
STATE OF MARYLAND
BOARD OF PUBLIC WORKS
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PRESENT

HONORABLE LARRY HOGAN

Governor

HONORABLE NANCY KOPP

Treasurer

HONORABLE PETER FRANCHOT

Comptroller

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Secretary, Board of Public Works

ELLINGTON CHURCHILL

Secretary, Department of General Services

DAVID BRINKLEY

Secretary, Department of Budget and Management

PETE RAHN

Secretary, Department of Transportation

MARK BELTON

Secretary, Department of Natural Resources

MICHAEL LEAHY

Acting Secretary, Department of Information Technology

HERB JORDAN

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Recording Secretary, Board of Public Works

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PROCEEDINGS

GOVERNOR HOGAN: Good morning, everybody. Thank you for joining us.

ALL: Good morning.

GOVERNOR HOGAN: Welcome to the Board of Public Works. I'm going to keep this moving right along. I'm going to turn the floor over to my colleagues for any opening remarks. Madam Treasurer? Anything to say?

TREASURER KOPP: Just that it's a pleasure to be here. I think the season has started well, from Camden Yards, and for those of us in the Washington area it can only go up from here.

GOVERNOR HOGAN: Absolutely. That's a good way to start. Mr. Comptroller?

COMPTROLLER FRANCHOT: Yes, thank you. And Madam Treasurer, I echo that. Governor, thank you. It was wonderful to join thousands of fans at the home openers of Camden Yards and Nationals Park on Monday as we mark the beginning of this year's baseball season. And I did attend both Opening Days and I'm happy to report both teams won. And not because of me but --

TREASURER KOPP: Coincidence.

COMPTROLLER FRANCHOT: -- yeah, it was a coincidence.

(Laughter.)

COMPTROLLER FRANCHOT: But it's always great to be there for Opening Day because there is something electric in the air. I don't know whether it's hope springs eternal or fans are just lonely for their teams. But it was, it's an unbelievable atmosphere. It was great to catch up with old friends. I enjoyed a crab cake. And I also at each stadium had a Maryland brew in my hand, Maryland brewed beer. The Governor and I had a very nice photograph with some Flying Dog, locally produced Maryland beer, which obviously goes very much along with baseball.

GOVERNOR HOGAN: Let me just state for the record that the Comptroller did not drink the beer.

(Laughter.)

GOVERNOR HOGAN: He held the can. Whereas I was doing Natty Bohs --

COMPTROLLER FRANCHOT: Yeah. Yeah.

(Laughter.)

COMPTROLLER FRANCHOT: Yeah. You've heard of a photo op.

GOVERNOR HOGAN: Exactly.

(Laughter.)

COMPTROLLER FRANCHOT: But anyway, there was lots of enthusiasm and energy at both stadiums and I believe that they underscore the pivotal role that sports teams play in our communities. I look forward to an exciting season for both teams. And speaking of great area teams in Maryland, as excited as I am about the baseball season I also want to note that the Baltimore Blast will be advancing to the Major Arena Soccer League Championship Series, which begins this Friday, to compete for their eighth championship title. This is indoor soccer, for those of you that haven't seen the Blast. Under the leadership of my friend Ed Hale, it's not only an exceptional professional soccer team but a truly great organization that constantly gives back to the city they call home. So I join Blast fans all across the State in wishing the team the best of luck in the Championship Series. I look forward to congratulating them when they bring home another championship trophy to Charm City. Thank you, Governor. And good to see you.

GOVERNOR HOGAN: Thank you. It's good to see you. Last week of the Session. We're having fun down here.

COMPTROLLER FRANCHOT: Oh yeah, I'm under orders to keep my mouth shut.

GOVERNOR HOGAN: Yeah.

(Laughter.)

GOVERNOR HOGAN: Yeah. I'm going to try to keep it quiet, too. But I will just, I'm looking at the portrait of William Donald Schaefer in the back of the room. And it's the 25th anniversary of Camden Yards, and I'll say it would have never happened without his vision and his leadership. And I want to thank the Stadium Authority for the great job that they do in maintaining and promoting Camden Yards. It looks like it did when it first opened. And it looked like it had been there forever --

COMPTROLLER FRANCHOT: Yeah.

GOVERNOR HOGAN: -- the day it opened because they did such a great job on it. I had the opportunity, Cal Ripken came by the Governor's Box and we were reminiscing about he had that one little game where they were changing the numbers from 2,130 to 2,131 as he broke Lou Gehrig's record for most consecutive games. There's a lot of memories there. But that was certainly one that I don't think anybody will forget.

With that, I think we'll move on and start our --

TREASURER KOPP: Governor, could I --

GOVERNOR HOGAN: Yes.

TREASURER KOPP: -- just add that after Camden Yards was built, it's an interesting note that almost every other baseball stadium in the country was modeled on Camden Yards. It's been the country's stadium.

GOVERNOR HOGAN: And there's numerable ones but I don't think anybody got it right like we did.

TREASURER KOPP: Yeah.

COMPTROLLER FRANCHOT: Yep. And I believe Janet Marie Smith, who is part of the genius in designing Camden Yards, is currently working or has worked on the Red Sox Fenway Park, and is out now in Los Angeles doing the Los Angeles Dodgers Stadium. And yes, Governor Schaefer led the way but Janet was the architectural genius. And I believe that Camden Yards is rated as the number one sports arena in the country.

