



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



MINUTES

Public Session – September 28, 2023

BOARD MEMBERS IN ATTENDANCE

Jack Markey, County Emergency Management	Steve Souder, Public-At-Large
Tony Rose, PSAP Director	Scott Haas, PSAP Director
William Frazier, MENA	Chris McNamara, ECC
Cecilia Warren, Accessibility Needs	Shariff Thomas, 9-1-1 Specialist
Sue Greentree, APCO	Tammy Price, PSAP Director
Major Gregory, MD State Police	Danissa Alston, County Police Services
Justin Orendorff, PSAP Director	Daniel Leary, Wireless Industry
Sona Konate, Public-At-Large	Michael Block, Cybersecurity
Richard Berg, MIEMSS	Julia Fischer, GIS
Michael Walther, County Finance	Kevin Mosier, Public Service Commission
Kenneth Poling, Wireline Industry	

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Mike Marshall, Interim Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Russell Strickland, Secretary, MDEM
 Dwayne DJ Hall, Volunteer Fire Service

GUESTS IN ATTENDANCE

Walt Puller, Verizon	Roger Bennett, Allegany County
Toni Dunne, Motorola Solutions	Joshua Jack, Mission Critical Partners
Ross Coates, Harford County	CPL Robbie Larimer, Dorchester County
LT Jennifer Reidy-Hall, Howard County	James Sullivan, Mission Critical Partners
James Hamilton, Worcester County	Anna Sierra, MDEM
Kyra Pulliam, Mission Critical Partners	Bryan Ebling, MIEMSS
Lisa Madden, Motorola	Cassandra Onley, Montgomery County
Charlynn Flaherty, Prince George’s County	John Lesko II, DoIT
Taylor Thompkins, AT&T	Diane Strong, Cecil County
Daniel Heilman, Carousel	Bob McCoy, Washington County
Scott Raley, St. Mary’s County	James Wood
Jay Mattingly, St. Mary’s County	Jimmy Lichtenstein, AT&T
Joe Armentrout, Prince George’s County	John Donohue, Cecil County
Jon Verville, Motorola Solutions	Kayman Khaloughi, Prince George’s County
Kevin Frazier, Motorola Solutions	Kiona Black, MDEM
Mitch Nowak, Motorola Solutions	Paul Hunt, AT&T
Phil English, Queen Anne’s County	Rich Johnston, Intrado
Richa Joshi, Motorola Solutions	Sarah Serement

Steven Mueller
Tamara Maldonado, Montgomery County
William Usilton, Montgomery County

Travis Bottiglier, Motorola Solutions
Tiffany Connor, Baltimore County

OPENING

Chairman Markey called the public session to order at 10:00 AM on Thursday, September 28, 2023, via the conference bridge.

September is Suicide Prevention Month, this is a critically important issue, behavioral wellness for 9-1-1 staff, as well as our public safety community. Chairman Markey asked everyone to take a moment and check in with themselves and a friend so that we can continue moving forward together in Maryland.

Secretary Strickland was unable to join the call. He was invited to a Climate Change Resiliency Summit at the White House and is attending on behalf of Maryland. Anna Sierra was reporting on his behalf. The selection of the next Maryland 9-1-1 Board Executive Director is Dr. Christy Collins from the Maryland Department of Health and will be starting on October 18. She has several years of experience running state boards and administering special funds like the 9-1-1 Trust Fund.

There was a roll call of Board members by Mr. Jack, and a quorum was confirmed.

APPROVAL OF MINUTES

The Board considered the meeting minutes from the August 31, 2023, meeting. The Board members are provided with the material in advance of the meeting so they may review them. Mr. Frazier requested a correction to the minutes regarding the list of individuals in attendance and a question about the fiscal report.

Mr. Walther made a motion to approve the meeting minutes from the August 31, 2023, meeting as amended. Mr. Frazier seconded the motion. All were in favor and the motion was carried.

