



Maryland 9-1-1 Board
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MINUTES

Public Session – July 27, 2022

BOARD MEMBERS IN ATTENDANCE

Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
Major Tawn Gregory, MD State Police	Scott Haas, PSAP Director
Susan Greentree, APCO	Al Kirchner, Public-At-Large
Richard Berg, MIEMSS	Shariff Thomas, 9-1-1 Specialist
Tammy Price, PSAP Director	Chris McNamara, ECC
CPT Scott Brillman, Career Fire Services	Justin Orendorff, PSAP Director
Cecilia Warren, Accessibility Needs	Tony Rose, PSAP Director
Daniel Leary, Wireless Industry	Bryan Ebling, Volunteer Fire Service
Major David Stem, County Police Services	Kenneth Poling, Wireline Industry

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Julia Fischer, GIS	Michael Block, Cybersecurity
William Frazier, MENA	Russ Strickland, MDEM

GUESTS IN ATTENDANCE

Walt Puller, Verizon	Randall Cunningham, Harford County
Kevin Bresnahan, Mission Critical Partners	Toni Dunne, Motorola Solutions
Nicola Tidey, Mission Critical Partners	Ross Coates, Harford County
Rob Sterner, Mission Critical Partners	Wayne Darrell, Kent County
Meara Nightingale, Seculore Solutions	Ann Pingel, Anne Arundel County
Jack Brown, Carroll County	Brian Albert, Washington County
James Alfree, Queen Anne's County	Ashley Burgan, Carroll County
Rebecca Wimmer, Maryland State Police	Wes Rogers, CISA
Randy DeForest, NLETS	Tyler Davidson, Vector Solutions

OPENING

Chairman Markey called the Public Session to order at 10:00 AM on Wednesday, July 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.

Chairman Markey welcomed new Board members Major David Stem (County Police Services) and Mr. Kenneth Poling (Wireline Industry). Both new members introduced themselves.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on June 30, 2022.

Mr. Souder made a motion to approve the minutes for June 30, 2022. Mr. Kirchner 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 2022 is being calculated as part of the Board's budget closeout. The collections for Fiscal Year 2023 are \$3,925,000.00. The Board has made awards totaling \$101,582.71. The available 9-1-1 Trust Fund balance for this month's meeting is \$3,822,127.49.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper stated that 9-8-8 service started on July 16th. PSAPs that encounter any issues should report them to the Office of the Executive Director. The Maryland Department of Health is forming a steering committee, which the Executive Director has been invited to participate. Mr. Roper suggested to the Maryland Department of Health to include a PSAP director.

Mr. Roper provided an overview of a 9-1-1 service affecting issue on July 12, 2022. In this case, a wireless telecommunication provider's calls were not able to be routed through the Verizon selective routers, and took a carrier overflow routing. Calls for Harford County rolled over to a Howard County number. It appears that the 9-1-1 network itself performed as designed. Mr. Roper requested each of the three major wireless carriers to audit their call routing. An investigative committee will be formed. Mr. Markey requested anyone willing to serve to contact Mr. Roper.

Mr. Markey thanked the Maryland Department of Emergency Management for its efforts to get the PSAPs' billing straightened out. Mr. Haas thanked Mr. Markey for his assistance.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

The subcommittee is working on 9-1-1 phone system queue announcements. The subcommittee has taken a pause to allow for PSAP director input. The subcommittee is also reviewing a county emergency dispatch protocol request.

Training and Exercises – Bryan Ebling

Mr. Ebling stated that the subcommittee is examining implicit bias training, and the potential for waivers for counties that have already provided this training should it meet the Board's minimum requirements.

The subcommittee is working on a standardized format for requesting training. The subcommittee is also reviewing a county emergency dispatch protocol request.

Cybersecurity – Randall Cunningham for Michael Block

The subcommittee has developed a vendor requirements document to be presented at a future meeting.

Technology Subcommittee – Scott Roper for James Hamilton

The subcommittee has reviewed the Washington County request on today's agenda, and has no concerns.

GIS – Scott Roper for Julia Fischer

Mr. Roper stated that a status report for the Maryland Eastern Shore Flyover was distributed in advance of the meeting.

Verizon Update – Walt Puller

Mr. Puller reported that there were no network affecting issues. Verizon is working with the counties and their Next Generation 9-1-1 vendors.

AT&T Update – James Alfree for Taylor Thompkins

Mr. Alfree stated that staff for AT&T are working on OTP for the Queen Anne's County NG911 project, and are not available for today's calls.

Motorola Solutions Update – Toni Dunne

There were no network affecting issues this month. Ms. Dunne provided updates to the various NG911 migrations in Maryland. She also stated that the new version of Vesta Map Local is being installed in Queen Anne's County for beta testing.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates stated that there will be a remote call taking demonstration at the MACo Summer Conference in Ocean City. Chris Thompson of Saint Mary's County will be taking the lead for the ECC's policy committee. The ECC is working on a standardized 9-1-1 Specialist job description for the state. Mr. Coates stated the Maryland Joint Operations Center was used twice since the last meeting for PSAP notification and coordination.

