



Department of Public Safety and Correctional Services

Maryland 9-1-1 Board

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MINUTES

Public Session – May 27, 2021

BOARD MEMBERS IN ATTENDANCE

Anthony Myers, Public Service Commission	Steve Souder, Public-At-Large
William Frazier, MENA	Susan Greentree, APCO
Al Kirchner, Public-At-Large	Richard Berg, MIEMSS
Colton O’ Donoghue, Jr., Phone Utility	Major Tawn Gregory, MD State Police
Julia Fischer, GIS	John Markey, Emergency Management
Capt. Scott Brillman, Emergency Management	Randy Cunningham, Large County

OFFICE OF THE EXECUTIVE DIRECTOR IN ATTENDANCE

Scott G. Roper, Executive Director

BOARD MEMBERS NOT IN ATTENDANCE

Bryan Ebling, Volunteer Fire Service

GUESTS IN ATTENDANCE

Brian Albert, Washington County	Josh Jack, Mission Critical Partners
Ross Coates, Harford County	Charlynn Flaherty, Prince George’s County
Tammy Price, Baltimore County	Joe Armentrout, Prince George’s County
Dan Heilman, Carousel Industries	Tim Deranek, AT&T
Gary Powell, Somerset County	Phil Lambert, Frederick County
Jimmy Lichtenstein, AT&T	Josh O’Neill, Washington County
Charlie Schwab, Montgomery County	Michael Arrington, AT&T
James Alfree, Queen Anne’s County	Senator Cheryl Kagan
Cassandra Onley, Montgomery County	Ryan Mattsson, Montgomery County
Steve Hurlock, Caroline County	LT Jayson Janowich, Howard County
Chris McNamara, Howard County	Wayne Darrell, Kent County
Jeff Rey, Motorola Solutions	Darin Cooper, Sound Communications
Charleigh Holtermann, Seculore Solutions	Sean Scott, Seculore Solutions
Tenea Reddick, Baltimore City	

OPENING

Chairman Myers called the Public Session to order at 10:05 AM on Thursday, May 27, 2021, via conference bridge. Chairman Myers noted that the meeting is being live-streamed and recorded. A rollcall of Board members was held, and a quorum was confirmed. Chairman Myers also noted that Senator Kagan will be joining the call when available.

Chairman Myers then discussed some of the recent events involving cybersecurity and ransomware recently in the news. Mr. Souder made a request to have a closed session briefing on PSAP cybersecurity at a future meeting.

Chairman Myers stated that there is a request from Senator Kagan to provide and post the Board's draft meeting minutes ahead of the Board meeting. That request is under review.

APPROVAL OF MINUTES

The Board reviewed the minutes for the Public Session meeting held on April 29, 2021.

Ms. Greentree made a motion to approve the minutes for April 29, 2021. Mr. Souder seconded the motion. All were in favor and the motion carried.

FISCAL REPORT – SCOTT ROPER

Mr. Roper advised the Board that the 9-1-1 Board total FY 21 award expenditures as of 05/27/2021 are \$41,240,383.07. The Board's FY 2020 unencumbered carry-over is \$17,772,083.11, and its estimated collections are \$30,585,883.43. The Board's FY 21 Trust Fund cash balance as of 04/29/2021 is \$7,117,583.47.

Chairman Myers then recognized Senator Cheryl Kagan. Senator Kagan reported that the Commission to Advance Next Generation 9-1-1 Across Maryland (Commission) is starting its fourth and final year, with a goal of getting report done earlier than the prior three years, giving the Commission the ability to draft legislation sooner. She also stated that there are changes to Commission leadership, including:

- Captain Brillman taking over the Oversight Committee from Chief Brooks; and
- Randall Cunningham taking over the Technology Committee from Bill Ferretti.

She further thanked those Board members serving on the Commission for their efforts. Senator Kagan announced new members of the Commission, including Tiffany Harvey, Bryan Ebling, Robert Sandlass. She also recognized Ms. Greeentree for participating in the Senator's recent podcast.

The Commission will be working to understand the funding shortfall. In her opinion, the only explanation is some providers are not remitting 9-1-1 fees properly. The Senator has sent a letter to the Comptroller of Maryland, and will send letters to five major carriers.

The Commission is working with the University of Maryland on a worker's compensation study for Maryland's 9-1-1 Specialists.