FISCAL REPORT – MIKE MARSHALL

Interim Executive Director Mr. Marshall reported the 9-1-1 Trust Fund FY2024 revenue collection as of September 28, 2023, is \$35,278,191.55. FY2024 total award expenditures balance is \$25,210,348.87. 9-1-1 Trust Fund FY2024 balance is \$10,067,842.68.

EXECUTIVE DIRECTOR’S REPORT – MIKE MARSHALL

The Executive Director position has been filled. We are rewriting the MS-22, which is a job description form. There is a plan to hire a deputy director, as well as an administrative assistant. This will aid with the processing of paperwork and getting answers to Board members as quickly as possible. We are continuing to fine-tune our workflows and processes.

All board members are required to attend 50% of the meetings. We have added an addendum to the form so we can keep the proper documentation of attendance. Data sheets were sent out. Please return them by the close of business Friday.

The schedule for the PSAP audits has begun. Second and third-quarter disbursements and reports were completed, and everyone should have received their quarterly disbursement funds or should be receiving their funds shortly.

The fourth quarter report is on schedule to be completed by December. For the fiscal year 2023 annual audit, a letter will be sent out today with all the information for the yearly audit. An email survey will be sent regarding in-person meetings.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

Mr. Souder reported the recruitment video work continues. The subcommittee will follow up with Mission Critical Partners in the coming weeks.

The Policy and Standards Subcommittee received a project from the Technology Subcommittee concerning the collection of data from the PSAPs. They are looking at what data is traditionally collected by the executive director during the annual inspections and what data can be collected based on our technological ability. Some of the data sets the subcommittee is considering are emergency medical dispatch and the other discipline protocols that the PSAPs offer. The public has no idea how many times we may render emergency medical dispatch instructions and how many times they were successful or had a genuine positive impact on the outcome. These are powerful things that the 9-1-1 Specialists do every single day. We want the data collection to be as convenient as possible to collect and publish.

The subcommittee will provide data information gathering recommendations to the Board for review and comments. This work may require coordination with the other subcommittees. Mr. Souder asked Mr. Jack to share with the other subcommittee chairs the language of the 9-1-1 Commission's report and recommendations so that they can have an appreciation in advance of what was asked of us.

Training and Exercises Subcommittee – Bryan Ebling

Mr. Ebling reported that the subcommittee reviewed the occupational wellness guidelines that will possibly be up for consideration at the October or November Board meeting. We are in the last stages of getting comments or edits from the subcommittee members.

There were no training requests to be reviewed for the September Maryland 9-1-1 Board meeting.

The subcommittee is discussing a plan for a center manager certification program that we would like to offer at least once a year to the PSAPs in Maryland. The subcommittee is looking to work with NENA for 2024 and 2025 regarding the scheduling of the program.

The review of training classes that can be approved by the Executive Director's Office is working in the background. The subcommittee moving forward will approve the training classes submitted for funding and then ask for the Executive Director's Office to maintain a list of the courses that have been reviewed so they are not required to be reviewed by the subcommittee again.

Cybersecurity Subcommittee – Michael Block

Mr. Block stated the subcommittee's note-taking template for the PSAPs is in progress. They would like to have it finalized in the next couple of meetings.

Previously the subcommittee shared with the Board a best practices recommendation document in the event of a cybersecurity incident. Mr. Block requested that the document be circulated and that at the next meeting, it be voted on by the Board for adoption of best practices.

Technology Subcommittee – James Hamilton

Mr. Hamilton noted that on October 4, 2023, FEMA and DHS will be conducting a national EAS test. The last time a test was conducted was in the 2011-2012 time frame and resulted, for some jurisdictions, in a slight bump in calls.

The committee is continuing to work with the NG911 providers in Maryland, concerning the network-to-network interface as well as the loading of pANIs. Currently, not all pANIs in the state are loaded. Jamie Sullivan, with Mission Critical Partners, will talk briefly about the need for having pANIs without having NNI in place.

Jamie Sullivan noted that this is a requirement for AT&T and Motorola to load each other's pANIs into each other's ALI databases to have calls that originated in the other's network and transferred into their network, be able to get a location for those wireless records. These records aren't in ALI today and the calls have no location information. The 9-1-1 Specialist today must get the location via voice alone from the caller. Having these records loaded allows that location to be obtained from the MPC systems that are part of the carrier SS7 network.

