# 9-1-1 Board logo. A red circle with white text and a black background  Maryland Department of Emergency Management logo. A flag with a cross in the middle  Maryland 9-1-1 Board

**7229 Parkway Drive, Suite #200**

**Hanover, MD 21076**

# OPEN SESSION MEETING MINUTES

# August 28, 2025

# Virtual (Google Meet)

**BOARD MEMBERS IN ATTENDANCE**

Scott Haas, Chair Tammy Price, Vice Chair

Cecilia Warren, Accessibility Needs Chris Meyer, Fire Service

Danissa Alston, County Police Services Dawn Blanchard, GIS

Erik Gaull, Wireless Telephone Industry Geneva Schaffle, Emerg. Mgmt Svcs

Kenneth Poling, Wireline Industry Kevin Mosier, Public Service Commission

Michael Block, Cybersecurity Shariff Thomas, 9-1-1 Specialist

Steve Souder, Public-At-Large Susan Greentree, APCO

Major 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

Nese Carter, Executive Assistant Shanna Gallegos, Administrative Officer

Peter Giguere, Finance Branch Manager Bethelhem Kibret, Fiscal Accounts Technician

**BOARD MEMBERS NOT IN ATTENDANCE**

Richard Berg, MIEMSS Sona Konate, Public-At-Large

**GUESTS IN ATTENDANCE**

Special Guest: Senator Cheryl Kagan

Amy Wilson Angie Reynolds Ann Pingel

Antonella Volpe Ashley Burgan Barry Scheitlin

Brad Russum Brian Melcer Caleb Burr

Charleigh Holtermann Charlynn Flaherty Christopher Hopkins

Clayton Taylor Courtney McKinley Cynthis Mims

Daniel Heilman Daniel Leary Dawn Baldridge

Denise Oshall Gene Ikner Heather Tinney

Holley Guschke Irina Vishnevetsky James Hamilton

Jeff Bruns Jeff Clements Jeff Ledbetter

Lt. Jennifer Reidy-Hall Joe Armentrout Joe Grube

John Lesko II Jonathan Verville Joshua Jack

Julia Fischer Justin Shawley Karen Saymansky

Katie Stafford Leah Dyson Lorenzo Cropper

Lt. Shapree Romanoff Nathaniel Morton Pete Landon

Phil English Phil Lambert Sean Scott

Steve Hurlock Steve Shipley Steven Mueller

Taylor Tompkins Tracey Johnston Travis Bottiglier

Zak Randall

1. **OPENING**

Chair Haas called the open session to order at 10:00 AM on Thursday, August 28, 2025 via Google Meet.

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

**AMENDMENTS**

Project #26-050, for Montgomery County in the amount of $800.00 is an administrative error. This project has been removed from individual consideration.

Project #25-305 for Calvert County in the amount of $3.31 was added to the de-encumbered projects list.

**APPROVAL OF THE CONSENT AGENDA**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project#** | **County** | **Cost** | **Project Description** |
| 26-001 | Worcester | $5,499.00 | Priority Dispatch System Maintenance |
| 26-002 | Worcester | $39,600.00 | Priority Dispatch Annual Maintenance |
| 26-016 | Worcester | $1,265.00 | IAED Recertification Courses (Includes EPD-Q) |
| 26-003 | Charles | $6,373.50 | CritiCall/Test Genius Renewal |
| 26-004 | Anne Arundel | $500.00 | Priority Dispatch-EPDQ Training & Certification |
| 26-008 | Allegany | $16,704.12 | VESTA Call Handling Maintenance |
| 26-009 | Allegany | $123,321.00 | NextGen Core Service Annual Agreement |
| 26-012 | Caroline | $1,540.00 | ADORE- Recurring Maintenance Costs |
| 26-018 | Cecil | $151,192.14 | NICE Logging Recorders |
| 26-025 | Dorchester | $91,766.93 | Console Furniture Upgrades |
| 26-026 | Baltimore County | $95,000.00 | PRI/Non-Emergency Lines |
| 26-027 | Baltimore County | $48,500.00 | Language Line Recurring Charges |

 **TOTAL: $581,261.69**

**Vice Chair Price made a motion to approve the Consent Agenda. Ms. Greentree seconded the motion. The motion carried unanimously.**

**APPROVAL OF MINUTES**

The Board considered the meeting minutes from the July 31, 2025, meeting. The

Board members were provided with materials in advance of the meeting for review.

Ms. Blanchard noted the incorrect spelling for the TUGIS conference.

