



Department of Public Safety and Correctional Services

Maryland 9-1-1 Board
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MINUTES

Public Session – July 29, 2021

BOARD MEMBERS IN ATTENDANCE

Anthony Myers, Public Service Commission Steve Souder, Public-At-Large
William Frazier, MENA Susan Greentree, APCO
Al Kirchner, Public-At-Large Julia Fischer, GIS
Colton O’ Donoghue, Jr., Phone Utility Richard Berg, MIEMSS
CPT Scott Brillman, Career Fire Services Jack Markey, County Emergency Management

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Bryan Ebling, Volunteer Fire Service Major Tawn Gregory, MD State Police

GUESTS IN ATTENDANCE

Nicola Tidey, Mission Critical Partners Josh Jack, Mission Critical Partners
James Hamilton, Worcester County Charleigh Holtermann, Seculore Solutions
Tammy Price, Baltimore County Dan Heilman, Carousel Industries
Tim Deranek, AT&T Gary Powell, Somerset County
Walt Puller, Verizon CPL Robbie Larimer, Dorchester County
Jim Alfree, Queen Anne’s County Dan Riska, AT&T
John Donohue, Cecil County Senator Cheryl Kagan
Diane Strong, Cecil County Sean Scott, Seculore Solutions
Dr. Kevin Seamon, Charles County Robert Williams, Montgomery County
Brian LeCates, Talbot County Tommy Haddaway, Talbot County
Dr. Timothy Chizmar, MIEMSS Tony Rose, Charles County
Antonella Volpe, Charles County Randall Cunningham, Harford County

OPENING

Chairman Myers called the Public Session to order at 10:01 AM on Thursday, July 29, 2021, via conference bridge. Chairman Myers noted that the meeting is being live-streamed and recorded. A rollcall of Board members was held, and a quorum was confirmed. Chairman Myers congratulated Mr. Markey and Captain Brillman on their reappointments to the Board. Chairman Myers also noted that Senator Kagan will be joining the call.

Chairman Myers then recognized Tony Rose of Charles County, who led a presentation on the county's RQI-T pilot project to implement bystander CPR on 9-1-1 calls sooner. Antonella Volpe, Dr. Kevin Seamon, MD and Dr. Tim Chizmar, MD joined the presentation. The Board deferred on taking a position on expanding this pilot pending additional information about pricing.

Chairman Myers then recognized Senator Kagan. The Senator provided updates to the work of the Commission to Advance Next Generation 9-1-1 Across Maryland. There will be public sessions coming up in September and October.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on June 24, 2021, and the closed session held on July 22, 2021.

Mr. Souder made a motion to approve the minutes for June 24, 2021 and July 22, 2021. Mr. Frazier seconded the motion. All were in favor and the motion carried.

FISCAL REPORT – SCOTT ROPER

Mr. Roper advised the Board that 9-1-1 Trust Fund is currently in budget closeout, so the final numbers for fiscal year 2021 were not yet available. Based on estimates for the July and August collections, the Board has a cash-on-hand balance of \$6,617,000.00 to make awards.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper reviewed the PSAP inspection schedule for 2021. Mr. Roper provided information regarding a potential partnership with Toyota to use drone technology to get lifesaving medical supplies to remote areas after the receipt of a 9-1-1 call. Mr. Roper reviewed the second quarter Kari's Law reporting from the counties.

Mr. Roper reviewed the draft filing for the Maryland 9-1-1 Board for the open FCC Notice of Proposed Rule Making (NPRM) for network reliability and resiliency. **Mr. Souder moved to submit the filing as presented. Ms. Greentree seconded the motion. All were in favor and the motion carried.**

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported the activities of the Policy and Standards subcommittee. The focus of the subcommittee over the past month has been to prepare comments for the FCC's NPRM. The subcommittee has also reviewed the training standards being developed by the training subcommittee.

Training and Exercises – Bryan Ebling

Mr. Josh Jack and Ms. Nicola Tidey reported on behalf of Mr. Ebling. The Training Guideline should be ready for presentation to the Board at the August meeting. The accompanying playbook is still a work in progress.

Cybersecurity – Randall Cunningham

The subcommittee is working on a “frequently asked questions (FAQ)” sheet for the PSAPs. Chairman Myers noted that cybersecurity is the focus of the entire Board, with two recent meetings to discuss the subject. Mission Critical Partners is monitoring the Governor’s cybersecurity summit today, and will provide a summary to the Board.

