



Department of Public Safety and Correctional Services

Maryland 9-1-1 Board
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Baltimore, Maryland 21215
Office: (410) 585-3108

MINUTES

Public Session – September 30, 2021

BOARD MEMBERS IN ATTENDANCE

Anthony Myers, Public Service Commission	Steve Souder, Public-At-Large
William Frazier, MENA	Julia Fischer, GIS
Richard Berg, MIEMSS	Al Kirchner, Public-At-Large
Bryan Ebling, Volunteer Fire Service	Major Tawn Gregory, MD State Police
CPT Scott Brillman, Career Fire Services	Scott Haas, PSAP Director

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Susan Greentree, APCO	Jack Markey, County Emergency Management
Colton O’ Donoghue, Jr., Phone Utility	

GUESTS IN ATTENDANCE

Nicola Tidey, Mission Critical Partners	Josh Jack, Mission Critical Partners
James Hamilton, Worcester County	Toni Dunne, Motorola Solutions
Roger Bennett, Allegany County	Dan Heilman, Carousel Industries
Walt Puller, Verizon	Tammy Price, Baltimore County
Ray Windisch, Baltimore County	LT Jayson Janowich, Howard County
John Donohue, Cecil County	Senator Cheryl Kagan
Randall Cunningham, Harford County	Chris McNamara, Howard County
Anna Sierra, MEMA	Russ Strickland, MEMA
Robert Horne, Mission Critical Partners	Charlynn Flaherty, Prince George’s County
Joe Armentrout, Prince George’s County	Jim Alfree, Queen Anne’s County
Chris Thompson, Saint Mary’s County	Michael Arrington, AT&T
Jimmy Lichtenstein, AT&T	Jay Mattingly, Saint Mary’s County
Joe Grube, Motorola Solutions	Kevin Frazier, Motorola Solutions
Tim Coale, Worcester County	Dave Recchia, JMT Architecture
Tiffany Connor, Baltimore County	Robert Horne, Mission Critical Partners
Ross Coates, Harford County	
Richard Miller, Johnson, Mirmiran, & Thompson	

OPENING

Chairman Myers called the Public Session to order at 10:02 AM on Thursday, September 30, 2021, via Conference Bridge. Chairman Myers noted that the meeting is being live-streamed and recorded. There was a roll call of Board members, and a quorum confirmed. Chairman Myers welcomed Scott Haas of Queen Anne's County as the Board's member representing the PSAP directors from the Eastern Shore PSAP Directors. Chairman Myers also noted that Senator Kagan would be joining the call. There will be a closed session at the end of the meeting for a Baltimore County funding request. Chairman Myers also noted that this will be the last meeting of the Board under the Maryland Department of Public Safety and Correctional Services, and that starting on October 1st, the Board would be under the new Maryland Department of Emergency Management.

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, including thanking commission members and Mission Critical Partners for their efforts, 9-1-1 funding, statewide 3-1-1 service, reclassification of 9-1-1 specialists as first responders, worker's compensation for PTSD, cybersecurity/withholding of funding, swatting & TDOS/DDOS bills, Kari's Law, a new statewide procurement portal, diversity in recruiting and implicit bias,. There will be a public session on October 12th.

Chairman Myers invited Russ Strickland to provide remarks; Mr. Strickland stated that he appreciates the work of the Board, and had a productive meeting with Office of the Executive Director's staff. He is excited to see how we will move forward.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on August 26, 2021.

Mr. Souder made a motion to approve the minutes for August 26, 2021. Mr. Frazier 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 2021 is \$11,935,513.84. The collections for Fiscal Year 2022 is \$7,910,712.74. The Board has made awards totaling \$9,401,454.13. The available 9-1-1 Trust Fund balance for this month's meeting is \$10,444,772.45.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper updated the Board regarding the status of the 2021 PSAP inspections. No violations or deficiencies were noted.

Mr. Roper provided information regarding ongoing transitions meetings with MEMA. The Board's physical location, phone numbers and email will remain the same. There will be a period in four to six weeks where the Board's network and data will be transitioned to the Department of Emergency Management.

Fiscal Year 2021 fourth quarter distributions are delayed as we await reporting from the Comptroller.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported the activities of the Policy and Standards subcommittee. The subcommittee continues its focus on three items: finalizing the process for outage notifications, recruitment efforts, and items the trust fund may cover.

Training and Exercises – Bryan Ebling

Mr. Ebling presented the Training Guideline. Josh Jack and Nicola Tidey were available to answer questions. **Mr. Souder made a motion to adopt the Training Guideline presented to the Board. Mr. Ebling seconded the motion. All were in favor and the motion carried.**

Cybersecurity – Randall Cunningham

Handouts presented at the August meeting were distributed to the PSAPs. The subcommittee continues to work on a guidebook for the PSAPs.

