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

MINUTES

Public Session – September 29, 2022

BOARD MEMBERS IN ATTENDANCE

Jack Markey, County Emergency Management
Major Tawn Gregory, MD State Police
Susan Greentree, APCO
William Frazier, MENA
Kenneth Poling, Wireline Industry
CPT Scott Brillman, Career Fire Services
Chris McNamara, ECC

Steve Souder, Public-At-Large
Scott Haas, PSAP Director
Al Kirchner, Public-At-Large
Julia Fischer, GIS
Bryan Ebling, Volunteer Fire Service
Justin Orendorff, PSAP Director
Richard Berg, MIEMSS

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Tony Rose, PSAP Director
Tammy Price, PSAP Director
Shariff Thomas, 9-1-1 Specialist
Daniel Leary, Wireless Industry

Cecilia Warren, Accessibility Needs
Michael Block, Cybersecurity
Major David Stem, County Police Services
Russ Strickland, MDEM

GUESTS IN ATTENDANCE

Walt Puller, Verizon
Roger Bennett, Allegany County
Josh Jack, Mission Critical Partners
CPL Robbie Larimer, Dorchester County
Brandon Blevins, City of Baltimore
Tiffany Connor, Baltimore County
Randall Cunningham, Harford County
Robert Williams, Montgomery County
Lorenzo Cropper, Wicomico County
Mitch Nowack, Motorola Solutions
Kevin Frazier, Motorola Solutions
Lisa Madden, Motorola Solutions
James Hamilton, Worcester County

Taylor Thompkins, AT&T
Toni Dunne, Motorola Solutions
Ross Coates, Harford County
Tenea Reddick, City of Baltimore
Mike Wilson, Baltimore County
Jack Brown, Carroll County
LT Jennifer Reidy-Hall, Howard County
Charlie Schwab, Montgomery County
Matthew Laick, Worcester County
Jonathan Verville, Motorola Solutions
John Grisevich, Priority Dispatch
Bryan Deberry, Verint
Robert Horne, Mission Critical Partners

OPENING

Chairman Markey called the Public Session to order at 10:00 AM on Thursday, September 29, 2022 via Conference Bridge. Chairman Markey noted that the meeting is being live-streamed and

recorded. He also stated that the Board members received the projects for consideration ahead of the meeting. The presentation on the North American Numbering Plan by Kevin Green will be rescheduled to a future meeting at the request of the presenter. There was a roll call of Board members, and a quorum confirmed.

APPROVAL OF MINUTES

The Board deferred the approval of the minutes for the Public Session meeting held on August 25, 2022.

FISCAL REPORT – SCOTT ROPER

The 9-1-1 Trust Fund balance carried over from Fiscal Year 2022 is $24,530,205.19. The collections for Fiscal Year 2023 are $7,771,463.13. The Board has made awards totaling $2,744,499.76. The available 9-1-1 Trust Fund balance for this month's meeting is $29,557,168.56.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper presented *Board Policy 4-404: Recruiting New Maryland 9-1-1 Board Members*. After a discussion, the Board elected to defer approval of the policy until language may be added to address vetting of prospective candidates.

Mr. Roper discussed the recent National Association of State 9-1-1 Administrators (NASNA) interoperability workshop, where he presented on Maryland's PSAP cybersecurity efforts, and as part of a panel with Ms. Fischer on 9-1-1 governance.

Mr. Roper provided updates to the PSAP inspections underway. Mr. Roper also updated the Board about the 9-1-1 Day of Celebration and with the status of payments.

Mr. Kirchner requested an update to the Board's procurement for support. Mr. Roper stated that the update would be provided in the closed session.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

The subcommittee presented the "best practice" document for 9-1-1 phone system queue announcements. Any comments or suggestions should be forwarded to him for subcommittee review. The subcommittee is looking at PSAP recruiting, with a view towards creating videos that describe the job of the 9-1-1 Specialist, and to creating a funding mechanism for the Executive Director to approve PSAP funding for recruitment efforts.

Training and Exercises – Scott Roper for Bryan Ebling

Mr. Roper presented revisions to *Board Policy 3-301: Guidelines for the Delivery of Training*. The revisions are meant to add additional information to requests for Board funded training to aid the Board's consideration of those requests. The policy revisions will be considered at a future meeting.

Cybersecurity –Scott Roper and Josh Jack for Michael Block

Mr. Roper and Mr. Jack provided a review of the subcommittee's cybersecurity best practices for vendors. That document will be distributed following the meeting.