GOVERNOR HOGAN: Number one fan experience.

COMPTROLLER FRANCHOT: Number one fan experience. And I guess the Ravens are number two.

TREASURER KOPP: At least, but perhaps more --

GOVERNOR HOGAN: We're number one in the NFL.

TREASURER KOPP: At least one of us here voted for it.

COMPTROLLER FRANCHOT: Oh yeah. Well the --

GOVERNOR HOGAN: Come on, now. Let's, why can't we all just get along?

(Laughter.)

TREASURER KOPP: Both of us should have.

GOVERNOR HOGAN: This was going to be without controversy this morning.

(Laughter.)

GOVERNOR HOGAN: The Treasurer takes a cheap shot.

(Laughter.)

TREASURER KOPP: It's a long-standing discussion.

GOVERNOR HOGAN: But it was such a big hit last week we're going to go out of our normal order and we're going to jump and move to calling out the Department of General Services at the top of the Agenda. Secretary Churchill?

MR. CHURCHILL: Well, good morning, Governor, Mr. Comptroller, Madam Treasurer. For the record, I'm Ellington Churchill, Secretary for General Services. The department has 21 items on our Agenda and we are withdrawing Item 21. And we'll be glad to answer any questions that you have at this time.

GOVERNOR HOGAN: Well thank you, Mr. Secretary. Before we get to the questions on the DGS Agenda, I've got a special announcement to make regarding your department. Last summer our administration implemented the Customer Service Initiative and the Customer Service Promise, which is something that the Comptroller has talked about for many years. And our Customer Service Initiative prioritized a renewed focus on a strong culture of

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service in our State agencies, improve customer service, training for State employees, and the establishment of new service performance metrics. Our Customer Service Promise is composed of a set of key principles that guide the administration's focus on providing excellent customer service. And one of the ways to improve our customer service culture is to recognize and celebrate members of our team who have gone above and beyond the normal service expectations to solve problems and to improve the services that we deliver in a manner consistent with the values embodied in our customer service promise.

The Customer Service Heroes Award was created to help celebrate our successes and encourage the philosophy of outstanding service delivery and show the citizens of Maryland that our team continues to improve and do amazing things for our customers. Today we are pleased to recognize Frank Pullifrone. Frank is a Project Manager in the Facilities Planning Design and Construction Division at the Department of General Services. Frank, why don't you come up here to the podium there so we can sing your praises a little bit and make you embarrassed?

(Laughter.)

GOVERNOR HOGAN: Let's give him a round of applause.

(Applause.)

GOVERNOR HOGAN: Frank took on a challenging project last fall in Western Maryland. The Grand Building, a State-owned property operated

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by the Canal Place Authority in Cumberland, lost its heating and air conditioning due to emergency system failures. And Frank, who is based in Baltimore, made the four-hour round trip to Cumberland repeatedly to oversee the replacement of the heating and cooling system. And Frank's supervisor has received numerous phone calls from the Canal Place Executive Director commenting on his knowledge of the project and praising him profusely for always making himself available. Frank has been in State service for 11 years and he has done a tremendous job proving that he is capable of handling any project, no matter how challenging.

So Frank, if you could come up here? Congratulations. You are our Customer Service Hero. And I've got a citation to present with my colleagues.

(Applause.)

COMPTROLLER FRANCHOT: Congratulations.

GOVERNOR HOGAN: One more round of applause for Frank and his hard work.

(Applause.)

COMPTROLLER FRANCHOT: If I could, Governor, just compliment the Governor and his staff for creating this award. And this idea of customer service, it's not a Democratic idea, it's not a Republican idea. It's just common sense. And the Governor has with this award and with what's going on

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in State agencies around the State, I think done a tremendous public service by making customer service a priority. I define it as government answering the damn phone.

GOVERNOR HOGAN: That's a start.

COMPTROLLER FRANCHOT: Yeah. Because, you know, we get 500,000 or 600,000 phone calls during the tax season in my agency. People are obviously very interested in refunds, etcetera, etcetera. It used to be the message would come on and say, thank you for calling our 800 number, there are 26 people in line ahead of you. You have approximately a, pick a number, 20- or 25-minute wait until somebody gets on the phone. Now when you call the 800-MDTAXES number, there isn't a message. There is a real, live, friendly, professional voice who answers the phone and respects the taxpayers, responds to the taxpayers, and gets results for the taxpayers. Not always the result they want, because we're the tax agency, but that's the point, that there's a real person --

GOVERNOR HOGAN: I didn't get the refund I wanted back.

COMPTROLLER FRANCHOT: Yeah. But I want to compliment the Governor. And I know my party sometimes says, oh gosh, you compliment him a lot. And what's the, you're a Democrat, he's a Republican. I'm telling you, this is what the public appreciates. The ability to access and get helpful customer service from State government. I think they're getting it. Everything

around the State, people respond that there is a sea change in their ability to access agencies. And all the secretaries obviously should be complimented.

But Governor, I do think there is still a problem with our counties. And I hear all over the State, small businesses saying it takes months to get permits. And I'm particularly focused on Prince George's, Montgomery, Baltimore City, Baltimore County, and Howard County. And maybe someday we could get the county execs to come down and we could have kind of a show and tell as to what we're doing to promote customer service for our constituents. And it starts with someone being able to get through on the phone and have someone who has been told to be helpful if at all possible on the other end of the line.