There's the configuration needed, and records must additionally be loaded into a gateway system in between the ALI and the MPCs. But there are only really two MPCs and not much configuration, although I don't know all the details but a straightforward process as far as I know. This has been an issue for several months and things have stalled. I think we've got to find out and get to the bottom of what is causing the delay. The pANI records need to be loaded in each other's ALI databases. For the plumbing behind it, Comtech or Intrado, the MPCs, will have that and the location of those wireless callers. This is necessary for location for wireless and same thing with VoIP although it's less of an issue there.

I think if you take care of the top three providers, Verizon, AT&T, and T-Mobile, you probably take care of 95% of your problem. There are a few other small ones like US Cellular that come to mind that may have a different arrangement. If the focus could be placed on those three primary carriers, I think we would resolve the problem. All the PSAPs have agreed to allow the pANIs to be loaded statewide.

Mr. Hamilton stated that he received a message from AT&T, and they have the required resources in place to start building out on their side and they are coordinating with Motorola. Motorola is checking with their customers to confirm that they want the loads to occur.

GIS – Julia Fischer

Ms. Fischer stated the imagery contract is continuing to progress. In the current phase, there are three pilot areas. One of those pilot areas includes the three-inch resolution imagery that was flown. The other two are the six-inch resolution imagery. The imagery has been sent to the counties and they have a tool that's provided by the vendor to review. The reviews are underway. The pilot area in imagery has also been sent to the secondary quality assurance, quality control vendor.

For the statewide data validation, we are actively bringing on new counties who will be implementing the process. The process is to ensure that the data that is coming in and being sent to the ESInet providers is compliant with all the required standards (NENA i3 standards). We talked last month about the development of fishbone analysis as part of the validation. Fishbone is for identifying errors between the center lines, the roads, and the address points that are associated with those roads. It is a spatial analysis between the address points and center lines. Something that I was specifically asked for by several counties. Testing will begin soon.

The community continues to meet with vendors regarding the latest technologies that are available to support efforts in 9-1-1, We are very cognizant that throwing more technology at the 9-1-1

Specialists is not always constructive. But we do want to make sure that we continue to vet the technology that is out there and bring it back to the statewide community.

We are continuing to meet with vendors that are in the z-axis sector. Those that are talking about integrating directly with CAD systems in some of the local jurisdictions and we'll continue to explore that. We met with a group that had street-level imagery. They have an active project with Prince George's County.

Several of us continue to be involved in NENA working groups. One we've been involved in is the data model version three working group. We are continuing to learn and understand as that gets integrated with other standards. NENA will be launching a 3D working group. We have a representative who is supporting us through MCP, who is making their request to be on that working group so that they can continue to educate us on the conversations, but also be able to help influence those results.

Verizon Update – Walt Puller

Mr. Puller stated there were no major 9-1-1 events to report this month. Verizon conducted its annual audit review of the 9-1-1 circuits. No remediation was required.

AT&T Update – Taylor Thompkins

Mr. Thompkins reported that AT&T had no service disruptions to report. In Harford County NG911 migration, we continue to make progress with the last AVPN circuits moving to test and turn up. The CPE vendor has their time scheduled to make the upgrades which will allow us to project a migration date. We still feel strongly early first quarter. We will try to squeeze it in in the fourth quarter if possible. We are reaching out to Baltimore County again today about their NG911 migration. We tried earlier this week, and the last response to us, they didn't want to start until late September or October. We're trying to follow up with them to get started.

I'm working on the pANI load, and we'll get it done just as quickly as possible. I don't expect it to take a whole lot longer. I will be devoting a good portion of my time to address this.