Mr. Frazier noted grammatical errors in the notes that were updated.

Chair Haas noted 21 members attended the closed session.

**Mr. Souder made a motion to approve July 31, 2025, Board Meeting Minutes. Ms. Blanchard seconded the motion. The motion carried unanimously.**

**SENATOR KAGAN UPDATES**

Senator Cheryl Kagan provided an update on two key legislative work groups she is leading during the interim legislative session: one focusing on 911 specialists and the other on 311 systems. The recommendations from these work groups will be included in a report to the Governor and the General Assembly and will likely result in new legislation.

Ongoing issues related to 911 specialists, including inadequate benefits and the need for better recruitment and retention strategies. The work group has subcommittees focused on three key areas:

* Recruitment and Retention: This subcommittee is exploring best practices to improve the work environment, such as better scheduling, quiet rooms, and other amenities that enhance well-being.
* Retirement: Senator Kagan mentioned a bill she sponsored that aims to improve retirement benefits for 911 specialists. The bill passed the Senate unanimously but did not become law in the House. A key aspect of this effort is reclassifying 911 specialists at the federal level from "clerical" to "public safety" personnel to qualify them for better benefits, such as inclusion in the LEOPS pension system.
* Site Visits: Senator Kagan has been visiting Public Safety Answering Points (PSAPs) across the state to gather firsthand information and insights.

Senator Kagan emphasized the importance of a statewide 311 system to alleviate the burden on 911 PSAPs, which are often overwhelmed with non-emergency calls. She cited data from Arlington County, Virginia, which showed that a significant number of calls were for non-emergencies, such as fire alarms and towed vehicles, diverting critical resources from genuine emergencies like cardiac arrests and domestic calls.

The discussion focused on the following key points:

* Necessity: 311 systems are essential to free up 911 operators to handle life-threatening situations. Non-emergency calls, even if brief, take an operator out of the queue to answer an emergency call, leading to dangerous delays.
* Implementation: The work group is exploring a phased-in pilot program that would involve two counties with existing 311 systems and two without.
* Technology: The proposed system would feature a "statewide front porch" using artificial intelligence (AI) to answer basic questions like library hours or how to report a pothole. This would significantly lighten the load on human operators. The system would be accessible via multiple platforms, including phone, websites, and apps.
* Leadership: Maryland would be the first state in the country to implement a statewide 311 system, building on its historical leadership as the first state to implement statewide 911 in 1979.
* The next work group meeting for the 311 initiative is scheduled for September 8th to finalize details, with a full meeting on September 25th. Senator Kagan encouraged continued engagement and feedback from all participants.
1. **FISCAL REPORT- PETER GIGUERE**

The financial report includes figures as of July 31, 2025. The financial shows an approved

budget of $147M. Unfortunately, there were no Surcharge or Prepaid Cash transfers received

in July so there are no revenues to report yet in FY26.

We estimate that there will be a total of $174M in additional Surcharge, Prepaid, Interest and

Project Payments made during the rest of the year. As a result, we forecast a net deficit of

($34M) by the end of FY26.

It was clarified that the Board is expected to receive requests for funding that exceed the

available appropriations for current and future fiscal years.

Board members expressed a need for prudent caution when approving future projects to

avoid a shortfall. They emphasized the board’s responsibility to protect the funds and ensure

it can meet its obligations.

The Board is focused on defining what constitutes operational costs and emergency

requests to better manage the 911 trust fund. This is critical because the current budget,

which is an appropriation of $147 million, is not enough to cover the increasing expenses,

leading to a projected $34 million deficit.

To address this financial gap, the Board is seeking greater transparency of the fund’s total balance. They are also taking proactive steps to free up funds by reclaiming money from old, unused projects and reallocating it to current needs, ensuring the fund’s long-term

Sustainability.

1. **EXECUTIVE DIRECTORS UPDATE - DR. CHRISTY COLLINS**

Dr. Collins updated there are two positions open on the Board which are a County Finance representative and a Western Maryland Public Safety Answering Point (PSAP) representative, following a recent resignation of Jamie Franks who held the Western Maryland PSAP Board seat.

Additionally, the revised annual inspection schedule and updated funding matrix are being released. The updated funding matrix, which combines two forms into a simpler format, is ready for approval and distribution since no feedback has been received.

Mr. Souder made a motion to approve the Funding Matrix & Payment Guide. Vice Chair Price seconded that motion. All were in favor and the motion carried without an objection.

