2024. As of today, four counties have not submitted their report. The audits are essential to prepare the FY23 annual report, the FCC reporting, and other various reports. Dr. Collins requested that the four counties send their reports to the Executive Director's Office as soon as possible.

The new Maryland 9-1-1 Board website is available for consumption. They continue to update and make additional edits to the website.

As part of the Governor's Together We Serve Programs, the Office of the Executive Director will have a couple of interns working in their office.

The Executive Director has provided the Board with a memo in the other documents to review section of the Google Drive. In today's agenda, there is a training request for Protocol 41 Caller in Crisis. Pending Board approval, the memo requests the delegation of authority

to approve Protocol 41 by the Office of the Executive Director at the rate of \$99 per participant. They have reviewed the MIEMSS FY23 stats and there are approximately 900 Emergency Medical Dispatchers (EMDs). This is an effort to reduce the activity that is required to become before the Board and not delay the EMD training required for Protocol 41 certification.

### **III. SUBCOMMITTEE REPORTS**

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

Mr. Souder reported that the recruitment video has been finalized. The release document is still pending for the key participant in the video from Prince George's County, the Board, and AAG Friedman. Dr. Collins has received the release document from AAG Friedman and will coordinate a meeting with the participant in the video to finalize the release.

The Public Safety Article: §1-306 regarding transferring emergency calls was discussed. The subcommittee proposes using the *National Emergency Number Association (NENA) Standard for 9-1-1 Call Processing 2.2.6 Transferring emergency calls* as the standard to meet the requirement. The standard for digital transfer of information is being updated/reviewed by NENA.

The data elements that will be shared on the website were reviewed. The subcommittee sent the list of elements to be gathered from the PSAPs to the Technology Subcommittee. Mr. Souders expressed the need to be cautious about what is shared on the website.

The 9-1-1 Trust Fund Allowable Expense Funding Matrix was discussed. The matrix contains items that have been previously approved and adopted by the Board for funding. The matrix was created by the previous Executive Director's Office. The draft matrix will be shared with the Board members to assist them with projects for funding approvals and their review and possible updates. The Board members will be able to communicate their comments to the Executive Director's Office and the subcommittee. In the future, the revised matrix will be presented to the Board for adoption.

**Mr. Frazier made a motion for the Executive Director's Office to prepare a policy draft for next month's meeting for the adoption of the standard. Mr. Rose seconded the motion. All were in favor and the motion carried. There were no objections.**

Mr. Souder noted that the NENA 2024 Conference is being held in Orlando, Florida, and will be attended by various members of the Maryland 9-1-1 community.

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

Mr. Ebling reported that the subcommittee discussed Anne Arundel County Project 24-302 and it was determined that it meets the requirements. All Maryland PSAPs can have personnel attend the training.

The subcommittee's work on The Occupational Wellness Program, entitled PSAP 9-1-1 Acute Traumatic and Chronic Stress Management Program Requirements, has been completed. It has been shared with the Board for review and consideration. One section that received a light touch was regarding sanctions for PSAPs that are not in compliance with the requirements. The section is more in line with Board activities than the subcommittee's activities. Mr. Ebling would like to see the document approved by the Board in the next few months so it can be shared with the PSAPs.

The Training Submission Considerations document has been finalized and is ready for use by the PSAPs. The document has been provided to the Office of the Executive Director for distribution.

Mr. Ebling met with Mr. Block the Chairman of the Cybersecurity Subcommittee and Mission Critical Partners to discuss how the two subcommittees can collaborate. The first step will be to discuss the cyber hygiene of the PSAPs and train the staff to recognize and

react to a cyber event. A survey has been created and will be sent to the PSAPs. The goal is to understand the current efforts and determine their training needs.

Telecommunicator Emergency Response Taskforce (TERT) remains on hold pending an update from NENA and the Association of Public-Safety Communications Officials (APCO).

Training for the International Academies of Emergency Dispatch (IAED) Protocol 41 was discussed. Allegany County Project 24-344 was not fully reviewed. The subcommittee will wait for additional information to be received. The local Medical Directors would need to provide approval before it is implemented. No action was taken.

Mr. Ebling thanked Dr. Collins and the Executive Director's Office for the preparation of the projects for funding requests that the subcommittee reviews. The process has been greatly improved.

### **Cybersecurity Subcommittee – Michael Block**

Mr. Block reported that the survey for the PSAPs regarding cybersecurity hygiene has been distributed to the PSAPs. The deadline for the response to the survey is close of business tomorrow. More information to follow.

