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**SB114 Testimony: A.C.C.E.S.S. 3-1-1**  
**Senate Committee on Education, Energy, and the Environment**  
**Thursday, February 5, 2026, 1PM**

Maryland is positioned to be a national leader and begin a phased statewide 3-1-1 system.

A [2022 Baltimore Sun article](#) revealed that a shocking 80% of Baltimore City's 9-1-1 calls were for nonemergencies. 9-1-1 centers play a critical role in connecting the public with police, fire, and paramedic responders; however, when they are understaffed and overburdened, there is potential for dangerous delays in response times.

Since leading the Next Generation 9-1-1 Commission for four years, I have prioritized establishing a statewide 3-1-1 program in keeping with recommendations in that [Commission's 2020 report](#). **Statewide 3-1-1 will make it easier to get answers quickly while easing the strain on our overburdened, understaffed 9-1-1 centers.**

3-1-1 is a resource for residents and visitors who need information about trash pick-up, library hours, permits, flu shots, or countless other services. 3-1-1 is intended to provide answers to common questions and help people navigate government programs. However, people often call 9-1-1 when they do not know where else to turn.

Several Maryland jurisdictions-- including Baltimore City-- are already leaders in 3-1-1. Baltimore was the **first city in the nation** to institute 3-1-1 as a police nonemergency number in 1996. Today, six of our most populous jurisdictions offer 3-1-1, while 18 counties do not. **Now, Maryland has the opportunity to be the first in the nation to have statewide service.**

The [Workgroup's report](#) to the Governor and the General Assembly reflects unanimous approval by bipartisan legislators, county representatives, 3-1-1 experts, and technology specialists. It recommends making Maryland the first state to implement a statewide 3-1-1 system using Artificial Intelligence (AI).. The technology will use curated, vetted, authenticated government and nonprofit websites to ensure accuracy and trust in the information provided. An AI-powered 3-1-1 network can provide accurate responses to nonemergency questions 24/7/365.

This bipartisan bill, "AI Connecting Communities by Expanding Statewide Service" (A.C.C.E.S.S.) establishes an Oversight Board housed at the Maryland Information Network (MDInfoNet), which operates 2-1-1, connecting people to vital social services. Building 3-1-1 on that foundation will enhance interoperability with 9-1-1 and 9-8-8.

**Implementation features a phased-in approach as well as a coordinated marketing and outreach campaign to promote early use and public awareness of 3-1-1.**

Phase One launches with two counties that have 3-1-1 and two counties that don't. An Oversight Board would manage a competitive contracting process to hire an AI technology provider; evaluate customer satisfaction; and prepare for statewide expansion. The program will rely on partnerships with county governments, technology experts, and public safety leaders to ensure coordinated and transparent execution.

The Governor's AI Executive Order makes clear that Maryland is committed to the responsible use of artificial intelligence, and SB114 advances that same commitment by applying those principles to a statewide 3-1-1 system.

Now is the time. The evolution and maturity of AI technology makes this achievable and affordable. In the spirit of Governor Wes Moore's commitment to 'leave no one behind'-- we can serve every Marylander, regardless of geography, income, language, or access to technology.

I'd like to request an amendment to change SB114's sponsorship to Senator Kagan and Corderman, "By request of the 3-1-1 Workgroup."

**I urge a favorable report on SB114.**