Technology Subcommittee –James Hamilton

The subcommittee invited Motorola Solutions to join the subcommittee. The subcommittee is exploring different methods for non-terrestrial 9-1-1 call delivery as a backup to the existing networks.

GIS – Julia Fischer

Ms. Fischer provided updates to shared county 9-1-1 data and open data requirements, GIS standards, and a differentiation of the county's boundaries, which are approved by the legislature versus a county PSAP service area boundary that may be used for 9-1-1 call routing.

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. There were no 9-1-1 network issues since the last meeting. Verizon is working on ESInet migrations for multiple Maryland PSAPs.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that there are no 9-1-1 service issues. Motorola is working on router updates, which may delay certain cutovers of county ESInet deployments.

Joe Armentrout brought up an issue regarding notifications during testing and cutovers. Mission Critical Partners will further explore this issue.

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 provided an overview of the various Maryland projects that are underway.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates stated the September ECC meeting was postponed to allow PSAP directors to participate in the Commission to Advance Next Generation 9-1-1 Across Maryland meeting. The next meeting will be held on October 14th. The ECC subcommittees are reinvigorated, and will tackle issues across the state. Mr. Coates also announced that he and Mr. Roper will be presenting information on NG911 and cybersecurity at the next SCIP workgroup meeting.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 22-102 in the amount of \$911,022.55 for Worcester County's ESInet and Next Generation Core Services Implementation and Five-Years of Service was made by James Hamilton. Josh Jack and Jimmy Lichtenstein were 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 \$911,022.55 for Worcester 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 seconded the motion. All were in favor and the motion carried.

Funding request for Project 19-017 in the amount of \$218,207.67 to reprogram funds for Worcester County's Fiber Diversity was made by James Hamilton. Walt Puller was available to answer questions.

This request was tabled with the consent of the county to allow for further information from the county and for Verizon to provide a Scope of Work that further describes the scope of work.

Funding request for Project 22-069 in the amount of \$633,300.97 for Harford County's Statewide Text-to-911 Service was made by Ross Coates.

Mr. Souder moved to fund up to \$633,300.97 for Harford County's Statewide Text-to-911 Service. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-076 in the amount of \$209,889.60 for Harford County's Next Generation 9-1-1 Implementation Subject Matter Expert Support was made by Ross Coates. Josh Jack was available to answer questions.

Mr. Ebling moved to fund up to \$209,889.60 for Harford County's Next Generation 9-1-1 Implementation Subject Matter Expert Support. Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-099 in the amount of \$4,101,360.00 for Prince George's County's Phone System Refresh , Five Years of Support and Onsite Support was made by Charlynn Flaherty and Joe Armentrout. Kevin Frazier and Joe Armentrout were available to answer questions. The county amended its request to \$3,080,975.00 to remove the assigned onsite technician.

Mr. Souder moved to fund up to \$3,080,975.00 for Prince George's County's Phone System Refresh and Five Years of Support. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-065 in the amount of \$76,380.00 for Allegany County's GIS Support was made by Roger Bennett.

Ms. Fischer moved to fund up to \$76,380.00 for Allegany County's GIS Support. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-090 in the amount of \$747.50 for Howard County's 9-1-1 Phone System – FXS Modules was made by LT Jayson Janowich and Chris McNamara.

Mr. Souder moved to fund up to \$747.50 for Howard County's 9-1-1 Phone System – FXS Modules. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-091 in the amount of \$5,995.00 for Howard County's Critical Pre-Employment Screening Software was made by LT Jayson Janowich.

Mr. Souder moved to fund up to \$5,995.00 for Howard County's Critical Pre-Employment Screening Software. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-097 in the amount of \$652,552.60 for Queen Anne's County's ESInet – Phone System Integration (Multi-County Request) was made by Jim Alfree. Eight other counties included in the request submitted written support for the project ahead of the meeting.

Mr. Ebling moved to fund up to \$652,552.60 for Queen Anne's County's ESInet – Phone System Integration (Multi-County Request). Mr. Berg seconded the motion. Mr. Haas recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 22-098 in the amount of \$89,463.94 for Queen Anne's County's New Backup PSAP – Network and Electrical Work was made by James Alfree.