Technology Subcommittee –James Hamilton

The subcommittee had a presentation on the Allegany issue with a focus on network and circuit diversity. The subcommittee will do a closer review of network designs for issues and opportunities. The subcommittee is also working on enhanced 9-1-1 call data, such as telematics and satellite delivery of emergency data. The group is also examining the issues with the transfer of ANI/ALI data between NG911 and legacy 9-1-1 providers. The subcommittee will also be working on a data gathering survey for a statewide MIS system for 9-1-1 call data.

GIS –Julia Fischer

A statewide validation service should be available in October for cross boundary ESInet data validation. Counties will be encouraged to provide data on a continuous basis. The service will address statewide gaps and overlaps for consistent and accurate dispatch and response. There will also be a push with vendors to share data for validation before pushing it to ESInets and Next Generation Core Services.

There is work being done for GIS personnel recruitment, where some counties have engaged to create a one page whitepaper describing services available to maintain GIS data for NG911. The group is also working with Salisbury University to fill short and long-term gaps, and to create a pool of recruits for county GIS positons that have experience with public safety.

Ms. Fischer stated the statewide imagery for the Eastern Shore is nearing delivery (mid-November). Ms. Fischer also discussed a regional NG911 GIS meetup with several states to discuss common issues and to share best practices. Ms. Fischer added that as a result of the NASNA workshop, she was able to connect with the State of New Jersey to assist and add to the regional discussion.

Ms. Fischer advised the Board that 911.maryland.gov is available for all 9-1-1 related content. GIS day is November 16th, and the website will be modified with additional information and resources.

Ms. Fischer's report is appended to the minutes.

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. Verizon is also monitoring Hurricane Ian in order to respond to any issues.

AT&T Update –Taylor Thompkins

Mr. Thompkins stated there were no service affecting issues. The special construction for Baltimore County and Harford County are ahead of schedule. AT&T is working with Motorola Solutions for call data issues with cross vendor transfers.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that Anne Arundel 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 discussion of statewide 9-1-1 Specialist recruitment, and that engagement with national organizations may become necessary. The ECC has developed a standardized 9-1-1

Specialist job description, which is being circulated among the ECC members for feedback. The ECC is also seeking new members for its various subcommittees.

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 thanked Ms. Dunne for her efforts with the Eastern Shore cutovers. Testing and cutover dates are being scheduled over the next three to six months. Mr. Jack also stated that cybersecurity assessment kickoff meetings are scheduled.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 23-043 in the amount of $123,321.00 for Allegany County's ESInet and NGCS Service was made by Roger Bennett.

Ms. Greentree moved to fund up to $123,321.00 for Allegany County's ESInet and NGCS Service. Mr. McNamara seconded the motion. Mr. Kirchner recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 23-051 in the amount of $180,160.00 for Wicomico County's Emergency Dispatch Protocols Quality Assurance Service was made by Lorenzo Cropper.

Mr. Ebling moved to fund up to $180,160.00 for Wicomico County's Emergency Dispatch Protocols Quality Assurance Service. Mr. Frazier and Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-052 in the amount of $42,340.00 for Worcester County's GIS - MapSAG was made by James Hamilton and Matthew Laick.

Ms. Greentree moved to fund up to $42,340.00 for Worcester County's GIS - MapSAG. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-062 in the amount of $2,203,226.27 for Harford County's ESInet and Next Generation Core Services Implementation with Five Years of Service request was made by Ross Coates and Randall Cunningham. The county also requested to modify its county 9-1-1 plan to migrate to AT&T as its 9-1-1 service provider.

Mr. Souder moved to approve the change to the county's 9-1-1 plan to allow the county to migrate to AT&T as its 9-1-1 service provider and to fund up to $2,203,226.27 for Harford County's ESInet and Next Generation Core Services Implementation with Five Years of Service. Mr. Frazier and Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-340 in the amount of 25,000.00 for Harford County's ECC Support (Additional Funding) was made by Ross Coates.

Mr. Frazier moved to fund up to 25,000.00 for Harford County's ECC Support (Additional Funding). Ms. Greentree and Mr. McNamara seconded the motion. Mr. Frazier, Captain Brillman, Mr. Haas, Mr. Berg, Ms. Greentree, Ms. Fischer, Mr. Souder, Major Gregory, Mr. McNamara and Mr. Orendorff voted in favor of the motion. Mr. Kirchner voted against the motion. Mr. Ebling was not present for the vote. The motion carried.

Funding request for Project 23-063 in the amount of $49,212.85 for Howard County's Text-to-911 Service was made by Lieutenant Jennifer Reidy-Hall. Josh Jack and Robert Horne were available to answer questions.

Mr. Berg moved to fund up to $49,212.85 for Howard County's Text-to-911 Service. Mr. Orendorff seconded the motion. Mr. McNamara recused himself from the vote. Mr. Ebling was not present for the vote. All were in favor and the motion carried.

