



Maryland 9-1-1 Board
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MINUTES

Public Session – November 18, 2021

BOARD MEMBERS IN ATTENDANCE

Anthony Myers, Public Service Commission	Steve Souder, Public-At-Large
William Frazier, MENA	Julia Fischer, GIS
Tammy Price, PSAP Director	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
Susan Greentree, APCO	Jack Markey, County Emergency Management
Colton O’ Donoghue, Jr., Phone Utility	Cecilia Warren, Accessibility Needs
Russ Strickland, MDEM	Tony Rose, PSAP Director

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Richard Berg, MIEMSS

GUESTS IN ATTENDANCE

Rob Sterner, Mission Critical Partners	Josh Jack, Mission Critical Partners
James Hamilton, Worcester County	Toni Dunne, Motorola Solutions
Walt Puller, Verizon	David Shipley, Wicomico County
Randall Cunningham, Harford County	Steve Hurlock, Caroline County
Anna Sierra, MEMA	Jason Bivens, Michael Baker, Int’l
Robert Horne, Mission Critical Partners	Joe Armentrout, Prince George’s County
Abigail Snyder, Office of Senator Kagan	David Black, Cecil County
Ross Coates, Harford County	Jon Greene, Michael Baker, Int’l
Walt Puller, Verizon	Wayne Darrell, Kent County
Taylor Tompkins, AT&T	Kevin Bresnahan, Mission Critical Partners
Phil Lambert, Frederick County	Barry Williams, Frederick County
Daniel Heilman, Carousel Industries	Tim Feldman, Carousel Industries
Corey Baker, Everbridge	Brian Toolan, Everbridge
Senator Cheryl Kagan	

OPENING

Chairman Myers called the Public Session to order at 10:02 AM on Thursday, November 18, 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 recognized new Board members Tammy Price (PSAP Director, Central Maryland), Tony Rose (PSAP Director, National Capital Region) and Russ Strickland (Maryland Department of Emergency Management).

Chairman Myers then announced his intent to step down as chair and as a Board member following the December 16, 2021 public meeting. He also noted that there are discussions that may affect the resignation date.

Corey Baker and Brian Toolan gave a presentation on Everbridge's 9-1-1 Connect with RapidSOS.

Chairman Myers then recognized Senator Kagan. Senator Kagan thanked Chairman Myers for his 20 plus years of service to the Board. The senator then provided updates to the activities of the Commission to Advance Next Generation 9-1-1 Across Maryland, and legislation that will address direct access to mental health care, implicit bias training, county 9-1-1 fee changes, recognizing 9-1-1 Specialists as first responders, Board appointments, including a vice-chair, workers compensation, swatting, a Maryland Comptroller payment portal, and statewide 3-1-1 service.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on October 28, 2021.

Mr. Souder made a motion to approve the minutes for October 28, 2021. Mr. Markey 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 are \$12,067,561.80. The Board has made awards totaling \$18,947,508.71. The available 9-1-1 Trust Fund balance for this month's meeting is \$5,055,567.00.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper updated the Board regarding the recent Maryland Department of Emergency Management open house.

Mr. Roper conducted a review of legislation passed in the 2020 and 2021 General Assembly session. This included Chapters 203, 376, 506 and 605 from 2020, and Chapters 59, 288 and 379 from 2021. Mr. Roper also provided an update to the Board's membership.

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 outage notifications.

Training and Exercises – Bryan Ebling

The subcommittee was not able to meet since the last Board meeting. Mr. Ebling presented a draft copy of Training requirements flyer. Mr. Ebling also stated they are working on mental resiliency best practices and town halls to present the training requirements.

Cybersecurity – Randall Cunningham

Mr. Cunningham stated the subcommittee met to discuss response planning, mitigation and recovery for cyber events.

Technology Subcommittee –James Hamilton

Mr. Jack stated the subcommittee is addressing some topics of coordination and communication between both ESInet providers. They are also reviewing the outage notification draft. Mr. Jack provided an overview of the pending retirement of 3G wireless services.

GIS – Julia Fischer

Ms. Fischer reported some data issues have been discovered between the ESInets, as anticipated. The GIS community is working to correct the issues with the vendors, and is proceeding as a state to put standards together to prevent issues in future. Baseline validation is being compiled with documentation and technology to be put in place. MDES GIS staff have come together to communicate with their vendor collectively to minimize errors and maximize collaboration.