Mission Critical Partners Update – Nicola Tidey

Mission Critical Partners' updates were provided to Board members ahead of the meeting, with many items covered during subcommittee reports.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 22-346 in the amount of \$1,150,126.00 for Kent County's Cyber Benchmarking (multi-county request) was made by Wayne Darrell. Rob Sterner, Kevin Bresnahan and Meara Nightingale were available to answer questions.

Mr. Ebling moved to fund up to \$1,150,126.00 for Kent County's Cyber Benchmarking (multi-county request). Mr. Thomas seconded the motion. Ms. Greentree recused herself from the vote. All were in favor and the motion carried.

Funding request for Project 22-348 in the amount of \$5,819.75 for Caroline County's Maintenance and Recurring Charges was made by Mr. Roper on behalf of the county. Project number 22-238 listed on the agenda for this request is incorrect.

Ms. Greentree moved to fund up to \$5,819.75 for Caroline County's Maintenance and Recurring Charges. Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-354 in the amount of \$3,324.11 for Anne Arundel County's Training Room A/V Equipment was made by Ann Pingel.

Ms. Price moved to fund up to \$3,324.11 for Anne Arundel County's Training Room A/V Equipment. Mr. Thomas seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-005 was moved to the end of the agenda at the county's request.

Funding request for Project 23-006 in the amount of \$56,640.00 for Washington County's CAD-to-CAD Interface was made by Brian Albert. Rebecca Wimmer, Wes Rogers and Randy DeForest were available to answer questions.

Mr. Souder moved to fund up to \$56,640.00 for Washington County's CAD-to-CAD Interface, with quarterly follow-up reporting to be provided by the county for the status and lessons learned from this project. Ms. Greentree seconded the motion. Major Gregory recused herself from the vote. Mr. Ebling was not present for the vote. All were in favor and the motion carried.

Funding request for Project 23-009 in the amount of \$5,995.00 for Howard County's Critical Pre-Employment Screening Software was made by Chris McNamara.

Mr. Thomas moved to fund up to \$5,995.00 for Howard County's Critical Pre-Employment Screening Software. Mr. Ebling seconded the motion. Mr. McNamara recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 23-010 in the amount of \$12,900.00 for Carroll County's Guardian Employee Tracking Software for Training was made by Jack Brown and Ashley Burgan. Tyler Danielson was available to answer questions.

Ms. Greentree moved to fund up to \$12,900.00 for Carroll County's Guardian Employee Tracking Software for Training. Mr. McNamara seconded the motion. Major Stem and Mr. Souder recused themselves from the vote. All were in favor and the motion carried. Ms. Greentree requested a vendor presentation at a future meeting.

Funding request for Project 23-005 in the amount of \$10,000.00 for Queen Anne's County's Communications Training Officer Training was made by James Alfree.

Mr. Thomas moved to fund up to \$10,000.00 for Queen Anne's County's Communications Training Officer Training. Mr. Souder seconded the motion. Mr. Haas recused himself from the vote. All were in favor and the motion carried.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- None for this month

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Carroll County 21-151 (Maintenance) December 2022

PROJECTS FOR DE-OBLIGATION OF FUNDING

- Cecil County 22-133 (PSAP Security) \$8,478.00
- Cecil County 22-049 (Console Furniture – Primary PSAP) \$755.60
- Carroll County 21-024 (Console Furniture – Primary PSAP) \$50.60

Mr. Thomas made a motion to de-obligate \$9,284.20 from the listed projects. Mr. McNamara 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:

- Cecil County 22-114 (Protocol Training) \$3,025.00
- Cecil County 22-115 (Protocol Training – QA) \$1,500.00
- Prince George’s County 22-286 (Protocol Training – QA) \$1,500.00
- Montgomery County 22-310 (Protocol Training – QA AQUA) \$149.00
- Charles County 22-347 (Training – NENA Various Topics) \$417.00
- Washington County 22-350 (ETC Manuals – 14) \$630.00
- Washington County 22-351 (Protocol Recertification) \$2,419.00
- Washington County 22-352 (CTO Certification) \$2,331.51
- Anne Arundel County 22-353 (ETC Manuals – 10) \$450.00
- Dorchester County 23-001 (Protocol Training) \$1,255.00
- Charles County 23-003 (NENA Training – 4 Sessions) \$6,440.00
- Cecil County 23-007 (CTO Certification) \$1,756.00

ADDITIONAL ITEMS

At 12:29 PM, Ms. Greentree made a motion to adjourn the meeting. Ms. Price seconded the motion. All were in favor and the meeting adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board