Mr. Berg moved to fund up to \$89,463.94 for Queen Anne's County's New Backup PSAP – Network and Electrical Work. Mr. Ebling seconded the motion. Mr. Haas recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 22-074 in the amount of \$30,000.00 for Saint Mary's County's NENA's Center Manager Certification Program class was made by Chris Thompson and Jay Mattingly.

Mr. Frazier moved to fund up to \$30,000.00 for Saint Mary's County's NENA's Center Manager Certification Program class. Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 22-095 in the amount of \$112,957.44 for Baltimore County's UPS Engineering Study – Primary and Backup PSAPs was called by Chairman Myers. Chairman Myers noted that the county pre-filed a request for the project to be heard in closed session for public security reasons.

At 1:30 PM, Mr. Souder made a motion for the Board to go into closed session to discuss PSAP cybersecurity. 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.* Mr. Berg seconded the motion. Mr. Ebling, Mr. Frazier, Captain Brillman, Mr. Haas, Mr. Berg, Ms. Fischer, Mr. Souder, Major Gregory and Mr. Kirchner voted in favor of the motion. No one opposed the motion. The meeting was closed. In addition, present during the closed session were Chairman Myers, Mr. Roper, Tammy Price, Tiffany Connor, Ray Windisch, Dave Recchia and Richard Miller.

Ms. Price, Ms, Connor and Mr. Windisch presented an overview of the project. Mr. Recchia and Mr. Miller were available to answer questions.

Following the presentation, and question and answer period, Mr. Ebling made a motion to reopen the meeting. Mr. Souder seconded the motion. All were in favor and the motion carried. The meeting reopened at 1:55 PM.

Captain Brillman moved to fund up to \$112,957.44 for Baltimore County’s UPS Engineering Study – Primary and Backup PSAPs. Mr. Ebling seconded the motion. All were in favor and the motion carried.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- Worcester County 19-017 (Fiber Diversity) September 2022
- Montgomery County 20-058 (Phone System Refresh) September 2022

Mr. Souder made a motion to extend the projects as requested by the counties. Mr. Ebling seconded the motion. All were in favor and the motion carried

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Anne Arundel County 20-078 (Phone System Refresh) October 2022
- Cecil County 21-045 (APCO CTO Training) September 2022

PROJECTS FOR DE-OBLIGATION

- Baltimore County 19-025 (Protocols – ProQA Training) \$4,500.00
- Caroline County 19-033 (SMS Implementation) \$14,730.00
- Worcester County 20-008 (Protocol Rectification) \$2,165.00
- Worcester County 21-003 (Protocol Recertification) \$1,995.00
- Caroline County 21-036 (Maintenance – Recurring Charges) \$10,577.01
- Cecil County 21-045 (APCO CTO Training) \$484.00
- Caroline County 21-052 (Maintenance - Protocols) \$43,200.00
- Worcester County 21-078 (Protocol Recertification) \$110.00
- Caroline County 21-174 (GIS – Software License Renewal) \$23,750.00

Mr. Frazier made a motion to de-obligate \$101,511.01 from the listed projects. Mr. Souder 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:

- Washington County 22-014 (Protocol Training) \$9,765.00
- Calvert County 22-075 (Public Education Materials) \$2,500.00
- Saint Mary’s County 22-077 (CTO Recertification) \$120.00
- Frederick County 22-078 (Chairs - 30) \$51,991.34
- Frederick County 22-079 (Chairs - 4) \$7,206.84
- Worcester County 22-080 (Protocol Recertification) \$2,585.00
- Allegany County 22-081 (Protocol Recertification) \$1,457.00
- Montgomery County 22-082 (Protocols - Accreditation) \$8,250.00
- Cecil County 22-083 (APCO CTO Training) \$3,512.00

➤ Worcester County	22-085 (ETC Manual)	\$45.00
➤ Worcester County	22-086 (NENA Core Comp. Course)	\$299.00
➤ Worcester County	22-087 (Protocol Training)	\$365.00
➤ Harford County	22-088 (Training – Showalter & Co.)	\$6,000.00
➤ Queen Anne’s County	22-089 (Chairs – 17)	\$30,907.87
➤ Calvert County	22-092 (Headsets)	\$10,420.00
➤ Harford County	22-093 (ETC Manuals – 6)	\$270.00
➤ Worcester County	22-096 (Headsets)	\$1,399.80
➤ Anne Arundel County	22-100 (APCO CTO Training)	\$1,139.00
➤ Howard County	22-101 (Headsets)	\$481.25

ADDITIONAL INFORMATION

At 2:03 PM, Mr. Ebling made a motion adjourn the meeting. Mr. Frazier seconded the motion. All were in favor and the motion carried.



Anthony Myers, Chairman
Emergency Number Systems Board