



## Department of Public Safety and Correctional Services

### Maryland 9-1-1 Board

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### MINUTES

### Public Session – December 17, 2020

#### BOARD MEMBERS IN ATTENDANCE

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Anthony Myers, Public Service Commission	Anna Sierra, Small County
William Frazier, MENA	Susan Greentree, APCO
Steve Souder, Public-At-Large	Richard Berg, MIEMSS
Colton O’ Donoghue, Jr., Phone Utility	Randy Cunningham, Large County
Julia Fischer, GIS	John Markey, Emergency Management
Bryan Ebling, Volunteer Fire Service	Al Kirchner, Public-At-Large
Capt. Scott Brillman, Emergency Management	

#### OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

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Scott G. Roper, Executive Director

#### BOARD MEMBERS NOT IN ATTENDANCE

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Major Tawn Gregory, MD State Police	Major Peter Lazich, Police Services
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#### GUESTS IN ATTENDANCE

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Walt Puller, Verizon	Jack Brown, Carroll County
Josh Jack, Mission Critical Partners	Ross Coates, Harford County
Charleigh Holtermann, Seculore Solutions	Jason Bivens, Datamark
Dan Heilman, Carousel Industries	Gary Powell, Somerset County
Senator Cheryl Kagan	Wayne Darrell, Kent County
Chris Thompson, St. Mary’s County	Dave Shipley, Wicomico County
James Hamilton, Worcester County	Sean Scott, Seculore Solutions
Ashley Buzzeo, Datamark	Todd Herd, Central Square
Johnathan Mitchell, Central Square	Tim Coale, Worcester County
Kelly Henry, Worcester County	

#### OPENING

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Chairman Myers called the Public Session to order at 10:05 AM on Thursday, December 17, 2020, via conference bridge. Chairman Myers noted that the meeting is being live-streamed and recorded. A rollcall of participants was held, and a quorum was confirmed. Chairman Myers noted that this is the last meeting of a trying year, where most of the Board’s activities were done virtually.

COVID has created many challenges for the state, including illness and death, and we hope the vaccines are effective and provided to the state's 9-1-1 Specialists with the state's other first responders. During the past year, the Board accomplished many things, including expanding the state's remote call taking capacity and the additional funding for the advancement of Next Generation 9-1-1. Chairman Myers thanked everyone for their efforts over the past year. He then recognized Senator Cheryl Kagan, who was not yet on the call.

#### **APPROVAL OF MINUTES**

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The Board reviewed the minutes for the Public Session meeting held on November 19, 2020.

**Mr. Souder made a motion to approve the minutes for November 19, 2020. Mr. O'Donoghue seconded the motion. Captain Brillman and Ms. Greentree were not present for the vote. All were in favor and the motion carried.**

#### **FISCAL REPORT – SCOTT ROPER**

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Mr. Roper advised the Board that the 9-1-1 Board total FY 21 award expenditures as of 12/17/2020 are \$18,559,649.19. The Board's FY 2020 unencumbered carry-over is \$17,772,083.11, and its estimated collections are \$12,554,080.72. The Board's FY 21 Trust Fund cash balance as of 12/17/2020 is \$11,766,514.64.

#### **EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER**

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Mr. Roper updated the Board on the implementation of the changes required by legislation. Mr. Roper stated the county PSAP inspection process is completed, with 23 of 24 PSAPs inspected virtually. The final PSAP will be inspected on December 18<sup>th</sup>. It is a modified inspection being done by teleconference to avoid any issues with COVID-19 and to conform with the Governor's "safer at home" requirements.

Mr. Roper advised the Board of changes in PSAP leadership. Yvette Myers is retiring from Calvert County, with Stanley Harris becoming the interim director. Clay Stamp has been appointed as Talbot County manager, and Brian LeCates is taking over as interim director. Chief Richard Brooks has retired from Cecil County, and Wayne Tome has been appointed as the new director. Chairman Myers commented on the leadership each outgoing director has made to 9-1-1 service in Maryland and their contributions to the Board.

Mr. Roper discussed the new 988 suicide prevention nationwide three-digit number, and the changes to the North American Numbering Plan. The changes will eliminate seven-digit dialing in the United States. This will not be an issue for Maryland.

