



Maryland 9-1-1 Board
 7229 Parkway Drive, Suite #200
 Hanover, MD 21076



OPEN SESSION MEETING MINUTES
December 17, 2024
Virtual (Google Meet)

BOARD MEMBERS IN ATTENDANCE

Jack Markey, Chair of the Board	Cecilia Warren, Accessibility Needs
Chris Meyer, Fire Service	Danissa Alston, County Police Services
Julia Fischer, GIS	Kenneth Poling, Wireline Industry
Kevin Mosier, Public Service Commission	Major Tawn Gregory, MD State Police
Michael Block, Cybersecurity	Scott Haas, PSAP Director
Russell Strickland, Secretary, MDEM	Shariff Thomas, 9-1-1 Specialist
Steve Souder, Public-At-Large	Sue Greentree, APCO
Tenea Reddick, MACo	William Frazier, MENA

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Dr. Christy Collins, Executive Director	Cassandra Onley, Deputy Director
Andranese Carter, Executive Assistant	Shanna Gallegos, AP Officer
Mike Marshall, Inspections & Training Chief	Kibret, Bethelhem, DSCI Intern
Peter Giguere, Accountant Supervisor	Josh Friedman, Principal Counsel/AAG
Elizabeth Simpson, Counsel/AAG	

BOARD MEMBERS NOT IN ATTENDANCE

Duane Hull, Volunteer Fire Services	Justin Orendorf, PSAP Director
Richard Berg, MIEMSS	Sona Konate, Public-At-Large
Tammy Price, PSAP Director	Tony Rose, PSAP Director
The position is open, County Finance	

GUESTS IN ATTENDANCE

Aaron Lapp	Ann Pingel	Annaliese Heinicke
Antonella Volpe	Ashley Burgan	Barry Scheitlin
Brian Melcer	Charlie Schwab	Clayton Taylor
Dan Heilman	Dawn Baldridge	Heather Tinney
Holley Guschke	James Hamilton	Jennifer Reidy-Hall
Joe Armentrout	Joe Grube	Joel Dixon
John Donohue	Jonathan Verville	Joshua Jack
Justin Shawley	Kayman Khaloughi	Kelly Fisher
Kelly Williams	Ken Baillargeon	Kevin Frazier
Lisa Madden	Steve Badgio	Meghana Parikh
Peter Hanna	Phil English	Phil Lambert
Ross Coates	Rob Williams	Robert Larimer
Roger Bennett	Rohit Radhakrishnan	Ryan Mattsson
Senator Cheryl Kagan	Steve Nichols	Steven Mueller
Tamara Maldonado	Tej Parikh	Tiffany Connor
Travis Bottiglier	Valerie Hawkins	Walt Puller
William Usilton		

I. OPENING

Jack Markey, Chair of the Board, called the open session to order at 10:00 AM on Tuesday, December 17, 2024, via Google Meet.

Chair Markey requested a roll call of Board members and confirmed that there was a quorum of the Board.

Dr. Christy Collins, Executive Director, noted one (1) amendment to the agenda: Project #25-004 for Calvert County in the amount of \$164,566.77 was withdrawn per the County's request.

APPROVAL OF MINUTES

The Board considered the meeting minutes from the November 21, 2024, meeting. Board members were provided with materials in advance of the meeting for review.

Mr. Souder made a motion to approve the November 21, 2024, Board Meeting Minutes. Mr. Frazier seconded this motion. All were in favor and the motion carried. There were no objections.

II. FISCAL REPORT- DR. CHRISTY COLLINS

Dr. Collins introduced Peter Giguere, who joined the Office of the Executive Director as Accountant on November 26, 2024. Mr. Giguere brings valuable experience from his previous roles in the Comptroller's Office and the Department of Commerce.

The fiscal report dated December 12, 2024, showed an approved budget of \$183,963,124.00. Expenditures to date total \$44,627,484.05, leaving a remaining budget of \$139,335,639.95. Revenue received amounts to \$38,924,213.43, with obligated funds of \$6,465,451.30. This documentation has been uploaded to the Board Member Drive.

The Fiscal Year 2024 quarter 4 surcharge disbursement, originally scheduled for release on December 15, 2024, has been delayed due to unforeseen circumstances. The report will be distributed to Public Safety Answering Points (PSAPs) as soon as possible.