The Technology Committee is examining PSAP-in a-box efforts, GIS data, and the integration of 211, 311, 911 and 988.

The Training Committee is working on 9-1-1 Specialist reclassification efforts.

The Senator invited interested people to work with the various subcommittees.

The bill elevating the Maryland Emergency Management Agency to a cabinet-level agency and rebranded as the Maryland Department of Emergency Management, with Board moving under it was signed by the Governor. Most other bills will not be signed by Governor, but allowed to become law.

EXECUTIVE DIRECTOR'S REPORT – SCOTT ROPER

Mr. Roper reminded those Board members that have not completed their annual ethics filings that they should do so immediately.

Mr. Roper presented an overview of the Federal Communications Commission's (FCC) 3rd Notice of Proposed Rule Making for PSAP Outage Notifications (21-45). Once published in the Federal Register, the FCC would be seeking comments on notifications to Public Safety Answer Points (PSAP) and consumers, and updating the FCC's network reliability framework. Mission Critical Partners has been requested to facilitate discussions within the Technology, Cybersecurity, and Policy and Standards Subcommittees to determine what, if any, comments the Board would want to file for this NPRM.

Mr. Roper provided an overview of the Federal Communications Commission's 9-1-1 Fee Diversion Strike Force. Several members of the National Association of State 9-1-1 Administrators are on the strike force. Mr. Roper also provided comments about a recent cybersecurity executive order issued by President Biden.

Baltimore City 9-1-1 Call Diversion Discussion

Captain Brillman introduced Tenea Reddick as the City's new PSAP director. Ms. Reddick has 19 years of Service in Baltimore City's 9-1-1 center.

Representatives of the City provided an overview of its 9-1-1 call diversion plan. Persons with behavioral health or in crisis may benefit from talking to mental health professional, rather than police or fire responders. The City, in their research, believe it is better and more efficient to have mental health professional handle certain people in crisis should the appropriate protocol determinate is found during the 9-1-1 call handling process. If the mental health professional cannot handle it, or there is a need to transfer it back to 9-1-1, there is a process to do so. The City can access other call center calls where the transfer is made for quality assurance (Q/A) purposes to see if call was handled appropriately. The City is partnered with Baltimore Crisis Response, which has a proven track record with police and health departments. Baltimore Crisis Response has a 24/7 call center and trained crisis intervention teams.

Chairman Myers asked how will success be measured. Captain Brillman stated most of these calls do not require police or fire response. At the outset of COVID, a system was put in place with nurse practitioner and medics to triage, and found many low acuity calls did not require a response. Based on this information, the City knows many calls should go to a 211/988 type service. Success is measured by the caller getting wrap around services they need. There are 10 bullet points in Q/A that tracks if call was returned to 9-1-1, if the call misrouted, if the subject become violent, or if the caller went to the ER anyway. The City estimates that 1,000 calls will be diverted each year. No discussion has been had about how 3-1-1 will be involved in diversion, though they send calls to 2-1-1 today. No 9-1-1 funds will be used to implement this.

Ms. Fischer asked if there are plans to automate this process. Captain Brillman stated that there no plans yet, but they have considered an interactive voice response (IVR) system for peak times.

SUBCOMMITTEE REPORTS

Policy and Standards Subcommittee – Steve Souder

The subcommittee is working on carrier outage reporting with Metropolitan Washington Council of Governments (COG) PSAP Director's Group. The last meeting had Ms. Greentree and Mr. Markey on the call. The COG's outage system to go live on September 1st. The FCC's Notice of Proposed Rule Making on outages will be reviewed by the subcommittee.

Training and Exercises – Bryan Ebling

Mr. Josh Jack reported on behalf of Mr. Ebling. The minimum training requirements are under review by the ECC, and feedback has been requested no later than June 4th. The draft document will be given one last review by the subcommittee, and then submitted to the Policy and Standards Subcommittee before being presented to the Board as a whole.

Cybersecurity – Randall Cunningham

The subcommittee is working on a PSAP survey tool. Mr. Cunningham announced that with his term expiring, he will be stepping down from chairing this committee. Mission Critical Partners is assembling a tabletop exercise template for the PSAPs to use for cybersecurity exercises.

Technology Subcommittee –James Hamilton

Mr. Jack provided the report on behalf of Mr. Hamilton. The subcommittee continues to work PSAP hardening and resiliency.