So kudos to you, Governor Hogan, for this award and this recognition of customer service as a priority. It is making a difference. I promise you. And but I would like to bring the county execs down and have perhaps another discussion. I hate, I hate to impose on them. But it's probably the number one issue that I hear. And I just heard it last night up in Howard County at a Democratic club that I went and spoke to. The owner of a tavern, just been completely renovated, put \$2 million into it in Ellicott City, that flood damaged area, booming with business. And Manor Tavern, I think it's called. He said, and I said, how's things going? He said, the only complaint I have is the months and months it took to get the permits from the county agency. And we shouldn't hear that. So onward and upward. I didn't mean to filibuster you. But --

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GOVERNOR HOGAN: Well actually on that particular topic I know a little bit about it because we were walking the streets of Ellicott City and I ran into a gentleman and he said, we have a problem with the State holding up our permits. And I jumped on it right away to find out what was wrong. And the State says, all of our stuff has been done and waiting for months and I believe the county is holding them up. So somebody at the county told him it was us and it wasn't. So they are still working to get it done.

But I want to thank you for the comments. And I sincerely mean this. You know, I'm a private sector person. I never held elected office before. But I always thought that customer service was important. And the government, you know, ought to be treating people as if they were their customers. They are the ones that pay the bills around here. And when I was first elected I listened to the Comptroller give a speech where he talked a lot about customer service. And I thanked him for that and told him we agreed 100 percent. That might have been the start of the bromance, I guess.

(Laughter.)

GOVERNOR HOGAN: And then you know we did a procurement, I mean, we did a regulatory reform commission that went all over the State and held hearings where hundreds and hundreds of people showed up. And we thought they were going to come out to give suggestions or complain about a particular regulation that they didn't like. But about 90 percent of the

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response was, we don't like the response or the service we get from State government. And it takes too long. And they don't answer our questions. And we don't ever get responded to. Or people aren't answering the phone. So we've made it a priority and it's not perfect yet. We've got 50,000 employees in a lot of different departments. But it's getting better. And I want to, you know, we recognize one gentleman today but there are a lot of great public employees in our State that are out there working hard everyday. And we're making improvements. And not to call out one of Pete Rahn's divisions, but I know that the MVA is kind of notorious all around the country and it gets a lot of complaints. And we have sped up the time frame so much and you can do things online, that people are saying, wow, what a difference it is. And the employees who used to sometimes have a really bad day because people were grumbling at them and yelling at them and tired of being, waiting in line for hours. And now they are, they love this new customer service. They are happier, too. Because people are saying thank you instead of something else that they might say.

(Laughter.)

GOVERNOR HOGAN: So we're going to keep working on customer service. And at this point we want to move, we said we were going to have a short Agenda and now we're filibustering.

(Laughter.)

GOVERNOR HOGAN: But we're going to move back to the DGS Agenda. Any questions on that? Is there a motion?

TREASURER KOPP: I have one question, and it's a generic one, Mr. Secretary, that doesn't call for an extensive answer now. But I noticed the number of emergency contracts, and I think they are emergencies. I have no problem at all. But the emergency has got to come after the end of a lot of things which give people indications that something is going wrong. Whether it's because of inadequate maintenance, or the age, do we have, do you think, a sufficient system in place so that we don't have all these emergencies and we have an idea of what's going on? And if not, shouldn't we go about trying to get one?

MR. CHURCHILL: Well thank you for the question, Madam Treasurer. And I'll be short. You are and hit on a number of things, aging buildings and continued maintenance. The answer is yes. The department is looking at a system that would utilize technology to help identify when maintenance is required earlier and so we don't move into an emergency situation. I'll be happy to go over our plan once we finish it.

TREASURER KOPP: I would be very, because these obviously are true emergencies.

MR. CHURCHILL: Yes.

TREASURER KOPP: And you had to act and I support you completely.

MR. CHURCHILL: Yes.

TREASURER KOPP: But ideally we wouldn't have emergencies.

MR. CHURCHILL: We are engaged in a plan to deal with that issue.

TREASURER KOPP: Thank you.

GOVERNOR HOGAN: Is there a motion on --

COMPTROLLER FRANCHOT: No, if I could just, on an item, Item 4? Mr. Secretary, that is a contract for mold remediation and pipe repairs. I noticed the MBE goal was 27.3 percent but the vendors only achieved a nine percent compliance level. And if that number is accurate, is the vendor working to attract more women- and minority-owned subcontractors in order to improve that compliance level?

MR. CHURCHILL: Well thank you for the question, Mr. Comptroller. This is an emergency procurement and under procurement rules MBE participation is not outlined. When we engaged in the emergency RFP, the vendor, which was a sole source, voluntarily provided MBE participation through one of his subs. The contract has increased. And because it is a limited function in terms of the action the increase has reduced the MBE participation. So it's an individual vendor that's attached to this contract.

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COMPTROLLER FRANCHOT: Well I don't have any issue with the underlying request, but and MBE I know is often talked about as an aspirational goal. I think we view it as an expectation. So I'll accept that but if you could keep an eye on other contracts, I'd be grateful.

MR. CHURCHILL: I'll be happy to. Yes, sir.

GOVERNOR HOGAN: Any further questions on DGS? Is there a motion?

COMPTROLLER FRANCHOT: Move approval.

TREASURER KOPP: Second.

GOVERNOR HOGAN: Second? Three-nothing. We'll get on to the Secretary's Agenda.