Technology Subcommittee –James Hamilton

Mr. Hamilton reported that the subcommittee is working on standards and best practices from data center communities to put into a summary for PSAPs to follow. They are also examining Z-axis considerations being made now to be ahead of the curve and PSAP deployments. Worcester County has identified funding for a CAD-to-CAD proof of concept with Ocean City to reduce transfers and to disburse staff during overloads. They will brief the board on lessons learned and best practices. Worcester County is also working on PSAP-in-a-Box concept to expand on CommandPost deployments. Chairman Myers thanked Worcester County for its efforts, and to update the Board with any impediments in addition to lessons learned and best practices.

GIS – Julia Fischer

Ms. Fischer reports that her staff is working with GIS layers to project building heights for other purposes, and may be used with Z-Axis 9-1-1 call location technology as well. The GIS group is working on open data, and has drafted a letter to indicate that counties abiding by those laws for open data act will be by default opting in automatically. Counties may opt out if there are security issues with its mapping layers. The GIS group is working on increasing areas for counties to collaborate. The group is also considering ALI MSAG validations, and counties have been encouraged to revalidate to insure 98% accuracy rates continue. PSAP boundary discussions continue. On today’s agenda, there is a request from Charles County for continued contractor support for statewide GIS coordination, which includes a geospatial interface for county data accuracy for multi-ESInet deployments.

Verizon Update – Walt Puller

Mr. Puller reported that the Verizon Customer Care Center is working remotely, with no issues with productivity and/or call events. Verizon is completing its mandated resiliency and reliability audits, and will file those shortly with the FCC. Verizon is assisting the PSAPs with their NG911 cutovers. Mr. Puller discussed an issue that effected the Ellicott City tandem and ALI data.

Mission Critical Partners Update - Josh Jack

Mission Critical Partners’ updates were provided to Board members ahead of the meeting. Mr. Jack provided an overview of the various Maryland projects that are underway.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Jack provided the report on behalf of Mr. Coates. He reports that the ECC recently had an in-person meeting where the directors discussed the training guideline, and new committee chairs were announced.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 22-004 in the amount of \$960,225.91 for Cecil County's ESInet and Next Generation Core Services Implementation and Five-Years of Service was made by John Donohue and Diane Strong. Tim Deranek was available to answer questions. Also included in the county's request was a change to the county's 9-1-1 plan to migrate 9-1-1 service from Verizon to AT&T.

Mr. Souder to fund up to of \$960,225.91 for Cecil County's ESInet and Next Generation Core Services Implementation and Five-Years of Service, and to permit the modification to the county's 9-1-1 plan. Mr. Frazier and Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-020 in the amount of \$669,166.25 for Talbot County's ESInet and Next Generation Core Services Implementation and Five-Years of Service was made by Brian LeCates and Tommy Haddaway. Tim Deranek was available to answer questions. Also included in the county's request was a change to the county's 9-1-1 plan to migrate 9-1-1 service from Verizon to AT&T.

Mr. Berg moved to fund up to \$669,166.25 for Talbot County's ESInet and Next Generation Core Services Implementation and Five-Years of Service, and to permit the modification of the county's 9-1-1 plan. Ms. Greentree seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-021 in the amount of \$327,000.00 for Talbot County's Cybersecurity Monitoring, Response and Exercises was made by Brian LeCates and Tommy Haddaway. Sean Scott and Charleigh Holtermann were available to answer questions.

Mr. Markey moved to fund up to \$327,000.00 for Talbot County's Cybersecurity Monitoring, Response and Exercises. Mr. Frazier seconded the motion. Ms. Greentree recused herself from the vote. All were in favor and the motion carried.

Funding request for Project 22-009 in the amount of \$385,268.50 for Charles County's Statewide GIS Coordination was made by Tony Rose. Ms. Fischer and Josh Jack were available to answer questions.

Mr. Berg moved to fund up to \$385,268.50 for Charles County's Statewide GIS Coordination. Ms. Greentree seconded the motion. Ms. Fischer recused herself from the vote. Mr. Souder abstained from the vote. All were in favor and the motion carried.

Funding request for Project 22-002 in the amount of \$69,341.73 for Queen Anne's County's 9-1-1 Phone System Relocation was made by Jim Alfree.

Mr. Souder moved to fund up to \$69,341.73 for Queen Anne's County's 9-1-1 Phone System Relocation. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-005 in the amount of \$797,118.30 for Baltimore County's Maintenance – Recurring Charges was made by Tammy Price.

Mr. Markey moved to fund up to \$797,118.30 for Baltimore County's Maintenance – Recurring Charges. Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-006 in the amount of \$785,000.00 for Baltimore County's 9-1-1 Network Charges was made by Tammy Price.

