

**Emergency Medical Dispatch Committee  
Meeting Agenda  
February 21, 2017**

Talbot County 9-1-1  
605 Port Street  
Easton, Maryland 21601

Conference call [REDACTED] – Meeting ID [REDACTED]  
Web Meeting Link [REDACTED]

- I. Welcome and Introductions – Jack Markey
- II. Cybersecurity - David Crossley MCAC
- III. Chairperson Report – Jack Markey
- IV. Next Generation 9-1-1 update – Jack Markey
- V. Cardiac Arrest Steering Committee Update – Karlea Brown
  - a. Training Program Workgroup progress - John Donohue
- VI. EMD Licensure and Certification – John Donohue
- VII. Scheduled Training Reports - John Donohue
- VIII. Vendor Updates
- IX. Jurisdictional Updates
- X. Future Meetings – Jack Markey
  - a. Dates and Locations
  - b. Agenda Items
- XI. Talbot 9-1-1 Center tour



00000 Maryland Institute for Emergency Medical Services Systems  
EMD Committee  
Meeting Notes  
February 21, 2017



**Participants**

In Person

Joshua Kirkland – Montgomery  
Holly Trego – Cecil  
Jeff Pecor - Anne Arundel  
Kristin Jester - Worcester  
Victoria Peake – Calvert  
Stacy Clas – Calvert  
Chris Thompson – Charles  
Scott Raley- St Mary  
Steve Hurlock – Caroline  
Brian Lacates – Talbot  
Holley Guschke – Talbot  
Lester Hawthorne – MCAC  
Steve Goff – MIEMSS- EMRC/SYSCOM  
John Donohue - . MIEMSS

On Conference

Tenea Reddick - Baltimore City  
Kim Vickers – Dorchester  
Jack Markey – Frederick  
Chris Cobleigh – Howard  
Bardonna Woods – Washington

**Chairperson Report – Jack Markey**

Chairman Markey thanked Talbot County Members for hosting the meeting. He introduced the agenda then called for review of the December meeting minutes. Kim Vickers noted that she is from Dorchester not Frederick County. There were no other revisions. Ms. Vickers moved to accept the minutes from 12/20 with the one revision. Holly Trego seconded the Motion. The minutes were approved as revised.

**Cyber Security – David Crossley**

Mr Crossley introduced himself and provided his Credentials

- Police Officer for 11 years
- Began to specialize as a “Tactical Cyber Analyst”
- Currently at MCAC for the last 8 years.

Mr Crossley presented the information in the attached Cybe.PDF file. Points he emphasized included the following

- To protect from a ransomware attack . . .
  - o Back Up your files on a regular basis
  - o Do Not enable Macros
  - o Do not open attachments unless they are from a known individual and you are expecting them
  - o Do not remain logged on as an “Administrator”- If not manipulating your configuration, log off and log in as a “User.”
  - o Patch or update your software often
  - o Before clicking any links hover over them with your cursor to verify a trusted address.

- Other comments about ransomware included
  - o Infected computers will affect other computers and networks to which they are attached
  - o Drive-by hacks may ask you to upgrade your software (i.e. "Upgrade your Adobe Viewer NOW") and provide a link
- Other comments and discussion included
  - o If you suspect you are attacked do not be afraid to report it.
  - o Your agency may report attacks to the MJOC or the MCAC in the state who will assist you and your IT folks to find resources to resolve it.
  - o The FBI also has several cyber resources and will assist in the investigation.
  - o John Donohue stated that MIEMSS and the State require regular education for all employees on cybersecurity.
  - o MIEMSS IT launches Internal mock cyberattacks to asses employee compliance which does a great job to emphasize cyber security with employees.

### **NEXTGEN 911- Jack Markey**

Mr Markey reported

- The plan to hire a contractor to assess the needs and capabilities for NEXTGEN 911 was approved by the Numbers Board
- There is a bill in the legislature that will affect 911 centers – Senate Bill 466. MACO is in support of this bill with some amendments but they expect it to go to a conference committee to resolve issues. It will do several things
  - o It extends the provisions of Carl Henn’ s Law to dispatchers and presumes that a heart disease is an occupational hazard due the stress experienced by dispatchers
  - o Establishes a 911 council for PSAP Directors
  - o Allows 911 fees collected to be used for operational expenses as well as capital expenses
  - o Changes the 911 fee assessment to “per-line” versus “per number”
  - o **Requires PDOT 01 1/100 calls not be blocked**
  - o Requires a Certificate of Good Standing for all 911 Centers both primary and secondary
- The responses and proposals for the RFP in the NCR for Core Services associated with NextGen 911 are currently under review.
- With the change in the Federal Administration, a change in the FCC director is expected. This may affect current rules and regulations fro the federal level.

### **Cardiac Arrest Steering Committee Update – Karlea Brown**

Ms Brown was in training and not available for this meeting. John Donohue stated that the CASC did have a meeting since our last meeting he has not received any notes from it yet.

### **Training Program Workgroup progress - John Donohue**

John stated that all the filming in complete. He thanked everyone involved for their hard work. Editing and final Production is on hold as the Production staff at MIEMSS must complete the annual protocol updates.

### **EMD Licensure and Certification – John Donohue**

John asked if there were additional issues with the licensure software. A comment that when providers submit their application for renewal they get no confirmation that it was received from

the system . They have to hope everything is in order until they receive their card. John stated he will pass it along.

#### **Scheduled Training Reports - John Donohue**

Reports and notices have been being sent directly from the vendors to the centers. If anyone is not receiving them please contact the vendors

#### **Vendor Updates**

None received

#### **Jurisdictional Updates**

No jurisdictions had any further updates

#### **Future Meetings – Jack Markey**

##### Dates and Locations

The next meeting is scheduled for April 18<sup>th</sup>, 2017. Joshua from Montgomery County offered to host that meeting The meetings are held at 10:00 am on the Third Tuesdays of Even months. They are as follows for 2017

- June 20
- August 15
- October 17
- December 19

##### Future Agenda Items

Mr. Markey reminded us that we have discussed having the following topics discussed in the future and we will have Cyber Security added to the list. If anyone else has other topics we should be discussion please get them to Jack or John Donohue for inclusion.

- Children's use of 9-1-1 education – (John and Holly will work to have a presentation for the next meeting)
- MCAC interface

John Donohue announced that he will be retiring from MIEMSS to accept a position with Cecil County Department of Emergency Services. He begins there on March 13 so this is his last meeting. He expects he will remain involved with the committee from the County level and remains available for questions. He promised to publish his new contact information when he lands in Cecil County. He thanked the Committee for their support and encouraged to group to keep up the good work.

With no further business to conduct, Mr Markey thanked the entire group for everything that they do throughout the year. As an Emergency Manager he understands that the Dispatchers are THE front line for public safety and are far underappreciated for what they deal with all year. He wished everyone a safe and happy holiday.