1. **WORKGROUP REPORTS**

 **POLICY & STANDARDS – ROBBIE LARIMER & DR. CHRISTY COLLINS**

Mr. Larimer reported the group successfully completed Section Three and has sent several parts to the Attorney General's office for legal review and clarification.

In coordination with behavioral health representatives, the group is considering adding a question to the existing PSAP data survey to track the number of calls transferred to the 988 mental health hotlines. This would avoid the need for separate surveys and streamline data collection.

Dr. Collins updated the work group is focused on ensuring the revised policy manual flows logically from one section to the next, providing a clear and cohesive document for readers. With a total of four sections to complete, the next meeting will focus on Section Four. The new manual will also include an additional section on Office of Executive Director (OED) which will detail inspections and data collection processes.

**TRAINING & EXERCISE – BARRY SCHEITLIN**

Mr. Scheitlin provided an update on recent activities. The group's primary focus has been the development of a training feedback survey. This survey, which includes 10 Likert-scale questions and four short-answer questions, is designed to gather feedback on board-funded training. The data collected will be used to ensure the quality of training is being provided to PSAP’s.

The work group is also making progress on a statewide PSAP exercise focused on alternative communication methods in case of a system breakdown. This exercise is scheduled for September 16th and all PSAPs are encouraged to participate. Additionally, Mission Critical Partners (MCP) is continuing to develop the 911 training course catalog.

The work group reviewed and is recommending for Board approval on a training project from Harford County, titled Let's Talk Change. The next meeting for the Training Workgroup will be on September 16, 2025.

**CYBERSECURITY – MICHAEL BLOCK**

Mr. Block provided an update on the Cybersecurity Workgroup, sharing three key points. Centripetal Networks gave a presentation that's now available for any non-contracted partners to review. This system is already in use in Cecil County.

The group has begun preliminary discussions for next year's tabletop exercise, with a tentative plan for September. This timing will allow counties to plan for any necessary funding requests and will coincide with National Cybersecurity Awareness Month in October. Several potential topics for the exercise were discussed, and it's expected to be another highly productive event.

Mr. Block shared a reminder about a mutual aid operations plan tabletop exercise being held by the Metropolitan Washington Council of Governments on September 8th. County partners who have not yet RSVP'd were encouraged to do so, as this plan could prove highly beneficial for the entire region.

**TECHNOLOGY - JAMES HAMILTON**

Mr. Hamilton updated the group continues to monitor the progress of the NextGen core services providers as they work on the PSAP-to-PSAP network interface. This project, which aims to improve transfers between PSAP’s, is pioneering work that will set the standard for the rest of the country.

Additionally, the group is testing a replacement product for the now-discontinued Plantronics headset adapters to ensure a viable option is available for PSAPs across Maryland. A report with preliminary findings is expected next month.

The work group is also re-examining the use of Artificial Intelligence (AI), especially for call taker training. They are exploring how AI can simulate high-risk, low-frequency events and provide valuable hands-on experience and feedback.

Finally, the group is organizing meetings with various vendors to review new product offers and assess the associated risks and benefits. Information about these meetings will be shared with the board so that members can attend and gain a deeper understanding of new technologies before they are presented for a vote.

**GEOGRAPHIC INFORMATION SYSTEM (GIS) – DAWN BLANCHARD**

Ms. Blanchard provided an update on several key initiatives. The statewide imagery project, funded by the 911 board, is progressing on schedule, with a 6-inch resolution aerial imagery capture nearing completion. Analytical triangulation is finished, and pilot areas will be delivered within two weeks, with full deliveries starting in mid-September. Planning for the 2026 acquisition cycle is already underway, and new lidar data will soon be available for four Eastern Shore counties. Additionally, the department is in the final stages of publishing statewide indoor mapping standards.

The National Emergency Number Association (NENA)GIS data model revision (version 3) public review period has closed, and the working group is now reviewing comments to finalize the standards. A new NENA indoor mapping working group has also been launched to develop requirements and best practices for indoor GIS data. In Maryland, the ECC GIS subcommittee is exploring the formation of an addressing sub-working group to enhance data consistency.

A new national working group is being created to develop a standard for cluster tolerance, which is crucial for resolving boundary issues between different service areas to improve location accuracy in NextGen 911 systems.

1. **ADDITIONAL UPDATES**

**VERIZON UPDATE – KAREN SAYMANSKY**

 No updates to report.

**MOTOROLA SOLUTIONS UPDATE – ANGIE REYNOLDS**

Ms. Reynolds reported that there are no outstanding issues to report from a technological standpoint. She confirmed that the Network-to-Network Interface (NNI) level testing is currently in progress. Once this network testing is successfully completed, they will move on to Next Generation Core Services (NGCS) application testing between the designated PSAP’s.