Funding request for Project 23-073 in the amount of $625.00 for the Howard County's ADORE Training Software – Additional Licenses was made by Lieutenant Jennifer Reidy-Hall.

Mr. Frazier moved to fund up to $625.00 for the Howard County's ADORE Training Software – Additional Licenses. Mr. Haas seconded the motion. Mr. McNamara recused himself from the vote. Mr. Ebling was not present for the vote. All were in favor and the motion carried.

Funding request for Project 23-064 in the amount of $183,636.94 for Carroll County's GIS - Planimetrics was made by Jack Brown.

Ms. Fischer moved to fund up to $183,636.94 for Carroll County's GIS – Planimetrics. Mr. Souder seconded the motion. Mr. Ebling was not present for the vote. All were in favor and the motion carried.

Funding request for Project 23-065 in the amount of $6,689,576.17 for the City of Baltimore's ESInet and NGCS Implementation with Five Years of Service was called by Chairman Markey. Tenea Reddick requested that this project be heard in closed session due to the discussion of emergency plans and cybersecurity.

At 1:03 PM, Mr. Souder made a motion for the Board to go into closed session to discuss this project at the request of the Baltimore City PSAP Director, and to receive an update to the Board's procurement of contractor services. This exception to the Open Meetings Act is permissible under the General Provisions Article § 3-305(b)(10) to discuss public security if the public body determines that public discussion would constitute a risk to the public or to public security, including: (i) the deployment of fire and police services and staff; and (ii) the development and implementation of emergency plans, (15) to discuss cybersecurity, if the public body determines that public discussion would constitute a risk to: (i) security assessments or deployments relating to information resources technology; (ii) network security information , or (iii) deployments or implementation of security personnel, critical infrastructure, or security, and (14) before a contract is awarded or bids are opened, to discuss a matter directly related to a negotiating strategy or the contents of a bid or proposal, if public discussion or disclosure would adversely impact the ability of the public body to participate in the competitive bidding or proposal process. Mr. Kirchner seconded the motion. Mr. Frazier, Captain Brillman, Mr. Haas, Mr. Berg, Ms. Greentree, Ms. Fischer, Mr. Souder, Major Gregory, Mr. McNamara, Mr. Ebling and Mr. Orendorff voted in favor of the motion. No member opposed the motion. The meeting was closed, and the meeting was moved to a second conference bridge. In addition, present during the closed session were Chairman Markey, Mr. Roper, Mr. Poling, Ms. Reddick, Brandon Blevins, Jonathan Verville, Toni Dunne, Mitch Nowack, Lisa Madden and Kevin Frazier.

Ms. Reddick, the Baltimore City and Motorola representatives presented an overview of the project, and answered questions from the Board members. Following the presentation, all but Mr. Roper and the Board members left the closed session. Mr. Roper updated the Board about the status of the Mission Critical Partner's procurement.

Following the presentation, and question and answer period, Mr. Berg made a motion to reopen the meeting. Mr. Souder seconded the motion. All were in favor and the motion carried. The meeting reopened at 1:42 PM on the public conference bridge.

Chairman Markey recalled Project 23-065 in the amount of $6,689,576.17 for the City of Baltimore's ESInet and NGCS Implementation with Seven Years of Service. Ms. Reddick provided an overview of the request, and requested that the City of Baltimore's 9-1-1 plan be modified to allow it to migrate to Motorola Solutions as its 9-1-1 service provider.

Mr. Souder moved to fund up to $6,689,576.17 for the City of Baltimore's ESInet and NGCS Implementation with Seven Years of Service, and to modify the city's 9-1-1 plan to migrate 9-1-1 services to Motorola Solutions. Mr. McNamara seconded the motion. Captain Brillman recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 23-067 in the amount of $36,460.00 for Dorchester County's Emergency Dispatch Protocols Quality Assurance Service was made by Corporal Robbie Larimer.

Mr. Berg moved to fund up to $36,460.00 for Dorchester County's Emergency Dispatch Protocols Quality Assurance Service. Mr. Ebling seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-071 in the amount of $637,662.16 for Baltimore County's Annual 9-1-1 Maintenance Charges was made by Tiffany Connor and Mike Wilson. John Grisevich was available to answer questions

Mr. Ebling moved to fund up to $637,662.16 for Baltimore County's Annual 9-1-1 Maintenance Charges. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Major Gregory left the meeting.

Funding request for Project 23-072 in the amount of $668,881.83 for Baltimore County's Logging Recorder – Primary and Backup PSAPs was made by Tiffany Connor and Mike Wilson. Bryan Deberry was available to answer questions.

