

I am writing in support of Senator Kagan's bill SB114. I have been the Director of Denver Colorado's 311 environment for the past 6+ years. I've seen how 311 access to a government organization can be a robust combination of ease of use for the public, a significant saving of cost to serve dollars, create bandwidth in the operational organizations it supports, and I've seen how receptive people are to using it. Denver had over 2000 phone numbers a resident had to navigate to get to where they needed to be. I imagine the State of Maryland has far more than that! I'm very excited to have had the opportunity to offer my expertise to Senator Kagan during the due diligence period of this exciting effort. I look forward to continuing to engage with Maryland as you become the first state in the nation to offer a 311 service!



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"The way to make sense of change is to plunge into it, move with it, and join the dance"

Alan watts