EXECUTIVE DIRECTORS REPORT- DR. CHRISTY COLLINS

Dr. Collins introduced Cassandra Onley, who joined the Office of the Executive Director as Deputy Director on December 11, 2024.

Baltimore County Project #25-116, presented at the November 2024 board meeting, has received approval for the updated quote of \$9,995.00.

The 9-1-1 Board Workgroup met on December 12, 2024, with the next meeting scheduled for January 16, 2025. Dr. Collins anticipates presenting the draft 9-1-1 Bylaws for review at the January 30, 2025, board meeting.

The 9-1-1 Specialist and Retention Workgroup will hold its first meeting on Thursday, December 19, 2024, at 1:30 PM. The agenda has been distributed to Board members and uploaded to the Google Drive. Meeting links for Zoom and YouTube access are available on the Maryland 9-1-1 Board website.

The recruitment video has been released on all Maryland Department of Emergency Management (MDEM) social media platforms.

PSAP SITE INSPECTIONS- Mike Marshall

Mr. Marshall reported the completion of all 24 County Public Safety Answering Point (PSAP) inspections for 2024. A new inspection form introduced in fall encountered minor issues, which have since been resolved.

No training sessions are currently scheduled. Updates on upcoming training sessions will be provided at the beginning of 2025.

SUBCOMMITTEE REPORTS

Policy and Standards Committee- Steve Souder

Mr. Souder reported the subcommittee cancelled the December meeting due to standard holiday schedule adjustments.

Following discussions with Assistant Attorney General Elizabeth Simpson regarding the Policy and Standards Manual updates, Ms. Simpson has outlined the manual's foundational aspects. Her focus includes examining standard origins, evaluating topic relevancy within the current 9-1-1 ecosystem, and ensuring work efficiency.

The Policy and Standards workgroup will resume in January 2025.

Training and Exercises Committee- Bryan Ebling

Mr. Ebling welcomed Barry Scheitlin as the new Training & Exercise Workgroup chair, representing the Maryland Association of Counties Emergency Communications Committee (MACo).

Three projects were reviewed during the December meeting. The committee continues collaboration with the Cybersecurity Workgroup to identify cyber training needs, with ongoing Public Safety Answering Point (PSAP) evaluations in progress.

PSAPs are encouraged to coordinate with Emergency Medical Services (EMS) teams to log telecommunicator Cardiopulmonary Resuscitation (CPR) data to assess early intervention effectiveness.

Special Guest

Senator Cheryl Kagan joined the Board Meeting and discussed her representation of Gaithersburg and Rockville, emphasizing her commitment to NextGen initiatives. She acknowledged support during her 24th Public Safety Answering Point (PSAP) visit in Calvert County from Dr. Collins, Chair Markey, Kevin Kinnally of the Maryland Association of Counties, Secretary Strickland, and former Senator Ed Riley, noting the impactful contributions of each PSAP.

For the 2025 legislative session, Senator Kagan is preparing bills focused on enhancing Maryland Department of Emergency Management (MDEM) initiatives, improving 9-1-1 and 988 service interoperability, and implementing Distributed Denial of Service (DDoS) protection for PSAPs and state infrastructure.

Senator Kagan reported on a moderated session addressing Diversity, Equity, and Inclusion (DEI) in emergency response, highlighting its importance for lower-income

and immigrant communities. She encouraged continued board and MACo discussions to enhance emergency response systems.

The upcoming 9-1-1 Specialist Workgroup will address mental health challenges and Post-Traumatic Stress Disorder (PTSD) among 9-1-1 specialists. Board members may submit ideas or concerns through Dr. Collins.

Senator Kagan commended Dr. Collins for her customer service and welcomed Cassandra Onley, former Montgomery County PSAP Director, to her new MDEM role.

Cybersecurity Committee- Michael Block

Mr. Block announced the statewide Tabletop Exercise scheduled for Friday, February 7, 2025, in Carroll County. Guest speakers are confirmed, and Ms. Carter has distributed invitations.

Technology Committee- James Hamilton & Kayman Khaloughi

The committee continues addressing ongoing items with no significant new developments. A project tasked to the Technology Workgroup yielded no technical comments, with Mr. Khaloughi managing the majority of workload.