SECRETARY MCDONALD: Good morning, Governor, Madam Treasurer, Mr. Comptroller. We have seven items on the Secretary's Agenda. We have three reports of emergency procurements. And we're prepared for your questions.

GOVERNOR HOGAN: I'd like to note Item 7 and --

SECRETARY MCDONALD: Item 7, I think Secretary Belton --

GOVERNOR HOGAN: -- I see Secretary Belton is here. I also see Delegate Mary Beth Carozza is also here and she helped make that happen. And you may want to just join us.

This is a request from the Department of Natural Resources to disburse \$4.5 million from the Ocean City Beach Maintenance Fund for beach nourishment in Ocean City. And the nourishment project will supply 883,000 cubic yards of sand to the Ocean City beach. And the project will not only pay for our normal periodic beach nourishment program, it will also restore the beach to its condition prior to Winter Storm Jonas. So I just want to thank Delegate Carozza for her efforts and I want to thank DNR for making this a priority. And I know, Delegate, that you skipped out of class downstairs in the Legislature. Thank you for being here, if you want to have anything to say. And then let me know if you need me to write a note to the Speaker excusing you from class.

DELEGATE CAROZZA: I was excused. I wanted to actually attend today first of all to underscore the importance of this project. We are so proud of our beach in Ocean City. You all know that. I'll put our beach up not only against any in the country but any in the world, it is so pristine. But we do have to make, continue to make the investments. And I know that we forwarded the schedule in light of Winter Storm Jonas. So I want to personally thank each one of you, underscore the importance of this.

I've been working on that beach since I was a kid. The Carozza Bollinger had a beach stand. And I noted as a young girl that we had --

GOVERNOR HOGAN: I used to rent umbrellas on the beach, too.
I wonder if I ever saw you down there.

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DELEGATE CAROZZA: There you go. And we have visitors from, you know, out, you know, not only outside of our area and in Maryland, out-of-state, international visitors. And they all marvel at the beach. So for me to be able to come and thank each one of you, each member of the Board of Public Works, to underscore the importance, and thank you for releasing this funding.

GOVERNOR HOGAN: Thank you very much. Any other questions on this item or any other --

COMPTROLLER FRANCHOT: And Delegate Carozza, will you get back to us and let us know how the season goes down there? I hear that it's, we're now starting school after Labor Day. So --

DELEGATE CAROZZA: And I want to thank all of you for that as well. And we're off to a great start. We had, even though it was a chilly St. Patrick's Day Parade we had record crowds, so we're off to a great start. Thank you.

GOVERNOR HOGAN: I think I'm going to spend the week before the schools start, that last week down there in Ocean City, maybe walking the boardwalk.

COMPTROLLER FRANCHOT: Yep.

GOVERNOR HOGAN: All right. Thank you very much.

DELEGATE CAROZZA: You too.

GOVERNOR HOGAN: Any other questions --

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TREASURER KOPP: Can I just say this is a great example of State, federal --

GOVERNOR HOGAN: It's a great example of State, federal, local partnership. Yeah, thank you gentlemen. Any other questions on the balance of the Secretary's Agenda?

COMPTROLLER FRANCHOT: Move approval.

GOVERNOR HOGAN: Move approval? Second? Three-oh. We now move on to the DNR Real Property Agenda.

MR. BELTON: Governor, Comptroller, Treasurer, good morning, and Happy Maryland Arbor Day.

COMPTROLLER FRANCHOT: Oh wow.

GOVERNOR HOGAN: Fair enough, Maryland Arbor Day.

TREASURER KOPP: Yeah.

MR. BELTON: I'd like to point out the first Wednesday in April is Maryland Arbor Day, generally thought of as the best day to plant trees in the State of Maryland. Arbor Day happens, the best day to plant trees in every state in the Union, as early as February in the southern states and as late as May up in the New England states. Generally nationally it's looked upon as the last Friday in April, but here in Maryland we celebrate the first Wednesday in April.

To help do that I've got some potted plants of red bud seedlings for each of you to take home today, hopefully. And every member of the General

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Assembly, and the audience here today, will be able to take a red bud seedling home with them to help celebrate Maryland Arbor Day.

GOVERNOR HOGAN: Well let me just add to that that we're happy to celebrate Arbor Day today, but it's also Taekwondo day in Maryland. And later this afternoon I will be breaking an even bigger pile of boards than I did last year and it's going to say Legislative Gridlock on top of them. We're going to break through that because there's still hundreds and hundreds of bills we need to get done in the next couple of days.

MR. BELTON: Very good.

GOVERNOR HOGAN: Sorry.

MR. BELTON: No --

(Laughter.)

GOVERNOR HOGAN: It's like you left a softball up there --

MR. BELTON: Well for the record, I am Mark Belton, Secretary of the Maryland Department of Natural Resources. And we have six items on our Real Property Agenda for your approval this morning.

GOVERNOR HOGAN: Any questions on the DNR Agenda?
Second?

COMPTROLLER FRANCHOT: Move approval.

GOVERNOR HOGAN: Move approval. Next up is Secretary Brinkley with DBM.

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MR. BRINKLEY: Good morning, Governor, Mr. Comptroller, Madam Treasurer. For the record, I'm David Brinkley, the Secretary of the Department of Budget and Management. We have submitted ten items for today's Agenda. I'm withdrawing Items 5-S, 8-S, and 10-S-MOD, leaving seven items for your discussion and hopefully subsequent approval. And I have representatives here to address any questions or concerns that you might have.