#### **SUBCOMMITTEE REPORTS**

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##### **Policy and Standards Subcommittee – Steve Souder**

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Because of conflicts in schedules, the subcommittee met only once in the past month. Sue Greentree conducted the meeting, which focused on open items and the new item of 9-1-1 outage notifications. The National Capitol Region has been working on this issue, and will work with subcommittee.

##### **Training and Exercises – Bryan Ebling**

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The training subcommittee met twice since the last 9-1-1 Board meeting. It continues to work through a matrix developed by Mission Critical Partners in regards to the basic and continuing

education training topics desired for our 9-1-1 Specialists throughout Maryland. With the assistance of Mission Critical Partners, good progress is being made on a training standard. Our next remote meeting is scheduled for January 6<sup>th</sup>, 2021.

## **Cybersecurity – Randall Cunningham**

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The Subcommittee continues to meet to discuss tasks. It has divided itself into three workgroups:

- PSAP Cybersecurity Min Standards/Best Practices Working Group;
- Define Cyber Event Reporting Requirements Working Group; and
- Identify Performance Metric Guidance Working Group.

Mr. Souder made comments regarding the Baltimore County Public School attack, and the importance of adhering to best practices and maintaining software updates.

Chairman Myers called on Sean Scott regarding the Solar Winds issue. Mr. Scott stated the issue was in certain specific versions of the software, where there is no hot fix. He stressed the importance of keeping up patches and hot fixes. Solar Winds attack malware was embedded in the patches. This is a rare case where patches did not work. Seculore is working with PSAPs that may be using it.

## **Technology Subcommittee – James Hamilton**

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The Technology Subcommittee is working on items relating to GIS standardization, and outage notifications. They are also working on identifying minimum standards for access for people with disabilities and accessible devices. Forward looking, they will engage Cecilia Warren of the Maryland Department of Disabilities. Mr. Coates brought issues related to default routing to the subcommittee. He also brought issues with originating service provider connectivity and how that affects NG911 migration. The subcommittee is also working on GIS statewide coordination for data schema standards.

## **GIS – Julia Fischer**

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There will be a more comprehensive update after the first of the year. A common place workgroup naming group has been established. Her office is in stages to put together for regional meet-ups with surrounding states to discuss NG911 and open lines of communication to be more efficient and effective.

DoIT is examining procurement for technologies for GIS and support. There is no formal report; they are only in discussion at this point. Mr. Kirchner asked if they are looking at procurement, and that he has an interest. Ms. Fischer responded that she is working on procurement for GIS technologies, and to consolidate county services contracts into one contract the counties can buy off of for pricing efficiencies.

Mr. Markey added that there is legislation directing Virginia to have a cross-border response group tasked with a deliverable to the Virginia legislature by April 1<sup>st</sup>.

## **Verizon Update – Walt Puller**

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There have been no network issues. The Customer Care Center continues to work remotely. The PSAP ALI true-up will be done again in the first quarter of 2021. The true-ups will go to customer of record and the PSAP director. The three-digit suicide prevention number (988) will not affect dialing in Maryland, but will eventually affect speed dials in CPE.

Chairman Myers asked Walt to canvass PSAPs to make sure notification/escalation lists are up-to-date with PSAP director changes. Mr. Puller has suggested that PSAPs use a generic email, which PSAPs could manage access.

## **MACo Emergency Communications Committee (ECC) – Ross Coates**

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The ECC is working on new/updated pre-arrival instructions (such as donning a mask) to protect responders from infectious diseases, such as COVID. The ECC is working on cooperative purchasing agreements for headsets and chairs that can be used by primary and secondary PSAPs for best pricing. The ECC is collecting data for ESInet implementation to standardize across systems. The ECC is working with Julia Fischer's office on initiative to host a single site for PSAP boundaries that are validated before distribution to ESInet providers.

Senator Cheryl Kagan provided remarks during the funding consideration portion of the agenda. She highlighted Commission to Advance Next Generation 9-1-1 Across Maryland and legislative accomplishments from the past year. The commission's third annual report released on Monday. Maryland's efforts have been getting notice on national level. The Maryland General Assembly starts January 13th. She thanked commission members for their efforts over the past year.