Worcester County encountered challenges with Automatic Display Record (ADR) issues, requiring quick patch adoption. This resulted in frequent Automatic Location Information (ALI) losses and service restarts. The county is cautiously approaching the new hot fix, scheduling discussions with partners and manufacturers to understand fixes and establish contingency plans.

Early adopting jurisdictions will implement the new patch and share updates through the Emergency Communications Committee (ECC). A comprehensive update will be provided at the next board meeting.

Mr. Khaloughi reported Motorola Vesta's release of version 8.3 hot fix one to address specific challenges.

Mr. Souder shared insights from a vendor webinar highlighting Artificial Intelligence (AI) applications. He recommended proactive board engagement with AI technology in upcoming projects to maintain technological advancement and ensure appropriate attention to this emerging technology.

Geographic Information System (GIS)- Julia Fischer

Ms. Fischer reported the completion of the 2024 Eastern Shore Imagery Program, with efforts underway to consolidate statewide data services for early 2025 public access.

The Northern Tier Program, encompassing eight counties (Garrett, Allegany, Washington, Frederick, Carroll, Baltimore, Baltimore City, and Harford), anticipates January approval with February flight operations, weather permitting.

School indoor mapping standards development continues per recent legislation. Draft standards distribution is scheduled for year-end, allowing 90 days for stakeholder review before the July 1, 2025, final release. This involves collaboration between education administrators, public safety communities, and GIS office staff.

Inter-county collaboration advances through a proof of concept with Carroll, Howard, and Anne Arundel counties, focusing on data sharing and automation processes for public safety.

The Common Place Names Initiative continues standardizing location and sub-address data, with further discussions planned for January.

Maryland participates in national Geographic Information System (GIS) working groups, including National Emergency Number Association (NENA)-led 3D mapping efforts. The base data model review is scheduled for March.

Chair Markey emphasized unified GIS efforts' importance, noting improved emergency response capabilities through standardization and partnerships. He commended the GIS team's collaborative work, particularly in integrating Department of Natural Resources Police with Anne Arundel County systems and supported continued alignment with national standards.

III. Additional Reports

Verizon Update- Walt Puller

Mr. Puller submitted a comprehensive Customer Success document to the 9-1-1 board office, shared with Public Safety Answering Points (PSAPs) and available on the board member drive. The document provides guidance for Verizon's tools and services, including portal navigation for real-time data access and operational information. It also includes billing support and Network Operations Center (NOC) contact details beyond the Customer Care Center (CCC) for efficient issue resolution.

Motorola Solutions Update- Lisa Madden

Ms. Madden reported for Ms. Reynolds, noting no incidents with NextGen Core services. Mr. Khaloughi and Mr. Hamilton discussed the new Vesta version release, with Ms. Reynolds continuing customer outreach regarding updates. Network to Network Interface (NNI) rollout planning with AT&T progresses.

Prince George's County implementation of Z-axis systems for vertical location data continues, with ongoing file adjustments and testing. The board and technical subcommittee will receive regular implementation updates.

Ms. Madden expressed Motorola's interest in Artificial Intelligence (AI) discussions and continued state partnership. She announced upcoming 2025 events: "911 Goes to Washington" in February and the Motorola Summit in May in Texas. Responding to Chair Markey, she confirmed ongoing company coordination for the NNI rollout.

AT & T Update- Dr. Christy Collins

Dr. Collins reported for Mr. Tompkins that Baltimore County remains on schedule for quarter 1 of 2025. Network to Network Interface (NNI) planning meetings between AT&T and Motorola are being scheduled for production implementation. No other issues reported.

MACo Emergency Communications Committee (ECC)- Ross Coates

Mr. Coates reported most subcommittees suspended December meetings for holiday observance. He acknowledged the team's 2024 accomplishments, highlighting successful collaborations and transitions as staff members retired or assumed new roles. No actionable items were reported beyond subcommittee updates.

Projects for Funding Consideration

A funding request for Project 25-151 in the amount of \$27,620.00 for Charles County's Annual UPS Maintenance was made by Kelly Williams.

Mr. Thomas moved that Project 25-151 for Charles County in the amount of \$27,620.00 to be approved. Mr. Frazier seconded the motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-161 in the amount of \$5,395.00 for Harford County's CritiCall Annual Subscription was made by Ross Coates.