Chairman Markey, Mr. Block, and Josh Jack had a meeting with the Cybersecurity and Infrastructure Security Agency (CISA) regarding the statewide tabletop exercise for the PSAPs. CISA will facilitate the exercise sometime around the end of October or early November.

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

Mr. Hamilton reported that Team Mobile will be implementing a new service with Starlink. It will utilize satellite service when the regular service is down.

Network to Network Interfaces (NNI) efforts continue.

The subcommittee is working to ensure the data collected for the statewide data collection is good data that is usable and does not burden the PSAP with the collection. A pilot program is looking at ways to automate the data collection.

The call block project is making progress when there is a telephony denial of service (TDoS) type issue impacting the PSAPs. They are looking at a NENA standard as a reference and working with their Emergency Services IP Network (ESInet) providers. They will emphasize caution when using this procedure.

The subcommittee is looking at vetting contracts with vendors. They should include a provision that as-built documentation be maintained throughout the lifecycle of the system.

The subcommittee is exploring the various Artificial Intelligence (AI) and Machine Learning (ML) offerings available. A survey from the ECC has been sent to the PSAPs to gather information about what the PSAPs may have in their centers pertaining to AI and ML and if anything is being considered for future use. They will work with other subcommittees regarding policies about AI and ML.

The three major carriers have implemented location-based routing. The smaller regional carriers have additional time to implement it. The PSAPs would like to see sufficient notice when the cutovers happen. They are looking into where the Geographic Information System (GIS) data comes from for the State of Maryland. There should be a single source used. The subcommittee would like to see a change management process put in place so the community and the Board can understand the changes.

Having a robust ESInet in Maryland that is fault tolerant is important and having a reliable 10-digit environment when needed. Various counties are exploring options, and the subcommittee would like to take that information and create a white paper on best practices.

A representative from the 9-8-8 community gave a presentation regarding the 9-1-1/9-8-8 integration. They shared how 9-8-8 is deployed and it is very different than the way we operate in the PSAP community. There is still a lot of work to be done. We continue to learn what we don't know about each other.

Over the years policy-type documents have been created and it would be beneficial if all the data could be widely accessible to the PSAPs.

### **Geographic Information System (GIS) – Julia Fischer**

The next generation 9-1-1 system is based on the geospatial data. Its level of accuracy and availability is the responsibility of the GIS community.

Ms. Fischer reported several jurisdictions are obtaining three-inch resolution imagery. In the imagery collected over the Chesapeake Bay; we have seen unacceptable levels of glare. We will follow up with the vendors to ensure that they are meeting the written specifications.

For the land-piloted areas, we have a specialized quality assurance quality control vendor. We found that to be extremely valuable to have that third party. They have completed all the pilot area assessments and find that everything is aligned with the expectations. That allows the vendor to move into processing the rest of the imagery. They do an analytical triangulation test. It is vital to ensure that the two-dimensional imagery is tied appropriately to the three-dimensional Earth. And they expect to finish that creation at the end of this month. The QA/QC will follow shortly after.

We continue to hold Regional Coordination Meetings. We're in our second year of holding the meetings. We invite our local jurisdictions as well as local jurisdictions within the surrounding states and the states themselves, as well as our Department of Defense partners. We usually average about 30 or 40 participants from five to seven different states and the DoD jurisdictions, and we discuss a range of topics. Our agenda is still under development, and if there are any topics that you would like them to specifically address this quarter, please let Ms. Fischer know.

In the statewide validation project, there's a question as to whether the Uniform Resource Identifiers (URIs) should be made public, or if it needs to be maintained securely. Some states have it secure, and some have it open. The committee will do some research and provide recommendations concerning the data.

The indoor mapping is being addressed based on the amended legislation for school mapping. But we know that it's much larger than that. This is a very collaborative effort. We are meeting regularly with the other groups that are responsible for establishing the facility mapping standards for indoor mapping. Although it's the Interagency Commission on School Construction, they have from the very beginning been very open about ensuring that the needs of the education sector as well as the other sectors are met. Research continues and all issues are taken into consideration as ultimately the response falls to public safety and the emergency management community. We will continue to ensure that standards are set.

There is a project for funding on the Board's agenda for indoor and school facilities mapping. The new legislation has grants that are available to cover the costs. What is appropriate for the Board to cover and what is appropriate for the grant through the legislation to cover and to ensure that we're utilizing all our available State funds most advantageously.