#### **CURRENT PROJECTS FOR VOTING CONSIDERATION**

Chairman Myers announced at the onset of funding consideration that the counties will be called upon to provide the Board with updates for the enforcement of Kari's Law. The summary of those updates is provided at the end of this section.

Funding request for Project 21-139 in the amount of \$18,952.00 for Kent County's Emergency Dispatch Protocols Quality Assurance Reviews was made by Wayne Darrell.

**Mr. Markey moved to fund up to of \$18,952.00 for Kent County's Emergency Dispatch Protocols Quality Assurance Reviews. Mr. Frazier seconded the motion. All were in favor and the motion carried.**

Funding request for Project 21-149 in the amount of \$135,847.02 for Kent County's Generator, UPS and Transfer Switch for its backup PSAP was made by Wayne Darrell.

**Mr. Souder moved to fund up to \$135,847.02 for Kent County's Generator, UPS and Transfer Switch for its backup PSAP. Ms. Greentree seconded the motion. All were in favor and the motion carried.**

Funding request for Project 21-135 in the amount of \$180,400 for Worcester County's Protocols – Additional Licenses was made by Tim Coale and James Hamilton. The county amended its request to \$176,400.00

**Mr. Souder moved to fund up to \$176,400.00 for Worcester County's Protocols – Additional Licenses. Mr. O'Donoghue seconded the motion. All were in favor and the motion carried.**

Funding request for Project 21-141 in the amount of \$298,522.00 for Worcester County's GIS Support for Next Generation 9-1-1 was made by Tim Coale, James Hamilton and Kelly Henry. Jason Bivens and Ashley Buzzeo were available to answer questions.

**Mr. Berg moved to fund up to \$298,522.00 for Worcester County's GIS Support for Next Generation 9-1-1. Ms. Fischer seconded the motion. Mr. Myers voted against the motion as he would have liked an additional month to consider the issues raised during the discussion, but does not take exception with what the vendor put forth today. All the other Board members were in favor and the motion carried.**

Funding request for Project 21-145 in the amount of \$158,835.00 for Worcester County's CAD-to-CAD Data Hub was made by Tim Coale and James Hamilton. Todd Herd and Johnathan Mitchell were available to answer questions. Somerset County and the Town of Ocean City submitted letters

supporting the project request. The vendor indicated that their customer proposal could be discussed in open session

**This request was tabled with the agreement of the county to allow the vendor to provide the Board with a demonstration, and to revise the proposal.**

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Funding request for Project 21-144 in the amount of \$183,544.07 for Wicomico County's Logging Recorders – Primary and Backup PSAPs was made by David Shipley.

**Mr. Markey moved to fund up to \$183,544.07 for Wicomico County's Logging Recorders – Primary and Backup PSAPs. Ms. Greentree seconded the motion. All were in favor and the motion carried.**

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Funding request for Project 21-146 in the amount of \$4,385.07 for Somerset County's Laptop Computers for Training was made by Gary Powell.

**Mr. Souder moved to fund up to \$4,385.07 for Somerset County's Laptop Computers for Training. Mr. Berg seconded the motion. All were in favor and the motion carried.**

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Funding request for Project 21-151 in the amount of \$107,393.02 for Carroll County's Maintenance – Recurring Charges was made by Jack Brown.

**Mr. Cunningham moved to fund up to \$107,393.02 for Carroll County's Maintenance – Recurring Charges. Ms. Sierra seconded the motion. Mr. Myers indicated that he would have preferred that the medical director portion of the project be vetted by the Policy and Standards Subcommittee, but would not oppose this motion. He requested that all future requests for medical director services be vetted by the Policy and Standards Subcommittee. Mr. Souder abstained from the vote. Mr. Ebling was not present for the vote. All the other Board members were in favor and the motion carried.**

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Funding request for Project 21-082 in the amount of \$40,095.08 for Carroll County's Phone System – Additional Funds for Cabling was made by Jack Brown.

**Mr. Markey moved to fund up to \$40,095.08 for Carroll County's Phone System – Additional Funds for Cabling. Mr. Berg seconded the motion. Mr. Ebling was not present for the vote. All were in favor and the motion carried.**

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Funding request for Project 21-154 in the amount of \$51,511.91 for Saint Mary's Phone System – ESInet Integration was made by Chris Thompson. Dan Heilman was available for questions.

