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BILL NO: SB 114
TITLE: 3-1-1 Systems – Expansion Program and Oversight Board – Establishment
SPONSOR: Senator Kagan and Corderman
COMMITTEE: Education, Energy and Environment (EEE)
POSITION: SUPPORT with Amendments
DATE: February 5, 2026

Baltimore County **SUPPORTS with Amendments** Senate Bill 114 – 3-1-1 Systems – Expansion Program and Oversight Board – Establishment. This legislation will establish the Maryland 311 Oversight Board in the Maryland Information Network to oversee the expansion of 311 Nonemergency Systems throughout the state. This legislation aims to provide aid to local jurisdictions in decreasing the volume of nonemergency 911 calls.

Baltimore County is amongst the few jurisdictions across the State with a functioning 311 Nonemergency System to aid constituents in accessing County services and resources, independent from the County’s non-emergency public safety call line. The non-emergency public safety number is managed by the County’s 911 call center. 311 in Baltimore County is utilized for constituent services such as water issues, snow events, trash services, etc. Requiring all counties to opt-in to a State non-emergency public safety system would incur costs for Baltimore County, including training, certifications and the expansion of the County’s existing 311 call center.

The County supports AI initiatives to help 311 centers but needs to be in control of the vendor selection process. Counties have different standards when it comes to software integrations, and without the ability to identify who has County data and how it is used, could potentially risk and/or break our security model.

Baltimore County supports the legislation with amendments to provide local jurisdictions the ability to opt-out of the Statewide program, if an independent 311 Nonemergency System is operational.

Accordingly, Baltimore County urges a **FAVORABLE with Amendment** report on Senate Bill 114 from the Senate Education, Energy and Environment Committee. For more information, please contact Kayenda Twesigye, State Legislative Officer of Government Affairs at ktwesigye@baltimorecountymd.gov.