GOVERNOR HOGAN: Any questions?

COMPTROLLER FRANCHOT: Item 4-S.

MR. BRINKLEY: Item 4? James Knighton of the MTA.

COMPTROLLER FRANCHOT: Great.

MR. KNIGHTON: Good morning. Mr. Governor, Madam Treasurer, Mr. Comptroller, for the record, I'm James Knighton, Chief of Staff at the Maryland Department of Transportation's MTA, here representing our CEO and Administrator Paul Comfort. Mr. Comfort is out of town today at a conference speaking about innovations and improvements at the MTA. So instead of Moses, you're getting Aaron here today to talk to you about innovations and improvements at the MTA.

COMPTROLLER FRANCHOT: Terrific. Well I'm --

MR. KNIGHTON: I'd be happy --

GOVERNOR HOGAN: I don't know about calling Paul Comfort
Moses --

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(Laughter.)

GOVERNOR HOGAN: He's a pretty good administrator, but let's not get carried away.

MR. KNIGHTON: A great leader.

COMPTROLLER FRANCHOT: So my question about this contract, which is a sole source --

MR. KNIGHTON: Yes, sir.

COMPTROLLER FRANCHOT: -- \$5.2 million contract --

MR. KNIGHTON: Yes, sir.

COMPTROLLER FRANCHOT: -- for someone to determine eligibility --

MR. KNIGHTON: Mm-hmm.

COMPTROLLER FRANCHOT: -- for the mobility paratransit program. I'm a big proponent of Mr. Comfort's reforms and I'm fine with what the agency is doing. But this group that you're hiring works for WMATA?

MR. KNIGHTON: Yes.

COMPTROLLER FRANCHOT: And WMATA's contract allows WMATA to have the final say on paratransit eligibility. Our contract apparently says the vendor has that sole authority. Do you have some oversight as to whether they are ruling thumbs up, thumbs down in the right way?

MR. KNIGHTON: Yes. Well a very important component of the eligibility process is when you get to the determination. And obviously documenting that properly, retaining the records. And then there's the possibility for someone who is denied to make an appeal. Now we have an appeal officer who is an MTA employee and who will continue to be an MTA employee who will oversee that kind of very end of the process. So we will have a State employee exercising oversight at the point of determination and preparing for appeals.

COMPTROLLER FRANCHOT: Excellent. Thank you.

TREASURER KOPP: I have a question. My understanding is you believe there is a very significant positive fiscal note to this move, is that right?

MR. KNIGHTON: Yes. That's right. Yes.

TREASURER KOPP: Several million dollars?

MR. KNIGHTON: Yes.

TREASURER KOPP: Yes.

MR. KNIGHTON: Yeah. Mm-hmm.

TREASURER KOPP: Is that because you are not going to qualify as many people? Or where does the money come from, the profit?

MR. KNIGHTON: Yes. Well where the savings would come from would be you would see an increase in denials but where we are right now is about a six to eight percent denial rate, and that's very low compared to the

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industry as a whole. And what that indicates is that our process is broken, to be frank with you. And one of the reasons why we're bringing this contractor on is because our certification process was part of one of two main areas of contention in a 2015 lawsuit --

TREASURER KOPP: Right.

MR. KNIGHTON: -- that was brought against the MTA. So --

TREASURER KOPP: From people who thought that in fact people who were entitled --

MR. KNIGHTON: Mm-hmm.

TREASURER KOPP: -- to certification were not being certified.

MR. KNIGHTON: Right. That's true.

TREASURER KOPP: Now you're going in the other direction? Right?

MR. KNIGHTON: Well we might. We probably will. But --

TREASURER KOPP: So how are you keeping an eye on that? Because there are people, as you know, who are totally dependent --

MR. KNIGHTON: Right.

TREASURER KOPP: -- to get to work or medical appointments on paratransit. We don't want to, and this seems to be a pendulum and we don't want to swing too far or we're disabling people.

MR. KNIGHTON: No, indeed. And that's the balance we have to strike. You're absolutely right. Is making sure that people who need the service get it, and at the same time trying to manage the costs --

TREASURER KOPP: Right.

MR. KNIGHTON: -- of this program which is the most expensive service that we provide --

TREASURER KOPP: Right.

MR. KNIGHTON: -- at about \$50 a trip.

TREASURER KOPP: Right. It certainly is.

MR. KNIGHTON: So one of the things that MTM is going to be doing for us is documenting cases very rigorously. They are going to have the process from the initial interview to a physical assessment, communication with the customers, again documenting the decisions. And we really feel that the process will be much stronger. And if there is an increase in denials, those will be, if you will, real denials that we can substantively prove.

TREASURER KOPP: Appropriate.

MR. KNIGHTON: Yes, ma'am.

TREASURER KOPP: So you must have some expectations of some indicators that you are going to be using to --

MR. KNIGHTON: Mm-hmm. Yes, we have, there are seven different performance measures that we are going to be applying to this contract.

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And it includes things like the time to schedule interviews for applicants, when the interview is conducted following arrival, reducing interview no shows, follow up to obtain supplemental information, completion of eligibility determinations, the time in which we assess applicants by our physical therapists, recertifications, and appeals. So but of course we'll also be monitoring the denials. That's something we already measure.