Motorola Solutions Update – Toni Dunne

Ms. Dunne reported that Motorola has no service incidents to report. We are working with AT&T, and we've confirmed with our customers and are prepared to move forward with the requests for the statewide transfers using pANIs. We already have the URIs for many of those in our Maryland PSAPs and we're working with our customers. Planning for the rollout is a priority to us and to complete it as soon as possible. We are on track with Frederick County to go live (NG911 migration) in November and Baltimore City (NG911 migration) by the middle of next year.

Motorola attends the Board's/ECC's Technology Subcommittee meetings. We provided a root cause analysis to them concerning the Anne Arundel and Washington County outage incident. The remediation has occurred.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. Coates reported they continue to work with the wireless carriers and have conversations internally about carrier migration to true i3. The Maryland Joint Operations Center and Maryland Department of Emergency Management, have been working on updating the outage and 9-1-1 outage notification list to ensure that the key partners within the PSAPs are being notified. And that the information is made readily available to those who are working in the PSAP at the time that the event is occurring. We've sent our first round of edits over to MDEM. They're actively working to get the

edits in place. We will be going back to look at alternative notifications that need to be incorporated once we verify all the primaries are listed and accurate.

The Maryland State Police project implementing standard space protocols in the Berlin Barrack, we've been in contact with them and Major Gregory and her staff to assist them. I think they have overcome their technological hurdles and now we're working through, with the assistance of Worcester County PSAP, the manpower side of change and implementation.

We're working with SYSCOM, EMRC, and MIEMSS on the early dispatch of aviation assets to incidents that are of high acuity where aviation assets may be needed to transport a patient to a higher care facility.

Mission Critical Partners Update – Joshua Jack

Mr. Jack reported regarding the OSP migration, MCP was tasked to follow up with PSC to see what if any jurisdiction they have. Mr. Jack reached out to Kevin Mosier, and they limited jurisdiction concerning 9-1-1 OPS migration under current law. Legislation would have to be passed for them to have any sort of jurisdiction.

With the recent August service disruption incident on the Eastern Shore, Mr. Jack reached out to Dan Leary who is the Wireless Representative on the Board, and he is supporting the inquiry into what notifications went out and if they met the criteria for notifications to be made. We're still waiting for some feedback from the wireless providers.

The cybersecurity statewide project was for PSAP cyber assessments and incident response plans. MCP is providing the plans and assessments to the counties. MCP is finishing the outstanding reports. We expect that to be concluded by the end of the year. The project includes a statewide summary that will be provided to the Board and if requested a brief to the Board.

The draft recruitment videos were provided to the Policy and Standards Subcommittee and the ECC Operations and Staffing Subcommittee to ensure we are on the right path. There is some finishing work to be completed and we'll be discussing that further with the Policy and Standards Subcommittee.

CURRENT PROJECTS FOR VOTING CONSIDERATION

A funding request for Project 24-069 in the amount of \$4,300.00 for Cecil County's UPS Maintenance was made by John Donohue.

Mr. Thomas moved to fund Project 24-069 for Cecil County in the amount of \$4,300.00 for UPS Maintenance to be approved. Ms. Alston seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-071 in the amount of \$24,369.00 for Allegany County's Chairs (10) was made by Roger Bennett.

Mr. Souder moved to fund Project 24-071 for Allegany County in the amount of \$24,369.00 for Chairs (10). Mr. McNamara seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-073 in the amount of \$123,321.00 for Allegany County's ESInet and NGCS Service Maintenance was made by Roger Bennett.

Mr. Frazier moved to fund Project 24-073 for Allegany County in the amount of \$123,321.00 for ESInet and NGCS Service Maintenance to be approved. Ms. Price seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-074 in the amount of \$430,229.00 for Montgomery County's Maintenance – Phone System was made by Tamara Maldonado.

Mr. Block moved to approve Project 24-074 for Montgomery County in the amount of \$430,229.00 for Maintenance – Phone System. Mr. Frazier seconded the motion. Mr. Thomas and Ms. Alston recused themselves from the vote. All were in favor and the motion carried.

A funding request for Project 24-075 in the amount of \$42,351.50 for Washington County's Annual Maintenance was made by Bob McCoy.