**AT&T UPDATE - TAYLOR TOMPKINS**

Mr. Tompkins reported no service-affecting issues. NNI core-to-core testing should be completed this week, with PSAP-to-PSAP testing starting in the next few weeks.

Regarding Phase 1 and 2 compliance, AT&T is working to have two PSAPs in-state and operational, with the goal of having both done, but at least one will be completed. The addresses for these PSAPs will be in Germantown and Owings Mills, Maryland. They are working with OSPs (Originating Service Providers) to ensure connection, which will initially involve a charge for OSPs. They aim to have at least one PSAP operational by December 2025 or January 2026, making them compliant with Phase 1 and Phase 2 requirements.

**MACO EMERGENCY COMMUNICATIONS COMMITTEE (ECC) - ROSS COATES**

Mr. Coates reported on a new platform for central Maryland PSAPs to notify electric utility companies of emergency response needs. This system, reported on in June, will go live on September 15, 2025. PSAPs can elect to use this new platform or continue with the current phone call process. Attendees of a recent information session found it engaging and are optimistic it will streamline communication with utility carriers.

Mr. Coates will provide updates as they become available.

1. **PROJECTS FOR FUNDING CONSIDERATION**

A funding request for Project 26-003 in the amount of $6,373.50 for Charles County CritiCall/Test Genius was made by Antonella Volpe.

**Mr. Thomas made a motion to approve Project 26-003 for Charles County in the amount of $6,373.50. Mr. Souder seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 26-023 in the amount of $263,130.00 for Dorchester County GIS Support Services was made by Robert Larimer.

**Mr. Block made a motion to approve Project 26-023 for Dorchester County in the amount of $263,130.00. Mr. Thomas seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 26-033 in the amount of $1,809,588.48 for Dorchester County's VESTA System Refresh was made by Robert Larimer.

**Mr. Souder made a motion to approve Project 26-033 for Dorchester County in the amount of $1,809,588.48. Mr. Rose seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 26-066 in the amount of $855,790.99 for Montgomery County's Fence Installation was made by Lt. Jennifer Reidy-Hall.

**Mr. Souder made a motion to approve Project 26-066 for Montgomery County in the amount of $855,790.99. Mr. Meyer seconded the motion. Ms. Alston and Mr. Thomas recused themselves from the vote. Mr. Rose opposed. The motion carried without objection.**

A funding request for Project 26-046 in the amount of $5,000.00 for Harford County's Change Talk Training-Multicounty was made by Ross Coates.

**Ms. Price made a motion to approve Project 26-046 for Harford County in the amount of $5,000.00. Ms. Reddick seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 26-047 in the amount of $167,250.00 for Harford County's PSAP Lightning System Installation was made by Ross Coates.

**Mr. Souder made a motion to approve Project 26-047 for Harford County in the amount of $167,250.00. Ms. Greentree seconded the motion. Mr. Block opposed. The motion carried without objection.**

A funding request for Project 26-053 in the amount of $109,375.00 for Harford County's Priority Dispatch- One Plan was made by Ross Coates.

**Mr. Thomas made a motion to approve Project 26-053 for Harford County in the amount of $109,375.00.** **Ms. Schaffle seconded the motion. Mr. Souder recused himself from the vote. Ms. Price abstained from the vote. Mr. Frazier opposed. The motion carried without objection.**

A funding request for Project 26-055 in the amount of $19,234.35 for Worcester County's Redundant Logging Recorders i3 Update was made by James Hamilton.

**Mr. Thomas made a motion to approve Project 26-055 for Worcester County in the amount of $19,234.35. Mr. Souder seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 26-058 in the amount of $583,297.56 for Cecil County's Omnia Software was made by Cynthia Mims.

**Mr. Rose made a motion to approve Project 26-058 for Cecil County in the amount of $583,297.56. Mr. Souder seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 25-139A in the amount of $52,787.63 for Talbot County's VESTA 9-1-1 Refresh was made by Holley Guschke.

**Ms. Price made a motion to approve Project 25-139A for Talbot County in the amount of $52,787.63. Mr. Meyer seconded the motion. Ms. Schaffle recused herself from the vote. The motion carried without objection.**

A funding request for Project 26-067 in the amount of $10,000.00 for Howard County's ThisGen 911 was made by Lt. Romanoff.