Mr. Souder moved to fund up to \$785,000.00 for Baltimore County's 9-1-1 Network Charges. Mr. Markey seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-007 in the amount of \$24,000.00 for Baltimore County's Language Translation Services was made by Tammy Price.

Mr. Souder moved to fund up to \$24,000.00 for Baltimore County's Language Translation Services. Ms. Greentree seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-008 in the amount of \$70,000.00 for Baltimore County's Non-Emergency and Administrative Line Charges was made by Tammy Price.

Mr. Markey moved to fund up to \$70,000.00 for Baltimore County's Non-Emergency and Administrative Line Charges. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-013 in the amount of \$27,588.38 for Somerset County's Maintenance – Recurring Charges was made by Gary Powell.

Mr. Souder moved to fund up to \$27,588.38 for Somerset County's Maintenance – Recurring Charges. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-015 in the amount of \$6,645.00 for Montgomery County's Maintenance – ADORE Software was made by Robert Williams.

Mr. Souder moved to fund up to \$6,645.00 for Montgomery County's Maintenance – ADORE Software. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-016 in the amount of \$430,229.00 for Montgomery County's Maintenance – 9-1-1 Phone System was made by Robert Williams.

Mr. Souder moved to fund up to \$430,229.00 for Montgomery County's Maintenance – 9-1-1 Phone System. Mr. Markey seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-017 in the amount of \$270,000.00 for Harford County's Maintenance – Recurring 9-1-1 Service Charges was made by Mr. Roper on behalf of the county.

Mr. Souder moved to fund up to \$270,000.00 for Harford County's Maintenance – Recurring 9-1-1 Service Charges. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-018 in the amount of \$9,000.00 for Caroline County's Maintenance – Recurring 9-1-1 Service Charges was made by Mr. Roper on behalf of the county.

Mr. Berg moved to fund up to \$9,000.00 for Caroline County's Maintenance – Recurring 9-1-1 Service Charges. Mr. Frazier seconded the motion. All were in favor and the motion carried.

At the conclusion of the vote, Steve Hurlock indicated that he was on the call, but had audio issues. He thanked the Board for approving the county's funding request.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- Saint Mary's County 18-151 (ESInet & NGCS Implementation) March 2022

Mr. Berg made a motion to extend Saint Mary's County Project 18-151 until March 2022. Mr. Markey seconded the motion. All were in favor and the motion carried.

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Harford County 20-196 (Statewide Cloud-Based PBX) April 2022
- Charles County 21-008 (Statewide GIS Coordination) July 2022
- Charles County 21-059 (Phone System – ESInet Integration) August 2022

PROJECTS FOR DE-OBLIGATION

- Baltimore County 21-011 (Maint. – Recurring LEC Charges) \$34,674.23
- Baltimore County 21-013 (Maint. – PRI Charges) \$7,772.22
- Baltimore County 21-142 (Protocol Rectification) \$1,580.00
- Montgomery County 21-252 (Training – Stress Mgt.) \$500.00
- Saint Mary's County 19-100 (Staffing Study) \$9,701.70
- Wicomico County 20-042 (Phone System Refresh) \$7,052.17
- Wicomico County 20-042a (Phone System Refresh-Add. Funds) \$11,636.99
- Wicomico County 21-092 (ETC Manuals) \$45.00
- Wicomico County 21-093 (Protocol Recertification) \$50.00
- Wicomico County 21-124 (Protocol Training) \$137.00

Mr. Frazier made a motion to de-obligate \$73,149.31 from the listed projects. Mr. Markey 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:

- Garrett County 21-297 (Protocol Training) \$645.00
- Calvert County 21-314 (Protocol Training) \$3,500.00
- Queen Anne's County 21-315 (Headsets and Bases) \$10,223.10
- Worcester County 21-316 (Training) \$389.00
- Allegany County 21-317 (Protocol Training.) \$5,475.00
- Harford County 22-003 (Protocol Recertification) \$273.00
- Charles County 22-010 (Protocol Recertification) \$5,830.00
- Washington County 22-011 (Training) \$4,400.00
- Washington County 22-012 (Protocol Recertification) \$3,115.00
- Wicomico County 21-228 (Protocol Training) \$1,210.00
- Baltimore County 22-022 (ETC Manuals – 3) \$135.00
- Caroline County 22-019 (Protocol Training) \$4,380.00

ADDITIONAL INFORMATION

At 1:01 PM, Mr. Souder made a motion to adjourn the meeting. Mr. Frazier seconded the motion. All were in favor and the motion carried.

A handwritten signature in black ink that reads "Anthony Myers". The signature is written in a cursive, slightly slanted style.

Anthony Myers, Chairman
Emergency Number Systems Board