GIS – Julia Fischer

There are many ongoing activities in the GIS community, but none have hit milestones. The GIS group is examining data sharing between jurisdictions, and security and privacy needs. Computer Aided Dispatch is an interest within the GIS community now, and the GIS group is bringing knowledge of needs within a spacial system.

The group is updating the GIS strategic plan to add more proposed items, tasks and responsibilities. They are also working on spacial a validation interface to compare GIS data across jurisdictions.

Verizon Update – Walt Puller

Mr. Puller was not available for this month's meeting. Chairman Myers asked Mr. O'Donoghue if Verizon was changing its working situation in light of the loosening of COVID restrictions. Mr. O'Donoghue stated that internal discussions had begun, but it was too early in the process to speculate what changes will occur.

Mission Critical Partners Update - Josh Jack

Mission Critical Partners' updates were provided to Board members ahead of the meeting. Mr. Jack provided an overview of the various Maryland projects that are underway.

MACo Emergency Communications Committee (ECC) – Ross Coates

Mr. James Alfree provided the report on behalf of Mr. Coates. The ECC discussed their desire for a Board Planning Day at their May meeting. MCP will complete Twillio cloud-based PBX

testing on behalf of the ECC. The next ECC meeting will be on June 10th at 10:00 AM at the Harford Emergency Operations Center.

CURRENT PROJECTS FOR VOTING CONSIDERATION

Funding request for Project 21-282 in the amount of \$417,933.90 for Caroline County's ESInet and Next Generation Core Services Implementation and Five-Years of Service was made by Steve Hurlock. Tim Deranek, Jimmy Lichtenstein and Michael Arrington 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. Markey to fund up to of \$417,933.90 for Caroline 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.

At the conclusion of the vote, Chairman Myers requested that AT&T provide the Board with a briefing of AT&T's cybersecurity efforts for NG911.

Funding request for Project 21-284 in the amount of \$10,335.00 for Howard County's ANI/ALI Interface for its Computer Aided Dispatch System was made by LT Jayson Janowich and Chris McNamara. Jeff Rey was available to answer questions.

Mr. Souder moved to fund up to \$10,335.00 for Howard County's ANI/ALI Interface for its Computer Aided Dispatch System. Major Gregory seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-262 in the amount of \$6,282.00 for Kent County's Emergency Dispatch Protocols Server and PC's was made by Wayne Darrell.

Mr. Souder moved to fund up to \$6,282.00 for Kent County's Emergency Dispatch Protocols Server and PC's. Ms. Greentree seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-278 in the amount of \$270,000.00 for Washington County's Cybersecurity Monitoring was made by Brian Albert and Josh O'Neill. Sean Scott and Charleigh Holtermann were available to answer questions.

Mr. Cunningham moved to fund up to \$270,000.00 for Washington County's Cybersecurity Monitoring. Mr. Markey seconded the motion. Ms. Greentree recused herself from the vote. All were in favor and the motion carried.

Mr. Scott commented that the work of the Board and the Commission to Advance Next Generation 9-1-1 Across Maryland have proven to be proactive in preventing cybersecurity attacks, such as the Colonial Pipeline.

Funding request for Project 21-283 in the amount of \$3,787.00 for Somerset County's Phone System – CDR and i3 Logging was made by Gary Powell. Dan Heilman and Darin Cooper were available to answer questions.

Mr. Markey moved to fund up to \$3,787.00 for Somerset County's Phone System – CDR and i3 Logging. Mr. O'Donoghue seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-287 in the amount of \$67,176.80 for Somerset County's Logging Recorder Refresh was made by Gary Powell. Darin Cooper was available to answer questions.

Mr. Cunningham moved to fund up to \$67,176.80 for Somerset County's Logging Recorder Refresh. Mr. Frazier seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-280 in the amount of \$46,245.00 for Queen Anne's County's 9-1-1 Related Interfaces for its Computer Aided Dispatch System was made by James Alfree.

Mr. Souder moved to fund up to \$46,245.00 for Queen Anne's County's 9-1-1 Related Interfaces for its Computer Aided Dispatch System. Mr. Markey seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-281 in the amount of \$101,537.00 for Queen Anne's County's Recurring Maintenance Charges was made by James Alfree.