**Mr. Thomas made a motion to approve Project 26-067 for Howard County in the amount of $10,000.00. MAJ Gregory seconded the motion. All were in favor and the motion carried without objection.**

A funding request for Project 26-068 in the amount of $8,744.00 for Howard County's CritiCall Renewal was made by Lt. Romanoff.

**Mr. Thomas made a motion to approve Project 26-068 for Howard County in the amount of $8,744.00. Ms. Greentree seconded the motion. Mr. Souder, Mr. Meyer, Ms. Warren, Ms. Price, Mr. Frazier, Ms. Schaffle, and Ms. Blanchard recused themselves from the vote. Mr. Rose opposed. The motion carried without objection.**

1. **PROJECT EXTENSIONS-REQUIRING BOARD APPROVAL**

 None.

1. **PROJECTS EXTENSIONS- APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR**

 None.

1. **PROJECTS FOR DE-ENCUMBERING OF FUNDING**

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| --- | --- | --- | --- |
| **Project #** | **County** | **De- Encumbering** | **Project Description** |
| 22-188 | Wicomico | $5,183.45 | Phone System- Remote Positions for Fruitland PD |
| 23-299 | Wicomico | $699.26 | Annual Maintenance FY23 |
| 24-194 | Wicomico | $60.00 | Cybersecurity Monitoring |
| 24-316 | Wicomico | $1,530.00 | Virtual Communications Training |
| 25-087 | Wicomico | $2,700.00 | Console Maintenance |
| 25-275 | Wicomico | $100.00 | Stress Handling Training |
| 22-229 | Charles | $295.48 | Recurring Charges- AT&T E911 Service |
| 25-181 | Charles | $99.00 | Protocol 41: Caller In Crisis |
| 25-180 | Charles | $1,490.00 | Protocol Certifications-EMD/EFD/EPD |
| 24-169 | St. Mary’s | $5,435.00 | Protocol Training |
| 24-319 | St. Mary’s | $315.00 | Protocol Training- CTO |
| 25-051 | St. Mary’s | $32.00 | Protocol Certifications |
| 24-340 | Montgomery | $1,860.00 | IAED Protocol Recertification |
| 25-070 | Montgomery | $2,790.00 | FY25 Priority Dispatch Protocol Recertification |
| 25-368 | Montgomery | $506.97 | Receptacle Installation |
| 25-116 | Baltimore County | $220.00 | eSOPH Investigation Software |
| 25-194 | Calvert | $35.00 | Priority Dispatch-Protocol Pilot Guides |
| 25-305 | Calvert | $3.31 | Promotional Products |

 **TOTAL: $23,354.47**

**Ms. Greentree made the motion to de-encumber funds for projects noted above in the amount of $23,354.47. Mr. Meyer seconded the motion. All were in favor and the motion carried. There were no objections.**

1. **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** |
| 26-035 | Charles | $2,200.00 | NENA- Leadership in the 9-1-1 Center |
| 26-036 | Charles | $2,200.00 | NENA Preventing Telecommunicator Tunnel Vision |
| 26-037 | Charles | $1,575.00 | APCO- Communication Center Manager |
| 26-038 | Charles | $2,100.00 | APCO Communication Center Supervisor |
| 26-039 | Charles | $525.00 | APCO- Communication Training Officer |
| 26-040 | Worcester | $655.00 | IAED ETC-I Course |
| 26-043 | Allegany | $1,960.00 | Priority Dispatch 911 Specialist Courses |
| 26-044 | Allegany | $516.64 | APCO 911 Specialist Courses |
| 26-071 | Allegany | $850.00 | Priority Dispatch EPD Courses |
| 26-072 | Allegany | $850.00 | Priority Dispatch EMD Courses |
| 26-048 | Prince George’s | $1,855.00 | Priority Dispatch Training & Certification |
| 26-051 | Wicomico | $260.00 | IAED EPD Recertification |
| 26-062 | Carroll | $24,997.30 | Chair Purchase |
| 26-064 | Dorchester | $3,205.00 | Headset Replacement |

**TOTAL: $43,748.94**

1. **OPEN DISCUSSION ITEMS**

No Comments.

1. **UPCOMING REMINDERS**

The next public Board Meeting will be on Thursday, September 25, 2025 Hybrid. Project requests for funding are due by Thursday, September 11, 2025

1. **ADJOURNMENT**

**Mr. Block moved to adjourn the meeting, with the motion seconded by Mr. Frazier. The motion carried unanimously, and the Open Session meeting adjourned at 1:48pm.**