Ms. Greentree moved that Project 25-161 for Harford County in the amount of \$5,395.00 to be approved. Mr. Meyer seconded the motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-158 in the amount of \$61,322.46 for Montgomery County's FY2026 Teleira Services-ACC was made by Tamara Maldonado.

Mr. Souder moved that Project 25-158 for Montgomery County in the amount of \$61,322.46 to be approved. Major Gregory seconded the motion. Mr. Thomas and Mrs. Alston recused themselves from the vote. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-178 in the amount of \$7,447,426.00 for Montgomery County's VESTA 9-1-1 Hardware Refresh was made by Tamara Maldonado.

Mr. Meyer moved that Project 25-178 for Montgomery County, in the amount of \$7,447,426.00 to be approved. Ms. Greentree seconded the motion. Mr. Thomas and Mrs. Alston recused themselves from the vote. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-165 in the amount of \$5,000.00 for Allegany County's Priority Dispatch- AI Skills Lab was made by Roger Bennett.

Ms. Price moved that Project 25-165 for Allegany County, in the amount of \$5,000.00 to be approved. Mr. Meyer seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-168 in the amount of \$20,051,750.21 for Prince George's County's Motorola Solutions- Multi Year Contract was made by Kayman Khaloughi.

Ms. Greentree moved that Project 25-168 for Prince George's County, in the amount of \$20,051,750.21 to be approved. Ms. Fischer seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-170 in the amount of \$3,623.30 for Washington County's 9-1-1 Center Card Access Reader Install was made by Kelly Fisher.

Ms. Price moved that Project 25-170 for Washington County in the amount of \$3,623.30 be approved. Mr. Souder seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-172 in the amount of \$134,630.00 for Cecil County's Priority Dispatch- One Plan was made by John Donohue.

Mr. Block moved that Project 25-172 for Cecil County in the amount of \$134,630.00 be approved. Mr. Haas seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-173 in the amount of \$40,064.61 for Howard County's VESTA Automated Abandoned Callback Feature was made by Lt. Jennifer Reidy.

Mr. Block moved that Project 25-173 for Howard County's in the amount of \$40,064.61 be approved. Mr. Thomas seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-175 in the amount of \$3,745.00 for Talbot County's Renewal Biddle- Test Genius Suite was made by Holley Guschke.

Mr. Meyer moved that Project 25-175 for Talbot County in the amount of \$3,745.00 be approved. Ms. Greentree seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-176 in the amount of \$ 270,656.26 for Talbot County's Xybix Furniture Consoles was made by Holley Guschke.

Mr. Block moved that Project 25-176 for Talbot County the amount of \$270,656.26 be approved. Mr. Thomas seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-182 in the amount of \$129,357.63 for Frederick County's Xybix Workstations was made by Phil Lambert.

Mr. Block moved that Project 25-182 for Frederick County in the amount of \$129,357.63 be approved. Ms. Greentree seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-184 in the amount of \$138,158.00 for Dorchester County's Cybersecurity Audit made by Robert Larimer.

Mr. Block moved that Project 25-184 for Dorchester County in the amount of \$138,158.00 be approved. Mr. Souder seconded that motion. All were in favor and the motion was carried. There were no objections.

A funding request for Project 25-177 in the amount of \$5,120.00 for Worcester County's Priority Dispatch- Annual Maintenance was made by James Hamilton.

Mr. Meyer moved that Project 25-177 for Worcester County in the amount of \$5,120.00 be approved. Ms. Greentree seconded that motion. Major Gregory recused herself from the vote. All were in favor and the motion was carried. There were no objections.

PROJECT EXTENSIONS-REQUIRING BOARD APPROVAL

An extension request for Project 24-167 in the amount of \$408,887.35 for Frederick County's FY24 PSAP Dual Circuits was made by Phil Lambert.

Mr. Souder moved that Project 24-167 for an extension for Frederick County in the amount of \$408,887.35 be approved. Mr. Block seconded that motion. All were in favor and the motion was carried. There were no objections.