Amended legislation goes into effect on July 1. They have about 12 to 18 months to get the standards in place and get the grant funding application process in place. Some of it is timing and we're continuing to be very transparent as much as we can. The grant program is funded by the Maryland Commission for School Safety, and they are going to team up with the Interagency Commission on School Construction (IAC) and they are going to put

together a roadshow. I've contacted MACo and we want to ensure we reach out to any of these other industries, emergency managers who may not participate in the public safety calls. We will continue to show the coordinated efforts that are on both the technology side as well as on the funding side. Maintenance is going to be a significant consideration. We know that there is constant construction going on in schools, there's reconfiguration and reassignment of spaces. Having this information is important but being able to maintain the information so that anything that's streaming into the 9-1-1 centers is accurate, and up to date is critical.

We are working with some of the industry-leading vendors. Specifically, DATAMARK and GeoComm. We're letting them know about the roadshow and that the Statewide standards are coming down the pike. We would expect them to follow these standards to ensure that in Maryland the data is going to be readily usable. DATAMARK has been very responsive. We're still working to get some calls together with GeoComm. We're looking at other ways to do regional or Statewide contracting with some of these vendors who lead in the indoor mapping areas so that we can reduce overall costs based on economies of scale.

Julia Fischer requested the Technology Subcommittee address the topic of assessing the implementation of the indoor content with the existing systems in the 9-1-1 call centers. She has heard we don't need another screen to look at. Are we ensuring that we're setting everything up so that it can be integrated into your existing systems? Are your vendors prepared to take the data? If we capture all the data and spend all the money on this data, then you can't use it within your 9-1-1 call centers, then that doesn't serve the purpose that was originally intended.

Indoor mapping has started to become a hot topic and the z-axis has been put on the backburner. Let's not do that because they're very closely tied together. The indoor data has limited value to ground level. The Z-axis must come back into the fold because it is very closely knit with the indoor mapping.

The Annual Maryland Geospatial Conference is scheduled for August 7-8 at Towson University. Ms. Fisher thanked Ross Coates and the other members of the PSAPs who will bring a live call-taking demonstration to the conference. If you are interested in attending, please go to <https://tugisconference.com> to register.

Nishant Shah with DoIT has been tasked with evaluating the feasibility of using AI to assist in creating a Statewide 3-1-1 solution. He will be looking at what the impact might be on the 3-1-1 and 9-1-1 systems. They will be looking at national trends regarding the technology. If there are any counties currently using AI in the centers, please let Ms. Fischer know. She encourages everyone to get involved on the ground level. AI is driven by data.

#### **IV. Additional Reports**

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##### **Verizon Update – Walt Puller**

Mr. Puller was unable to join the call. No report was given.

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

Ms. Dunne was unable to join the call. Lisa Madden reported that no Maryland partners were involved in the Massachusetts incident. Motorola had no next-gen core services (NGCS) incidents to report.

Motorola has completed the dual circuits implementation for Howard, Carroll, Washington, and Garrett counties. Baltimore City has gone live with the next-gen core services solution. This month Motorola implemented the text to 9-1-1 and is finalizing the punch list items.

Jonathan Verville reported that the network-to-network interoperability (NNI) was discussed with the Technology Subcommittee. Motorola provided a document to the

leadership of the subcommittee regarding developing and testing the NNI. There is a loopback issue to be addressed.

Motorola is working with Comtech regarding Pennsylvania. They have provided a small matrix of Maryland counties that are Motorola customers for NGCS.

Call diversion is not something that NGCS providers recommend centers use. The FCC's mandate is to deliver calls to the PSAPs. But there are exceptions. Motorola has provided a document from their Network Security and Operations Center that outlines the steps to engage the call diversion functionality. The Technology Subcommittee will also provide guidance on when to utilize the call diversion functionality.

Lisa Madden noted that Motorola will be attending the National NENA Conference and looks forward to meeting with the individuals from Maryland who are in attendance.

Lisa stated that all carriers that serve Maryland have migrated through Motorola's network from the Legacy system to the next generation core services. Motorola's Maryland customers are no longer being billed for the Legacy system. The selective router for the wireline, wireless, and VoIP calls has been eliminated and is no longer in the call path. This has removed the cost burden for all the PSAPs.

### **AT&T Update – Taylor Thompkins**

Mr. Tompkins reported that the Baltimore County project continues to move forward. The net routers are being configured by working with the customer premises equipment (CPE) providers and getting them shipped. They are working on call testing. Migration is moving along well.

Regarding the loopback issue, a code was required to be written on AT&T's side to correct the problem. We anticipate testing between the platforms to resume on July 11.

The legal items have been addressed regarding the NNI between Maryland and Pennsylvania. Mr. Tompkins will be meeting with Molly Falls with Comtech to discuss any outstanding items.

On June 17 there was an issue in Harford County about not all the information being delivered. The issue has been corrected and AT&T is investigating what caused the issue.

AT&T is working on the verbiage regarding the call diversion steps. These are basic steps on what is going to be required to use that service.