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. That may be revisited after the first of the year.

AT&T Update – Taylor Tompkins

AT&T is working on network transfers, which will allow AT&T to implement text-to-911 service after Thanksgiving. AT&T has assigned project managers to each site that have participation agreements. AT&T will have regular meetings with eastern shore for communications and updates.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported datacenter updates will be done by the end of the November, with acceptance testing concluded by December 31st. Cutovers for Allegany, Garrett and Howard are ready to go after January 1, 2022. Anne Arundel County's new Vesta 9-1-1 phone system is live with some punch list items to be completed. There will be a Vesta user group meeting at MACo Winter Meeting on Friday, December 10, 2021.

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 reported that there are Emergency Medical Dispatch (EMD) updates coming from MIEMSS. Mr. Coates provided MACo conference updates, to include the ECC meeting on

Wednesday, December 8th, a virtual call taking expo on Thursday, December 9th and a Vesta user group meeting on Friday, December 10th.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 22-139 in the amount of \$101,238.00 for Wicomico County’s GIS Support for Next Generation 9-1-1 was made by David Shipley. Jon Greene were available to answer questions. The funding request was amended to \$93,750.00 at the request of the county.

Mr. Markey moved to fund up to \$93,750.00 for Wicomico County’s GIS Support for Next Generation 9-1-1. Ms. Greentree seconded the motion. Ms. Price, Ms. Fischer, Mr. Ebling and Captain Brillman were not present for the vote. All were in favor and the motion carried.

Funding request for Project 22-141 in the amount of \$424,430.00 for Kent County’s Cybersecurity Assessment and Monitoring was made by Wayne Darrell. Josh Jack and Kevin Bresnahan were available to answer questions.

Mr. Markey moved to fund up to \$424,430.00 for Kent County’s Cybersecurity Assessment and Monitoring. Mr. Souder seconded the motion. Ms. Fischer, Mr. Ebling and Captain Brillman were not present for the vote. All were in favor and the motion carried.

Funding request for Project 22-144 in the amount of \$527,704.93 for Frederick County’s Logging Recorder was made by Phil Lambert, Jack Markey and Barry Williams. Daniel Heilman and Tim Feldman were available to answer questions.

Ms. Greentree moved to fund up to 527,704.93 for Frederick County’s Logging Recorder. Mr. Souder and Mr. Frazier seconded the motion. Mr. Frazier recused himself from the vote. Ms. Fischer, Mr. Ebling and Captain Brillman were not present for the vote. All were in favor and the motion carried.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- None for this month

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Anne Arundel County 21-105 (EPD Implementation) October 2022

PROJECTS FOR DE-OBLIGATION

➤ Talbot County	16-173 (Workstations – Primary and Backup)	\$44,548.26
➤ Talbot County	17-014 (Phone System Refresh)	\$63,433.70
➤ Talbot County	19-034 (Public Education Materials)	\$2,500.00
➤ Talbot County	19-217 (ETC Manuals – 10)	\$450.00
➤ Montgomery County	18-090 (ESInet & NGCS Implementation)	\$33,457.78
➤ Queen Anne’s County	20-088 (Training)	\$15,000.00

Mr. Frazier made a motion to de-obligate \$159,389.74 from the listed projects. Ms. Price and Mr. Rose 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:

➤ Carroll County	21-292 (Protocol Training)	\$3,030.00
➤ Charles County	22-140 (Training)	\$398.00
➤ Carroll County	22-142 (Protocol Training)	\$3,285.00
➤ Baltimore City	22-143 (Protocol Licenses)	\$72,812.19
➤ Calvert County	22-145 (Training)	\$2,208.00
➤ Cecil County	22-146 (Training)	\$597.00
➤ Worcester County	22-148 (Public Education Materials)	\$1,353.08
➤ Prince George's County	22-149 (CTO Training)	\$2,158.50
➤ Prince George's County	22-151 (ETC Manuals - 8)	\$360.00

ADDITIONAL INFORMATION

Mr. Frazier made comments about the recent day of celebration and 9-1-1 Specialist of the Year awards.

Mr. Markey offered that the Board should look at non-service initialized phones, and how to have them disabled. That matter was referred to the Policy and Standards Subcommittee.

At 12:49 PM, Mr. Frazier made a motion adjourn the meeting. Ms. Greentree seconded the motion. All were in favor and the motion carried.



Anthony Myers, Chairman
Emergency Number Systems Board