TREASURER KOPP: All right. So I think we would like, at least with this major change --

MR. KNIGHTON: Mm-hmm. Yes.

TREASURER KOPP: -- have lived through this for a number of years --

MR. KNIGHTON: Oh yes.

TREASURER KOPP: -- some sort of periodic updating on how things are going --

MR. KNIGHTON: Absolutely.

TREASURER KOPP: -- so we don't have to hear it from upset, denied constituents ourselves --

MR. KNIGHTON: Yes. Absolutely.

TREASURER KOPP: -- but know they are taken care of. I don't know, Mr. Secretary, what you --

MR. RAHN: So Madam Treasurer, the attempt here is to remove abuse. But --

TREASURER KOPP: I get the project.

MR. RAHN: -- to ensure that we are providing the service --

TREASURER KOPP: Right.

MR. RAHN: -- to those who are qualified and deserve it. Our mobility trips have ballooned over the last couple of years.

MR. KNIGHTON: Yes.

MR. RAHN: We've gone from --

MR. KNIGHTON: Well we're up to about, on some days 10,000 or more trips a day. That's up from about 6,000 or 7,000 two or three years ago. Tremendous increase.

TREASURER KOPP: I think we all have the same goals. I can't imagine anyone not. But the question is how we keep apprised of how we're going and whether changes are needed or --

MR. KNIGHTON: Yes.

MR. RAHN: We've also changed, Madam Treasurer, the vehicles by which we are providing these services so that not everyone needs to have a wheelchair accessible vehicle --

TREASURER KOPP: Right.

MR. RAHN: -- which is our most expensive form of transportation. So we are very focused though on how do we control these costs, ensure that there's not abuse, provide the service that's necessary. And there are any number of federal laws that dictate this and we are not going to violate a federal law knowingly.

MR. KNIGHTON: No.

TREASURER KOPP: And do you have any sort of advisory council, advisory group? There was at one time, I know.

MR. KNIGHTON: We certainly do. We have the Citizens Advisory Council for Accessible Transportation, or CACAT as we call it. They meet monthly at MTA headquarters. And they contain everything from folks who are just disabled individuals who ride our service to transit advocates, representatives of transit, you know, advocacy groups. Our CACAT is very vocal and we run our service changes by them and get substantive input from them. And Mr. Comfort goes to the meetings. So we work very, as you know, his background is in disability transportation.

TREASURER KOPP: Yes.

MR. KNIGHTON: So this is very important to him.

TREASURER KOPP: I mean, he's been around this, too. This --

MR. KNIGHTON: He has. Yes.

TREASURER KOPP: -- past episode.

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MR. KNIGHTON: Absolutely.

TREASURER KOPP: Well I look forward to hearing --

MR. KNIGHTON: Yes.

TREASURER KOPP: -- how we proceed and I think it makes a lot of sense --

MR. KNIGHTON: We'd be happy to.

TREASURER KOPP: Thank you.

MR. KNIGHTON: Absolutely.

GOVERNOR HOGAN: Thank you.

MR. KNIGHTON: Thank you.

GOVERNOR HOGAN: Tell Moses we said hello.

MR. KNIGHTON: I will.

(Laughter.)

MR. KNIGHTON: Thank you. Oh, and I would just add that this is also the 25th anniversary of MTA starting its Light Rail service, which is key for getting people to Oriole Park and was done under former Governor Schaefer. So take Light Rail to the ballpark and we appreciate it.

GOVERNOR HOGAN: A lot of people do --

MR. KNIGHTON: Yes.

GOVERNOR HOGAN: Yeah, thank you.

MR. KNIGHTON: Thank you.

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GOVERNOR HOGAN: Any other questions on the DBM Agenda?

COMPTROLLER FRANCHOT: Move approval.

GOVERNOR HOGAN: Second?

TREASURER KOPP: Second.

GOVERNOR HOGAN: Three-nothing. Now we're going to cover the University System Agenda.

MR. EVANS: Good morning. Joe Evans, representing the University System of Maryland. We have six items on the Agenda. We are withdrawing Item 5-RP. We're here to answer any questions.

GOVERNOR HOGAN: Good morning.

MR. EVANS: Good morning.

GOVERNOR HOGAN: Any questions on the University System? Motion?

COMPTROLLER FRANCHOT: Move approval.

GOVERNOR HOGAN: Three-oh, University System.

MR. EVANS: Thank you.

GOVERNOR HOGAN: Mr. Leahy, we're going to do Information Technology.

MR. LEAHY: Good morning, Mr. Governor, Madam Treasurer, Mr. Comptroller. For the record, I'm Michael Leahy, Acting Secretary of the

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Department of Information Technology. Today we have three items on the Agenda and I do have agency representatives here to answer any questions you might have.

GOVERNOR HOGAN: Any questions?

COMPTROLLER FRANCHOT: Yes. I have a question on Item 3.

MR. LEAHY: Good morning, sir. Yes. Mr. Hasenei?

COMPTROLLER FRANCHOT: So this is the -- oh, good.

MAJOR HASENEI: Good morning. I'm Major Ken Hasenei. I'm the Statewide Interoperability Director.

GOVERNOR HOGAN: Good morning, Major.