PROJECTS EXTENSIONS- APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

Project #	County	Cost	Description	Date Approved	Remaining
23-259	Baltimore County	\$321,982.24	UPS- Construction Design & Management	03/20/2023	\$253,720.69

PROJECTS FOR DE-ENCUMBERING OF FUNDING

Project #	County	De- Encumbering	Project Description
20-058	Montgomery	\$50.00	Phone System- Hardware Refresh
20-204	Montgomery	\$15,180.00	Protocols- Backup Tablets
21-217	Frederick	\$95,337.74	NG911 Implementation-SME Support
21-232	Frederick	\$639.00	Protocol Recertification
22-117	Montgomery	\$590.00	Protocol Training
22-238	Montgomery	\$855.00	Protocol Recertification
22-320	Montgomery	\$2,361.99	Language Line Translation Services
22-332	Montgomery	\$0.13	Maintenance- Phone System
23-141	Montgomery	\$170.00	IAED- Recertifications (Multi Discipline, EMD, EFD, & EPD)
23-149	Montgomery	\$1,180.00	Protocol Training
23-180	Montgomery	\$150.00	Training (ED-Q/Recertifications (EMD EFD & EPD)
23-235	Dorchester	\$168.00	Protocols- QA Training
23-248	Dorchester	\$15.24	PSAP Security
23-312	Dorchester	\$7,556.82	UPS-Primary PSAP
24-044	Dorchester	\$21,137.85	Maintenance- Annual Recurring Charges
24-114	Montgomery	\$3,750.00	Crisis Intervention Support Training
24-151	Montgomery	\$504.08	Console Furniture
24-254	Charles	\$1,490.00	Protocol Training
24-301	Carroll	\$110.00	Protocol Training

TOTAL: \$151,245.85

Mr. Thomas moved to de-encumbering funds for the projects noted above in the amount of \$151,245,85. Mr. Block seconded that motion. All were in favor and the motion was carried. There were no objections.

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
25-152	Dorchester	\$7,100.00	APCO -International Surviving Stress Course
25-155	Anne Arundel	\$2,060.00	EFD/EMD/EPD Training & Certification
25-156	Anne Arundel	\$651.00	IAED-EMD/EFD Recertifications
25-157	Baltimore County	\$23,661.00	Headsets & Mute Switches
25-159	Garrett	\$350.00	ETC Certification- IAED
25-154	Harford	\$2,786.00	Protocol Flip Cards- Priority Dispatch
25-160	Harford	\$5,580.00	ETC Certification- Priority Dispatch
25-162	Harford	\$7,225.00	Circulating Chair Replacement Program
25-163	Kent	\$694.25	Five (5) Poly Plantronics Wired Headset Receivers
25-169	Kent	\$720.00	IAED- Annual Recertifications

25-164	Howard	\$270.00	ETC Manuals
25-166	Allegany	\$1,791.00	Priority Dispatch Protocol Guides
25-167	Prince George's	\$6,570.00	ECT, EFD, EPD, EMD Training & Certification
25-073A	Prince George's	\$1,210.00	ETC, EFD, EMD, & EPD Training & Certification
25-171	Washington	\$18,274.00	PSAP Communications Accessories
25-174	Anne Arundel	\$480.00	APCO- Communications Center Supervisor
25-179	Charles	\$16,271.64	Headsets & PTT Equipment
25-180	Charles	\$4,425.00	Protocol Recertifications- EMD/EFD/EPD
25-181	Charles	\$4,950.00	Protocol 41: Caller in Crisis
25-183	Frederick	\$12,750.00	NENA- Understanding Bias Training

TOTAL: \$117,818.89

IV. OPEN DISCUSSION ITEMS

Mr. Frazier voiced concerns regarding multi-year commitments in project documents, particularly older projects from 2015 that lacked proper documentation and follow-up.

Dr. Collins acknowledged these concerns, confirming no such projects currently exist in the queue. Her office will implement additional review processes to identify project extensions and maintain oversight of legacy issues.

Chair Markey recommended improving project request forms to include contract duration details and emphasize 9-1-1 director responsibilities for accurate documentation. He stressed the importance of updating outdated processes.

Mr. Souder suggested adding form certifications to verify current versions and prominent display of contract durations. Dr. Collins will present updated forms at the January board meeting.

V. UPCOMING REMINDERS

Next Board Meeting: Thursday, January 30, 2025, via Google Meet
 Project Funding Requests Due: Thursday, January 16, 2025

VI. ADJOURNMENT

Mr. Shariff Thomas made a motion for the adjournment of the meeting, and it was seconded by Mr. Michael Block. All were in favor and there was no opposition to the adjournment. The Open Session meeting adjourned at 1:36pm.