

KENNETH P. KERR, Ed.D
Legislative District 3
Frederick County

Health and Government Operations
Committee

Subcommittees

Chair, Government Operations and
Health Facilities

Insurance and Pharmaceuticals



THE MARYLAND HOUSE OF DELEGATES
ANNAPOLIS, MARYLAND 21401

Annapolis Office
The Maryland House of Delegates
6 Bladen Street, Room 209
Annapolis, Maryland 21401
410-841-3240 · 301-858-3240
800-492-7122 Ext. 3240
Ken.Kerr@house.state.md.us

District Office
4539 Metropolitan Court, Suite 257
Frederick, Maryland 21704
301-360-3505

HB1141/SB1068: Statewide 2-1-1/3-1-1

Too often, people call 9-1-1 with important, but non-emergency, situations. As the Baltimore Sun reported in 2022, up to 80% of 9-1-1 calls in Baltimore City were for non-emergency services.¹ This delays our 9-1-1 Specialists from providing assistance to those with an urgent need for police, firefighters, or paramedics—endangering lives.

As introduced, HB1141/SB1068 would have created a combined, statewide 2-1-1/-1-1 system to lighten the load at our 9-1-1 Centers while serving as an information hub for government and nonprofit services, resources, and information. While I believe that statewide 2-1-1/3-1-1 would be a game-changer for how Marylanders interact with their government, it is clear that this program would be too expensive to implement in these fiscally challenging times.

After consultation with the Moore/Miller Administration and the Departments of Human Services (DHS), Emergency Management (MDEM), Information Technology (DoIT), and others, I believe that there may be a less expensive solution to provide excellent customer service to our constituents—a statewide portal.

A 3-1-1 portal could give our constituents information on state, county, and local government services, resources, and information. Currently, only Baltimore City and Anne Arundel, Baltimore, Montgomery, Prince George's, and St. Mary's Counties offer 3-1-1 services.

The Next Generation 9-1-1 Commission I chaired unanimously endorsed the creation of a statewide 3-1-1 system to relieve pressure on our 9-1-1 Centers.

I urge a favorable report on HB1141.

<https://www.baltimoresun.com/2022/05/18/80-of-baltimore-911-calls-are-non-emergencies-a-new-plan-will-make-the-department-more-efficient-officials-say/>