COMPTROLLER FRANCHOT: Okay. So we're being asked to approve a request from the Department of Information Technology to reallocate \$10 million within the statewide public safety wireless communications contract with Motorola. It's an old chestnut that has been around before us for, well, my whole ten years, I think, in this office. And we want to accommodate the Department of Transportation State Highway Administration moving and remodeling their respective radio dispatch operational centers. After taking \$10 million out of the pool of money where it was intended as part of the original contract, how much will that leave for those uses? Does the agency anticipate these funds being sufficient to fulfill the needs covered in the contract?

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MAJOR HASENEI: Yes, sir. So what we're actually doing here is under the previous administration and before the project started, State agencies were asked to estimate the amount of money they needed and the number of radios that each agency was going to purchase. What has been determined after years of the project use is some of the agencies did not need the number of radios that they first estimated many years ago. So what we're asking to do is because we have State agencies buying more equipment, Secretary Moyer is here, his agency just put the radio system at Central Booking. They are expanding the use of that throughout the State with the Department of Corrections. We just had the Maryland Transit Administration on an old system that they had to come off under federal regulations and laws by 2021, so they just came on the system and replaced their old radio system with Maryland First to have better interoperability with Public Safety.

So what we're asking is we're just asking for spending authority that's in that subscriber bucket to be moved, that the money that's not going to be spent by those agencies, it's no actual money. Their spending authority to move from that bucket of subscribers over to the project to allow MDTA and SHA to be able to purchase the dispatching consoles at their new centers here and then based on the number of State agencies coming on and the amount of equipment purchases that we've seen in the last year, that extra \$4 million there is to cover

the contract ceiling of any other additional agencies this year that would come on and the equipment purchases, sir.

COMPTROLLER FRANCHOT: Okay. So that explains the discrepancy between the \$10 million being shifted and the \$6 million cost --

MAJOR HASENEI: Yes, sir. So \$6 million is the cost of the agency's equipment to move that over so they can purchase that, and \$4 million is an estimated based on the State agencies and expansion of the system for State agencies of our last year just for contract ceiling.

COMPTROLLER FRANCHOT: Okay. Additional question, the U.S. Department of Commerce recently announced a national project with AT&T to spend \$46.5 billion to build a national wireless broadband communication network for America's first responders. I'm wondering what if any impact this national AT&T project being undertaken by the federal government will have on our Motorola project here in Maryland?

MAJOR HASENEI: So let me say, Mr. Comptroller, that Secretary Leahy and I have already had several conversations, as did Secretary Garcia and I on this project. There are a number of concerns, not only for Maryland public safety but all the other states and territories about whether this project is going to be successful for public safety and how many public safety agencies are going to use it.

TREASURER KOPP: This project meaning the federal --

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MAJOR HASENEI: FirstNet. The federal, the nationwide construction of a broadband system. As to radio, some of the recommendations we've put out through interoperability directors and Homeland Security and FEMA with radio systems is that because it's been hundreds of billions of dollars that states have invested in their statewide radio systems, it will be 20 to 25 years before radio systems can migrate over to this system. They don't have the technology or capabilities to handle critical voice at this point in time and it will be many years before they do that. And public safety is also concerned if they use this system, and their data and their applications and their other things are running on this future system, putting all their public safety tools on one network for cybersecurity concerns and other things.

So what we're trying to get the word out to governors and mayors and executives is because it's such a long time and there's been such a hefty investment by other states and territories on radio systems, that you still need to upgrade and replace and maintain your current radio systems. Again, it may be 20 to 25 to 30 years before radio systems and the technology exists on critical voice to move that over to FirstNet.

COMPTROLLER FRANCHOT: So it sounds as if it's a little premature to spend \$46 billion on a new system if I take it other states have made investments. What is our investment in the total Motorola project, so to speak?

MAJOR HASENEI: The total project cost?

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COMPTROLLER FRANCHOT: Ballpark.

MAJOR HASENEI: It's about \$350 million, \$360 million on the project by the time it's done.

COMPTROLLER FRANCHOT: Okay. So ultimately do you see that system being able to communicate with the new system? Or are they incompatible?

MAJOR HASENEI: At this point, sir, the federal government doesn't have the technology. The technology does not exist anywhere for radio systems to communicate on the new system the federal government wants to build.

COMPTROLLER FRANCHOT: Maybe you could suggest that the \$46 billion just be spent on reimbursing states and localities that have already done the job? Not all of us have. But we apparently are almost completed.

MAJOR HASENEI: Well, Mr. Comptroller, I am going to say that the federal government has appropriated \$7 billion, right, to build this out in the states and territories. That extra amount of money you saw in the article is actually for excess spectrum that they expect AT&T to be able to sell to come up with revenue. But again, the public safety, the chief information officers I talk to around our state and other states have workable systems now, our video, our data. And I will say this, Maryland out of all the other states I deal with, we probably have better interoperability on video and data sharing and radio systems than any

other state that I deal with on a regular basis. And again the question is with them having successful systems, known costs of those systems now, in their cars and tablets and things like that, and they are reliable and have a history of reliability, how long is it going to take? And if we are going to migrate over to an unknown system with AT&T with no history that's being run by a federal agency? And that's what I commonly hear.

COMPTROLLER FRANCHOT: Okay. So the system that we have that is being built out, you mentioned \$300 or \$400 million, I thought it was even more than that. But it was indicated to us when we voted on this, and I believe I voted in opposition, that local counties and municipalities were going to participate. How many counties are participating right now?