**Mr. Souder moved to fund up to \$51,511.91 for Saint Mary's Phone System – ESInet Integration. Mr. Frazier seconded the motion. Mr. Ebling was not present for the vote. All were in favor and the motion carried.**

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Funding request for Project 21-158 in the amount of \$213,000.00 for Frederick County's Cybersecurity Monitoring was made by Jack Markey. Sean Scott and Charleigh Holtermann were available for questions.

**Mr. Berg moved to fund up to \$213,000.00 for Frederick County's Cybersecurity Monitoring. Mr. Frazier seconded the motion. Mr. Markey and Ms. Greentree recused themselves from the vote. Mr. Ebling and Captain Brillman were not present for the vote. All were in favor and the motion carried.**

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**Updates to Kari's Law Enforcement by County:**

- Kent County: no enforcement, working on legislation for enforcement;
- Worcester County: no enforcement, working on legislation for enforcement, item is currently on fire inspection report;
- Wicomico County: no enforcement, currently before council;
- Somerset: working to develop ordinance;
- Carroll County: no enforcement, currently before county attorney for review;
- Saint Mary's County: no enforcement, currently before county attorney for review; and
- Frederick County: no enforcement, but will be part of a larger revision to the county's fire safety code.

**PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL**

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- None for this month

**PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR**

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- Washington County 20-085 (Phone System Support) October 2021
- Queen Anne's County 20-088 (Training – NENA Courses) November 2021

**PROJECTS FOR DE-OBLIGATION**

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- Frederick County 19-064 (NG911 Commission Staff Support) \$97.86
- Charles County 19-080 (Statewide GIS Coordination) \$13,177.92
- Baltimore City 21-140 (Protocol Recertification) \$20.00
- Cecil County 20-140 (Protocols – Server) \$54.80

**Mr. Frazier made a motion to de-obligate \$13,350.58 from the listed projects. Ms. Sierra seconded the motion. All were in favor and the motion carried.**

**PROJECTS APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR**

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Under authority granted by the Board, the Executive Director approved the following projects that have met all guidelines established by the Board:

- Prince George's County 21-065 (Protocol Training) \$2,490.00
- Dorchester County 21-136 (Protocol Recertification) \$1,260.00
- Kent County 21-137 (ETC Manuals – 4) \$180.00
- Kent County 21-138 (Protocol Recertification) \$800.00
- Baltimore City 21-140 (Protocol Recertification) \$360.00
- Baltimore County 21-142 (Protocol Recertification) \$10,200.00
- Baltimore County 21-143 (ETC-I Training Course) \$525.00
- Baltimore County 21-079 (Protocol Training) \$4,425.00
- Anne Arundel County 21-147 (Headsets – FD) \$945.45
- Anne Arundel County 21-148 (Protocol Training) \$3,025.00
- Prince George's County 21-152 (ETC Manuals – 5) \$225.00
- Charles County 21-155 (ETC Manuals – 15) \$675.00

**ADDITIONAL INFORMATION**

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Chairman Myers discussed the conversation he had with Mr. Kirchner ahead of the meeting to discuss a Board retreat and a planning day. Mr. Kirchner had submitted a framework for the meeting, with eight to ten topics to be discussed. Chairman Myers thanked Mr. Kirchner for the thought and effort that went into his proposal. Board members are encouraged to submit topics ahead of the January public meeting for review and ranking. The top topics will be discussed by the Board. Mr. Roper was requested to seek an opinion from the DPSCS Attorney General staff regarding if such a meeting could be held in closed session. Mr. Roper was also requested to collect

the topics from the Board members by January 15<sup>th</sup>, and place them into a document that could be ranked as being high priority, medium priority or low priority by each Board member.

Mr. Kirchner made a motion to adjourn the meeting. Mr. Frazier seconded the motion. All were in favor and the motion carried. The meeting adjourned at 2:05 PM.

A handwritten signature in black ink that reads "Anthony Myers". The signature is written in a cursive, flowing style.

Anthony Myers, Chairman  
Emergency Number Systems Board