



Senate Bill 114

3-1-1 Systems - Expansion Program and Oversight Board - Establishment

MACo Position: **SUPPORT**
WITH AMENDMENTS

To: Education, Energy, and the Environment
Committee

Date: February 5, 2026

From: Kevin Kinnally

The Maryland Association of Counties (MACo) **SUPPORTS** SB 114 **WITH AMENDMENTS**. This bill takes a practical first step toward improving how Maryland coordinates and evaluates 3–1–1 service.

SB 114 emphasizes learning from existing systems, identifying gaps, and understanding how residents access nonemergency services before moving toward a broader statewide approach. To that end, MACo supports the bill’s goal of improving residents’ access to nonemergency services and simplifying their interactions with government, as well-designed 3–1–1 systems help residents navigate services more easily, reduce pressure on 9–1–1, and improve coordination across government.

Several counties already operate a wide range of 3–1–1 systems, from mature, countywide platforms to more limited or agency-specific models. SB 114 recognizes that variation and appropriately prioritizes assessment and planning before any broader implementation. The bill’s phased structure allows the State to learn from existing systems, identify what works, and evaluate equity and accessibility gaps before moving toward a broader statewide approach.

MACo also appreciates the bill’s focus on governance, transparency, and funding clarity. Establishing a statewide Oversight Board with local government representation ensures counties have a direct role as recommendations take shape, while the bill’s State-led structure reinforces that this work remains supported with State resources. That approach supports better coordination, avoids unnecessary duplication, and helps ground any future framework in how residents access county services.

As the framework develops, the bill must remain practical across jurisdictions with different sizes, capacities, and existing investments. Counties fund and operate these systems locally, and successful implementation depends on clear expectations, sustainable funding, and flexibility to align statewide goals with on-the-ground operations.

As such, MACo looks forward to working with the sponsor and stakeholders to address technical and implementation issues, ensuring any expansion builds on what already works locally and avoids unintended operational or fiscal challenges.

Counties are eager partners in improving service delivery for residents. With continued collaboration and refinement, SB 114 can advance that shared goal and bolster both State and local efforts.

For these reasons, MACo urges the Committee to issue a **FAVORABLE WITH AMENDMENTS** report on SB 114.