Regarding the migration to next generation core services from the Legacy system, Mr. Tompkins stated that 93% of the PSAPs migrated for all wireless traffic except for Verizon. We have all traffic ready to be migrated off every selective router in, Maryland it's in Verizon's court at this point. As soon as they can get the connectivity and I know we contacted them some time ago about working through that. I haven't received an update lately, but I can check into that. We've got everything set and ready to go. As soon as Baltimore County is migrated, we'll be able to migrate their wireless traffic as well and the only outlier will be Verizon.

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

Mr. Coates reported that they hosted an exploratory information session on Protocol 41 offered by Priority Dispatch Corporation. After the session, the PSAPs agreed that additional information was needed before the protocol was implemented. The decision was supported by the State Medical Director, MIEMS, and other key stakeholders. Conversations continue regarding the protocol.

There are three try accredited centers in Maryland with Priority Dispatch Corporation, Harford County, Prince George's County, and Montgomery County. The three centers are working with Priority Dispatch in a data-sharing agreement that will allow us to analyze the performance metrics of the protocols for calls. We hope that as we drive in this direction once we build the models others will want to participate so we can get a holistic view of

how the State is performing and what the State model looks like. It doesn't do analytics into answer times or computer-aided dispatch (CAD) data or responsive units to the scene. It's purely driven with inside the protocol but it's a jumping-off point to look at a statewide data model where we can get a deeper view inside of the PSAPs and their performance. All the while keeping that information anonymized not violating any security, risks, and ensuring that it's end-to-end encryption.

Mr. Coates will be attending the NENA Conference, and he will bring back lots of good information. There will be a group photo on Monday at 11:30 in front of the Expo Hall. He will be talking with the Maryland Department of Health and the 9-8-8 partners.

On June 21, RapidSOS will have some new technology on the platforms. We are looking at them and how they can be utilized in Maryland. One of the new technologies is the PSAP to PSAP transfer and chat.

The APCO MENA meeting is on July 19 at Kurtz Beach. The fall conference for APCO is in Ocean City on October 16-17. APCO International is in Orlando in August.

#### **Mission Critical Partners Update – Joshua Jack**

Joshua Jack provided a written report to the Board. Mr. Jack reported that all topics had been addressed in the other subcommittee reports and he had no further comments.

## **V. CURRENT PROJECTS FOR VOTING CONSIDERATION**

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A recalled funding request for Project 24-142 in the amount of \$1,484,866.00 for Prince George's Cybersecurity Monitoring was made by Kayman Khaloughi.

**Mr. Block moved to fund Project 24-142 for Prince George's County in the amount of \$1,484,866.00 for Cybersecurity Monitoring to be approved. Mr. Thomas seconded the motion. All were in favor and the motion carried. There were no objections.**

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A funding request for Project 24-199A in the amount of \$9,454.00 for Prince George's County's 9-1-1 Console Furniture was made by Charlynn Flaherty.

**Mrs. Alston moved to fund Project 24-199A for Prince George's County in the amount of \$9,454.00 for 9-1-1 Console Furniture to be approved. Mr. Thomas seconded the motion. Major Gregory recused herself from the vote. All were in favor and the motion carried. There were no objections.**

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A funding request for Project 24-302 in the amount of \$46,200.00 for Anne Arundel County's Priority Dispatch- Active Assailant Training was made by Ann Pingel.

**Ms. Greentree moved to fund Project 24-302 for Anne Arundel County in the amount of \$46,200.00 for Priority Dispatch- Active Assailant Training to be approved. Mrs. Alston seconded the motion. All were in favor and the motion carried. There were no objections.**

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A funding request for Project 24-328 in the amount of \$394,899.59 for Calvert County's Datamark Complete Upgrade was made by Tim Biscoe.

**Ms. Greentree moved to defer approval of Project 24-328 for Calvert County in the amount of \$394,899.59 for the Datamark Complete Upgrade for 60 days. Mr. Block seconded the motion. Mr. Souder abstained from the vote. All were in favor and the motion carried.**



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**VI. OPEN DISCUSSION ITEMS**

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No comments were received.

**VII. UPCOMING REMINDERS**

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The next public meeting is Thursday, July 25, 2024, on Google Meet.

Projects for Funding are due by July 11, 2024.

**VIII. ADJOURNMENT**

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Mr. Block made a motion for an adjournment of the meeting and to defer the remaining projects for funding for the July meeting and was seconded by Mr. Souder. All were in favor and there was no opposition to adjournment. The Open Session meeting adjourned at 2:25 PM.

Jack Markey, Chairman  
Maryland 9-1-1 Board