Ms. Greentree moved to fund up to $668,881.83 for Baltimore County's Logging Recorder – Primary and Backup PSAPs. Mr. Ebling seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-075 in the amount of $275,740.73 for Montgomery County's 9-1-1 Phone System – VESTA CommandPosts was made by Robert Williams and Charlie Schwab.

Mr. Ebling moved to fund up to $275,740.73 for Montgomery County's 9-1-1 Phone System – VESTA CommandPosts. Ms. Greentree seconded the motion. All were in favor and the motion carried.

Funding request for Project 23-076 in the amount of $1,664,185.56 for Montgomery County's ESInet and NGCS Service was made by Robert Williams and Charlie Schwab.

Mr. Berg moved to fund up to $1,664,185.56 for Montgomery County's ESInet and NGCS Service. Mr. Frazier seconded the motion. All were in favor and the motion carried.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

➢ Anne Arundel County   21-105 (EPD Implementation)   October 2023

Mr. Kirchner made a motion to approve extending Project 21-105 for Anne Arundel County until October 2023. Mr. Souder seconded the motion. All were in favor and the motion carried.

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

➢ Dorchester County   21-307 (ESInet & NGCS Implementation)   June 2023
➢ Dorchester County   21-308 (Cybersecurity Assessment)   June 2023

PROJECTS FOR DE-OBLIGATION OF FUNDING

➢ Baltimore County   22-031 (Protocol Recertification) $6,080.00
➢ Calvert County   22-064 (NG911 Annual Service Costs) $20,127.39
➢ Cecil County   22-113 (Public Education Materials) $72.82
➢ Charles County   22-276 (Training – NENA Classes) $2,691.00

Mr. Kirchner made a motion to de-obligate $28,971.21 from the listed projects. Mr. Frazier 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:

➢ Dorchester County   23-055 (Headsets) $1,676.50
➢ Anne Arundel County   23-056 (Headsets) $2,530.20
➢ Cecil County   23-058 (Training APCO CTO Cont. Ed.) $714.00
➢ Dorchester County   23-060 (ETC Training) $299.00
➢ Dorchester County   23-061 (ETC Training) $299.00
➢ Calvert County   23-068 (ETC Manuals – 2) $90.00
➢ Allegany County   23-069 (APCO PST Recerts) $90.00
➢ Caroline County   23-070 (Chairs - 4) $7,700.00
➢ Allegany County   23-077 (Protocol & CTO Recertification) $256.40
➢ Saint Mary's County   23-078 (ETC Manuals – 20) $900.00

ADDITIONAL ITEMS

At 2:09 PM, Mr. Ebling made a motion to adjourn the meeting. Mr. Haas seconded the motion. All were in favor and the meeting adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board

GIS Subcommittee Report
September 2022

Statewide Data Validation

- Testing is underway
- Final delivery is scheduled for mid-October
- Reminder that this is to check across boundaries and across EsiNet providers
- Please encourage your GIS personnel to provide their data towards this effort
- We are actively engaging with the vendors to receive copies of the transformed data to run through our validation to ensure the data meets adopted industry and state standards
- Scheduling a call with Motorola and 911 DataMaster for data sharing to test data within our validation

Statewide NG9-1-1 GIS Strategic Plan

- Original strat plan released in 2019 has been almost entirely achieved
- Brainstorming session scheduled identified new goals and an updated plan is in the works

GIS Personnel Recruitment

- One-pager is being finalized to provide details on the program
- Reminder that services are available to maintain geospatial data related to NG9-1-1
- These positions can be filled by a spectrum of skill levels (students, professionals)
- Think of this as another recruitment stream for permanent employees

Imagery

- Highlights from the latest report:
  - Task 1 - 6 have been completed
  - Tasks 7 - 10 are in progress
    - Ortho imagery in production 6" pixel delivery
    - Ortho imagery in production 3" pixel delivery
    - Ortho imagery review scheduled complete: mid-October
  - Tasks 9 and 10 are not started
    - Ortho imagery edit scheduled complete: early November
    - Final product delivery > on schedule for mid-November delivery

Regional GIS Coordination Meet Up for NG9-1-1

- Scheduling the next quarterly call scheduled for October 13
- Accepted invitations have come from DC, DE, PA, VA, WV, added NJ and waiting to hear from DoD
- Agenda items will pick up from our last call and include boundary issues, spatial tolerances,

Maryland 9-1-1 Board

911.maryland.gov

- Quick reminder that the site is available for posting content associated with 911 efforts across Maryland
- GIS Day is November 16th is anticipated to be modified to accommodate links to GIS resources with consideration for more robust activities associated with the public safety community in Maryland