Mr. Souder moved to fund up to \$101,537.00 for Queen Anne's County's Recurring Maintenance Charges. Mr. O'Donoghue seconded the motion. All were in favor and the motion carried.

Mr. Souder complimented the county for bundling its requests as a more efficient way of submitting its funding requests.

Funding request for Project 21-286 in the amount of \$87,087.69 for Queen Anne's County's Console Furniture for its New Backup PSAP was made by James Alfree.

Ms. Greentree moved to fund up to \$87,087.69 for Queen Anne's County's Console Furniture for its New Backup PSAP. Mr. Berg seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-264 in the amount of \$90,000.00 for Montgomery County's Language Translation Services was made by Cassandra Onley and Ryan Mattsson.

Mr. Berg moved to fund up to \$90,000.00 for Montgomery County's Language Translation Services. Mr. Souder seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-265 in the amount of \$305,817.75 for Montgomery County's Maintenance for its Emergency Dispatch Protocol Systems was made by Cassandra Onley and Ryan Mattsson.

Mr. O'Donoghue made a motion to fund up to \$305,817.75 for Montgomery County's Maintenance for its Emergency Dispatch Protocol Systems. Mr. Berg seconded the motion. Mr. Souder recused himself from the vote. All were in favor and the motion carried.

Funding request for Project 21-270 in the amount of \$71,967.80 for Montgomery County's Logging Recorder Maintenance was made by Cassandra Onley and Ryan Mattsson. The county amended its request to \$71,193.99.

Mr. Berg moved to fund up to \$71,193.99 for Montgomery County's Logging Recorder Maintenance. Mr. Markey seconded the motion. All were in favor and the motion carried.

Funding request for Project 21-271 in the amount of \$53,402.36 for Montgomery County's Satellite Trunking and Cloud-Based ACD Service was made by Cassandra Onley and Ryan Mattsson.

Mr. Souder moved to fund up to \$53,402.36 for Montgomery County’s Satellite Trunking and Cloud-Based ACD Service. Mr. O’Donoghue seconded the motion. All were in favor and the motion carried.

At the conclusion of the vote, Mr. Souder requested a presentation from the vendor to update the Board about the service offered.

Montgomery County’s request for Project 21-274 was withdrawn at the request of the county.

PROJECT EXTENSIONS – REQUIRING BOARD APPROVAL

- None for this month

PROJECT EXTENSIONS – APPROVED BY THE OFFICE OF THE EXECUTIVE DIRECTOR

- Frederick County 21-017 (NG911 Commission Support) July 2022
- Washington County 21-111 (Protocol Recertification) April 2022

PROJECTS FOR DE-OBLIGATION

- Montgomery County 20-144 (Language Translation Services) \$12,752.65
- Montgomery County 19-118 (CTO Training) \$5,835.00
- Montgomery County 18-141 (Protocol Training) \$1,190.00
- Montgomery County 20-229 (Protocol Recertification) \$27.00
- Charles County 21-041 (Protocol Recertification) \$1,264.00
- Frederick County 21-200 (Protocol ED-Q Training) \$200.00
- Frederick County 21-232 (Protocol Recertification) \$639.00

Mr. Frazier made a motion to de-obligate \$21,907.65 from the listed projects. Mr. Markey 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:

➤ Wicomico County	21-272 (Chairs - 3)	\$5,800.28
➤ Washington County	20-210 (Protocol Training)	\$2,555.00
➤ Garrett County	21-273 (Protocol Training)	\$325.00
➤ Prince George's County	21-208 (Protocol Training - Amended)	\$10,060.00
➤ Worcester County	21-275 (Training – NENA Core Comp.)	\$598.00
➤ Somerset County	21-277 (Protocol Training)	\$1,391.00
➤ Queen Anne's County	21-285 (Protocol Licenses & Tablets)	\$44,445.00
➤ Saint Mary's County	21-288 (Public Education Materials)	\$2,500.00
➤ Saint Mary's County	21-289 (ETC Manuals - 15)	\$675.00
➤ Worcester County	21-290 (Wireless Headset Bases)	\$926.40
➤ Carroll County	21-291 (ETC Manuals - 5)	\$225.00

ADDITIONAL INFORMATION

At 1:18 PM, Mr. Souder made a motion to adjourn the meeting. Mr. Berg seconded the motion. All were in favor and the motion carried.



Anthony Myers, Chairman
Emergency Number Systems Board