MAJOR HASENEI: So right now Western Maryland is eagerly waiting to come on the system. So we have Garrett County, we have Allegany County out there waiting. We also have Kent, Queen Anne's, Talbot, Somerset I just did a presentation for. They are considering coming on. Cecil County is still debating that. The other counties -- and Dorchester is considering that. The other counties that don't come on the system would rather have local control or maybe have a little bit different needs. We are working directly with them to make sure we have good radio interoperability for our public safety agencies. We have a drug task force, a gang task force working around the State right now that can switch directly over on their radio. Your office, sir, your investigators in the

Comptroller's Office can switch directly over now on their radios and talk to State agencies for backup and not have to use a cell phone to call 911 to get that service. We're also building it into the other surrounding states now, 25 miles in. So that if we're flying a Medevac mission and our law enforcement support, or we have an incident right on the border, or a chase goes in or out of the states, instead of us being on a radio in a car talking to a dispatcher, who is on the phone talking to another dispatcher, who is on the radio talking to the other trooper, other officer, we can switch directly over to those states and talk as that incident or that event is going down. And we're also working on air to ground channels that also support the counties and State agencies as far as the use of aircraft assets, both in the State Police, National Guard, and other public safety aviation assets.

COMPTROLLER FRANCHOT: Okay. Thank you. But your answer is that there are four counties currently using the network, all of them on the Mid Shore. Some others are contemplating that around the State. How many municipalities are using the system?

MAJOR HASENEI: Right now I don't, unless they are in a county that are on there, we don't have any municipalities using the system. So what we normally do, because the system uses standards that are nationally, national standards that allow for communications interoperability, we work with those municipalities out there as well as some of the counties, Baltimore City,

Baltimore County, and we exchange frequencies there. Which is much easier for us to communicate than the old ways before the system was in place.

COMPTROLLER FRANCHOT: So the answer there is no municipalities?

MAJOR HASENEI: Yes, sir.

COMPTROLLER FRANCHOT: But that's not what the presentation originally was. We were going to have everybody involved. And that then became I take it cost prohibitive for these local entities to purchase Motorola equipment and join in?

MAJOR HASENEI: Mr. Comptroller, I would say this is the cheaper version for many of the jurisdictions when you look at what the State offers on the system. I wasn't here back when the project started. There was a great deal of incentive that the State create a statewide system for the counties to come on, as well as a statewide CAD system at that time for public safety agencies to use. Some of the agencies want to maintain local control of their radio systems. That's been a factor for them. I know Somerset, the Western Maryland counties, the Eastern Shore, it's actually cheaper for them to come on the State system because we're not having them pay for all the infrastructure. They are allowing us to use shared land, shared towers, shared shelters out there, which keeps the cost down for everyone. And it's much cheaper in many cases for them than going out and buying their own radio system with another vendor.

The feds are all using the system now for direct communications interoperability and again we continue working with them and our surrounding states. And I think it's been very successful.

We have a number of success stories, including Baltimore City, that we couldn't have done what we did in Baltimore with having 1,000 to 2,000 people come in there and immediately getting them on a radio system without having to touch their radios and program them. We had three Eastern Shore counties last year that a lightning strike hit the tower at Wye Mills, took out all the public safety systems down there on the Eastern Shore in three counties and the University of Maryland. Because the State provides a template and a backup system, we were immediately able to place those county public safety systems and the University of Maryland on the State system while the vendors repaired their system. So it's been a really good system. Our communications are much better. I use it as a first responder. I can tell you we have many less dead spots around the State. It's clearer. We have much better range than my other radios that I was using before this system was in place.

COMPTROLLER FRANCHOT: Thank you, Governor.

GOVERNOR HOGAN: Thank you. Any other questions on the Information Technology Agenda?

TREASURER KOPP: Yeah, I do have one question on this. Could you give us a piece of paper, or maybe two, which just lays out how

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successful we have been in terms of interoperability and security of our agencies and our people in terms of the ability to communicate? Whether it's with this specific contract or not, ability to communicate within the State and across state lines --

MAJOR HASENEI: Absolutely. I did let your staffs know yesterday that we do have a State plan. We have governance structures and executive structures to do this.

TREASURER KOPP: That would be very helpful I think --

MAJOR HASENEI: And we would be happy to do that to fill you in, and where radio fits and FirstNet fits and everything else.

TREASURER KOPP: Exactly.

MAJOR HASENEI: Yes, ma'am.

TREASURER KOPP: Thank you.

GOVERNOR HOGAN: Very good. Thank you.

MAJOR HASENEI: Thank you.

GOVERNOR HOGAN: Is there a motion on DoIT?

COMPTROLLER FRANCHOT: Move approval.

TREASURER KOPP: Second.

GOVERNOR HOGAN: Three-oh. Move on to the Department of Transportation.

MR. RAHN: Good morning, Governor, Comptroller, Madam Secretary, or Treasurer. For the record, my name is Pete Rahn, Secretary of the Maryland Department of Transportation. MDOT is presenting eight items for your consideration and we are withdrawing Item 5-M and 9-GM. And there is a revision that's been submitted for Item 10-GM.

GOVERNOR HOGAN: Any questions on Transportation? No? I'm hearing none.

COMPTROLLER FRANCHOT: Move approval.

GOVERNOR HOGAN: A motion to approve. It's been seconded. Mr. Secretary, you skated out of here with three-nothing, no questions. And that concludes our Board of Public Works. Thank you.

(Whereupon, at 10:55 a.m., the meeting was concluded.)