



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



MINUTES

Public Session – August 25, 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
Michael Block, Cybersecurity	Al Kirchner, Public-At-Large
Russ Strickland, MDEM	Shariff Thomas, 9-1-1 Specialist
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
William Frazier, MENA	

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Julia Fischer, GIS	Richard Berg, MIEMSS
Tammy Price, PSAP Director	Chris McNamara, ECC
Susan Greentree, APCO	

GUESTS IN ATTENDANCE

Walt Puller, Verizon	Taylor Thompkins, AT&T
Roger Bennett, Allegany County	Toni Dunne, Motorola Solutions
Josh Jack, Mission Critical Partners	Ross Coates, Harford County
CPL Robbie Larimer, Dorchester County	Tenea Reddick, City of Baltimore
Tiffany Connor, Baltimore County	Jack Brown, Carroll County
Gary Powell, Somerset County	Robert Horne, Mission Critical Partners
Walt Kaplan, Rapid Deploy	Steven Raucher, Rapid Deploy
Lisa Madden, Motorola Solutions	

OPENING

Chairman Markey called the Public Session to order at 10:00 AM on Wednesday, August 25, 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 July 27, 2022.

Mr. Rose made a motion to approve the minutes for July 27, 2022. Mr. Thomas seconded the motion. Mr. Frazier abstained from the vote. 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 \$7,850,000.00. The Board has made awards totaling \$1,347,677.37. The available 9-1-1 Trust Fund balance for this month's meeting is \$6,502,322.63.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper provided an overview of a 9-1-1 affecting issue on July 12, 2022 where a storm caused a significant amount of 9-1-1 calls. Due to network congestion, many calls for one carrier were not routed to the Pikesville/Ellicott City selective routers. This caused the calls to take a tertiary routing to the Howard County PSAP. The carriers were requested to review their call routing schemes to ensure that overflow call routing is correct. This was no issue with the 9-1-1 network or the PSAPs themselves. Mr. Thomas and Mr. McNamara both offered to serve on a investigations committee.

Mr. Roper stated that Board members were presented with a report from Motorola Solutions regarding an Allegany County, which is to be considered proprietary and confidential. A review will be done outside of the Board's normal meeting schedule.

Mr. Roper stated the 2022 PSAP inspection schedule has been distributed. Board members are invited to attend, and should contact Mr. Roper for the specific dates and PSAPs for schedule changes and entry restrictions.

Mr. Roper reported on the status of the payment backlog, and the status of bringing on additional help to aid the Department of Emergency Management's finance team.

Mr. Roper discussed a National Association of State 9-1-1 Administrators (NASNA) workshop being held in Virginia on September 15 and 16, 2022. This workshop is part of a series of workshops for all States. Key state communications stakeholders will work towards addressing common goals and objectives. Mr. Roper will be presenting Maryland's 9-1-1 cybersecurity efforts.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

The subcommittee is working on 9-1-1 phone system queue announcements, which will be presented at the September Board meeting. The subcommittee is looking at PSAP recruiting, with an understanding that each is competing for the same resources. PSAP staffing has become a national issue.

Training and Exercises – Bryan Ebling

Mr. Ebling stated that the subcommittee had modified the training guideline to include statutorily mandated implicit bias training. **Mr. Sounder made a motion to approve the amended training guideline. Mr. Thomas seconded the motion. All were in favor and the motion carried.**

The subcommittee is working on a standardized format for requesting training. The subcommittee's next meeting will focus on the town hall at the APCO fall conference.

Cybersecurity –Michael Block

The subcommittee has developed a vendor requirements best practices document to be presented at the September Board meeting.

Technology Subcommittee –James Hamilton

The subcommittee is working on the Allegany issue with a focus on network and circuit diversity. The subcommittee is reviewing the MACo remote PSAP demonstration for best practices and lessons learned. The subcommittee will be holding a presentation on wireless Z-axis data, based on an AT&T email. The subcommittee will also be working on a data gathering survey for a statewide MIS system for 9-1-1 call data.

GIS – Scott Roper for Julia Fischer

The GIS group is working on GIS location data improvements for computer-aided dispatch, a LIDAR case study for three-dimensional building mapping, and with a university to provide county GIS support.

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 –Taylor Thompkins

Mr. Thompkins stated that Queen Anne's county will be cutting over this month, with other counties to follow. There were no service impacting issues.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that Garrett County is live on the Motorola system. Other implementations are on schedule. Motorola continues to work with AT&T on ESInet migrations.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates provided a briefing of the remote call taking demonstration at the MACo Summer Conference in Ocean City. Mr. Coates stated that the PSAPs should have personnel other than the directors participate in the subcommittees for foster career development. Mr. Coates provided an update about the September ECC meeting. Mr. Coates stated that the standardized job descriptions are in final draft and should be ready by September 27, 2022.

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. Mr. Jack noted that Queen Anne's County should be migrating to AT&T for ESInet service on September 30, 2022.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 23-021 in the amount of \$8,475.59 for Allegany County's PSAP Security Maintenance was made by Roger Bennett.

Mr. Thomas moved to fund up to \$8,475.59 for Allegany County's PSAP Security Maintenance. Major Stem seconded the motion. Ms. Greentree recused herself from the vote. All were in favor and the motion carried.

Funding request for Project 23-038 in the amount of \$15,400.00 for Allegany County's Generator Maintenance (four years) was made by Roger Bennett.