Mr. Berg moved to fund Project 24-075 for Washington County in the amount of \$42,351.50 for Annual Maintenance. Mr. McNamara seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-079 in the amount of \$12,000.00 for Washington County's Language Translation Services was made by Bob McCoy.

Mr. McNamara moved to fund Project 24-079 for Washington County in the amount of \$12,000.00 for Language Translation Services. Ms. Greentree seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-076 in the amount of \$61,777.51 for Queen Anne's County's Phone System – VESTA Enhancements was made by Phil English.

Mr. Rose moved to fund Project 24-076 for Queen Anne's County in the amount of \$61,777.51 for the Phone System – VESTA Enhancements to be approved. Mr. Frazier seconded the motion. Mr. Haas recused himself from the vote. All were in favor and the motion carried.

A funding request for Project 24-080 in the amount of \$227,692.98 for Dorchester County's GIS-MSAG Services (Multi-County) was made by Robert Larimer.

Mr. Rose moved to fund Project 24-080 for Dorchester County in the amount of \$227,692.98 for GIS-MSAG Services (Multi-County) to be approved. Mr. McNamara seconded the motion. A roll call vote was taken 9 approved and 9 abstained. The motion was carried.

A funding request for Project 24-081 in the amount of \$5,512.85 for Dorchester County's Phone System – Control Pads was made by Robert Larimer.

Mr. Souder moved to fund Project 24-081 for Dorchester County in the amount of \$5,512.85 for the Phone System – Control Pads. Ms. Greentree seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-082 in the amount of \$7,000.00 for Dorchester County's Public Outreach (9-1-1 Simulator) was made by Robert Larimer.

Mr. Rose moved to fund Project 24-082 for Dorchester County in the amount of \$7,000.00 for Public Outreach (9-1-1 Simulator) to be approved. Mr. McNamara seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-083 in the amount of \$7,500.00 for St. Mary's County's AI SkillLab Training Licenses was made by Scott Raley.

Mr. Souder moved to fund Project 24-083 for St. Mary’s County in the amount of \$7,500.00 for AI SkillLab Training Licenses to be approved. Major Gregory seconded the motion. All were in favor and the motion carried.

A funding request for Project 24-084 in the amount of \$30,209.25 for St. Mary’s County’s UPS – Primary PSAP was made by Scott Raley.

Mr. Walther moved to fund Project 24-084 for St. Mary’s County in the amount of \$30,209.25 for UPS – Primary PSAP to be approved. Mr. Berg seconded the motion. All were in favor and the motion carried.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- None for the month

PROJECTS EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- St. Mary’s County 23-084 Protocol Training September 2024

PROJECTS FOR DE-ENCUMBERING OF FUNDING

- Howard County 21-284 CAD Interface-ANI/ALI Interface \$10,335.00

Mr. Frazier moved to de-encumber Project 21-284 for Howard County in the amount of \$10,335.00 for CAD Interface-ANI/ALI Interface. Mr. Souder seconded the motion. Mr. McNamara recused himself from the vote. 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:

➤ Howard County	24-070	Headsets (2)	\$834.00
➤ Wicomico County	24-072	Protocol Recertification	\$330.00
➤ Cecil County	24-077	Protocol Training	\$2,788.00
➤ Baltimore County	24-078	Protocol Pilot Guides (72)	\$12,895.20
➤ Prince George's County	23-348A	Protocol Recertification (additional funding)	\$631.75
➤ Prince George's County	24-085	ETC Training	\$540.00
➤ Prince George's County	24-086	Protocol Training	\$8,300.00
➤ Wicomico County	24-087	Protocol - AQUA Training	\$995.00
TOTAL			\$27,313.95

ADDITIONAL ITEMS

Mr. Hass thanked Anna Sierra and Mr. Jack for assisting in educating the new staff. He thanked them for their efforts and for getting them on track.

The next meeting is Thursday, October 26, 2023.

At 1:13 PM, Mr. Souder made a motion to adjourn the meeting. Mr. Block seconded the motion. All were in favor and the meeting was adjourned.

Jack Markey, Chairman
Maryland 9-1-1 Board