Mr. Rose moved to fund up to \$15,400.00 for Allegany County's Generator Maintenance (four years). Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-024 in the amount of \$149,539.95 for Worcester County's Logging Recorder (Primary, Backup and Secondary PSAPs) was made by James Hamilton.

Mr. Thomas moved to fund up to \$149,539.95 for Worcester County's Logging Recorder (Primary, Backup and Secondary PSAPs). Mr. Rose seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-027 in the amount of \$181,897.32 for Saint Mary's County's ESInet and Next Generation Core Services Recurring Charges request was made by Mr. Roper on behalf of the county.

Mr. Souder moved to fund up to \$181,897.32 for Saint Mary's County's ESInet and Next Generation Core Services Recurring Charges. Mr. Thomas seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-029 in the amount of \$6,163.00 for Dorchester County's Phone System – Logging Recorder Integration was made by CPL Robbie Larimer.

Mr. Frazier moved to fund up to \$6,163.00 for Dorchester County's Phone System – Logging Recorder Integration. Mr. Thomas seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-037 in the amount of \$51,420.00 for Dorchester County's GIS Support was made by CPL Robbie Larimer. Josh Jack and Robert Horne were available to answer questions.

Major Stem moved to fund up to \$51,420.00 for Dorchester County's GIS Support. Mr. Thomas seconded the motion. Mr. Block recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 23-032 in the amount of \$108,000.00 for the City of Baltimore's Mapping and Text-to-911 Language Translation Subscription Service was made by Tenea Reddick.

Mr. Thomas moved to fund up to \$108,000.00 for the City of Baltimore's Mapping and Text-to-911 Language Translation Subscription Service. Mr. Frazier seconded the motion. Captain Brillman recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 23-033 in the amount of \$623,000.00 for Baltimore County's 9-1-1 Related Network Tariff Charges was made by Tiffany Connor.

Mr. Rose moved to fund up to \$623,000.00 for Baltimore County's 9-1-1 Related Network Tariff Charges. Mr. Thomas seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-034 in the amount of \$30,000.00 for Baltimore County's Language Translation Service was made by Tiffany Connor.

Mr. Souder moved to fund up to \$30,000.00 for Baltimore County's Language Translation Service. Mr. Ebling seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-035 in the amount of \$70,000.00 for Baltimore County's Primary Rate Interface (PRI) Charges was made by Tiffany Connor.

Mr. Souder moved to fund up to \$70,000.00 for Baltimore County's Primary Rate Interface (PRI) Charges. Mr. Thomas seconded the motion. All were in favor and the motion carried.

Mr. Ebling left the meeting at 11:55 AM.

Funding request for Project 23-039 in the amount of \$71,644.35 for Carroll County's Text-to-911 Service was made by Jack Brown. Lisa Madden was available to answer questions

Mr. Block moved to fund up to \$71,644.35 for Carroll County's Text-to-911 Service. Mr. Frazier seconded the motion. Major Stem recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 23-040 in the amount of \$21,900.92 for Somerset County's Annual 9-1-1 Related Maintenance Charges was made by Gary Powell.

Mr. Thomas moved to fund up to \$21,900.92 for Somerset County's Annual 9-1-1 Related Maintenance Charges. Mr. Rose seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-041 in the amount of \$29,993.86 for Somerset County's Maintenance – 9-1-1 Related Recurring Charges Service was made by Gary Powell.

Mr. Frazier moved to fund up to \$29,993.86 for Somerset County's Maintenance – 9-1-1 Related Recurring Charges Service. Mr. Souder seconded the motion. All were in favor and the motion carried.

PRESENTATION – RAPID DEPLOY

Following the project consideration portion of the agenda, the Board received a presentation from Steven Raucher and Walt Kaplan of Rapid Deploy on Eclipse Analytics and Radius Mapping.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- Frederick County 21-086 (NG911 Implementation & Service) September 2027

Mr. Thomas made a motion to approve extending Project 21-086 for Frederick County until September 2027. Mr. Rose seconded the motion. All were in favor and the motion carried.

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Harford County 22-017 (Maintenance – Recurring Charges) July 2023
- Montgomery County 21-303 (NG911 Recurring Charges) June 2023

PROJECTS FOR DE-OBLIGATION OF FUNDING

- 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

Mr. Frazier made a motion to de-obligate \$193,788.71 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:

- Allegany County 23-012 (APCO PST Certification) \$30.00
 - Allegany County 23-013 (Protocol Training) \$2,330.00
 - Frederick County 23-014 (Training – Denise Amber Lee) \$10,000.00
 - Charles County 23-016 (ETC-I Certification) \$525.00
 - Anne Arundel County 23-017 (Headsets) \$1,313.45
 - Anne Arundel County 23-018 (ETC Manuals – 5) \$225.00
 - Frederick County 23-020 (Public Education Materials) \$2,496.95
 - Saint Mary’s County 23-022 (Protocol Recertification) \$3,800.00
 - Saint Mary’s County 23-023 (Public Education Materials) \$2,500.00
 - Charles County 23-030 (APCO CTO Instructor Training) \$2,445.00
 - Kent County 23-031 (ETC Manuals - 6) \$270.00
 - Montgomery County 23-036 (Public Education Materials) \$2,442.00
 - Carroll County 23-042 (APCO Center Supervisor Cert.) \$30.00
 - Howard County 23-044 (APCO CTO Instructor Training) \$509.00
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ADDITIONAL ITEMS

At 1:00 PM, Mr. Souder made a motion to adjourn the meeting. Mr. Frazier seconded the motion. All were in favor and the meeting adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board