

SB0114 Testimony (Ben Sanders - Hyper).pdf

Uploaded by: Ben Sanders

Position: FAV



Tuesday, February 3, 2026

Written Testimony

Senate Bill 114 (SB0114) – Statewide 3-1-1 Non-Emergency System

Position: Favorable

Chair and Members of the Committee,

I am submitting this testimony in strong support of SB0114, which authorizes the creation of a statewide 3-1-1 non-emergency system in Maryland.

Through participation in the 3-1-1 Workgroup, it became clear that Maryland faces a structural challenge: Public Safety Answering Points are under sustained pressure from non-emergency and administrative calls, even as they struggle with staffing shortages, burnout, and retention challenges. The Workgroup's findings show that this burden cannot be addressed through hiring alone and requires systemic change in how non-emergency requests are handled.

SB0114 provides the right framework to address this challenge by enabling a phased, equitable, and affordable statewide 3-1-1 approach. A statewide system creates a clear and consistent entry point for residents, reduces confusion about when to call 9-1-1, and provides a reliable mechanism to divert non-emergency calls away from 9-1-1 Specialists, preserving emergency capacity, and likely saving more lives.

The Workgroup's recommendations—reflected in this bill—appropriately emphasize:

- A phased implementation, allowing Maryland to start with light statewide access and scale based on proven results.
- Multilingual and accessible service, ensuring equitable access across diverse communities. Interoperability with 9-1-1, supporting seamless transfers and a “no wrong door” experience for residents.
- Strong governance, data standards, and accountability, while respecting the local nature of service delivery across counties and municipalities.

Importantly, SB0114 does not prescribe a single technology or vendor solution. Instead, it creates the conditions for Maryland to pilot, evaluate, and scale solutions that are effective, fiscally responsible, and responsive to local needs. This flexibility is critical for long-term success.

As a veteran entrepreneur who has spent my entire adult life working at the intersection of building technology for the public good (I'm a 4x VC-backed tech entrepreneur and previously worked in and ran politically for federal office), I've seen firsthand the impact voice-powered artificial intelligence has had in responding to 3-1-1 (& non-emergency 9-1-1) inquiries faster, thus saving time, money, and lives.

I've also had the honor of meeting with Senator Kagan on multiple occasions, both through the Workgroup and at various public events where her leadership and passion for this important cause has been both inspiring and motivating.

In summary, SB0114 represents a thoughtful, pragmatic step toward modernizing how Maryland handles non-emergency service requests while directly supporting the health, sustainability, and effectiveness of our 9-1-1 system. I respectfully urge a favorable report on this legislation.

Thank you for the opportunity to submit testimony and for your leadership on this important issue.

Respectfully submitted,

Ben Sanders
CEO, Hyper (callhyper.com)
ben@callhyper.com

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Respectfully submitted,



Ben Sanders
CEO, Hyper (callhyper.com)
ben@callhyper.com

SB114 Testimony_Favorable_Heather McGaffin.pdf

Uploaded by: Heather McGaffin

Position: FAV

HEATHER MCGAFFIN

Building Safer, More Connected Communities with the Statewide Implementation of 311

SB114 FAVORABLE

February 5, 2026

My name is Heather McGaffin, a former Southern Maryland resident who spent four decades in the state. I began my career as a call taker and dispatcher before advancing to supervisor and ultimately Deputy Director at the Calvert County Emergency Communications Center—the county’s Public Safety Answering Point (PSAP). Later, I worked throughout the country to enhance 911 operations and had the opportunity to support the Maryland Next Generation 911 Commission. Currently, I reside in Washington, DC, where I serve as Director of the Office of Unified Communications, overseeing the District’s 911 and 311 centers. Every year, the agency’s 911 Specialists handle 1.4 million emergency calls, while our dedicated Customer Service Representatives answer nearly one million 311 inquiries.

Over my 22-year career in diverse PSAPs, I’ve seen the advantages of separating non-emergencies from emergency calls. Without round-the-clock centers for non-emergencies, after-hours calls default to the 911 center. In 2023, Maryland’s 911 Specialists managed over 10 million calls, with an estimated 15-20% being non-emergencies such as illegal parking, lost items, or questions about services—nearly two million calls of this type.

A robust 311 system is vital for allowing 911 Specialists to focus on their life-saving roles. All Maryland 911 Specialists are certified to provide critical instructions in emergencies like cardiac arrest, active assailant incidents, and childbirth. They guide callers through CPR, coordinate resources, and manage scenes until help arrives. However, these responders are also fielding non-emergency requests, like library hours or water main breaks, diverting valuable time and attention from emergencies.

Having first responders juggle both types of calls create delays that could cost lives. 911 Specialists must be available for genuine emergencies, not tied up with non-urgent issues.

Currently, only about 58% of Marylanders can access 311 services, offered in Baltimore City and five counties: Anne Arundel, Baltimore, Montgomery, Prince George’s, and St. Mary’s. Service quality varies; for instance, St. Mary’s relies mainly on an online portal, while Montgomery County has limited evening and weekend coverage. During severe weather events, when residents need to report road hazards or downed utilities, they often turn to 911, the same line needed for life-threatening emergencies. Calls are handled in

order, which means non-emergencies can delay urgent responses. Expanding 311 significantly improves public safety by ensuring emergencies get immediate attention.

Adopting Artificial Intelligence (AI) in 311 centers has shown positive results across many states and cities. AI systems efficiently route calls, answer frequent questions, and connect people quickly to local government information. They analyze trends to forecast service demand, optimize resource allocation, and even automate follow-up actions. This leads to quicker, more accurate responses for callers and frees 911 staff to concentrate on emergencies. Places using AI report higher customer satisfaction, greater efficiency, and improved public safety.

Statewide 311 access would streamline non-emergency responses, conserve emergency resources, and guarantee prompt help when it matters most. By embracing modern technology and proven strategies, Maryland can upgrade its communication systems, reduce pressure on 911 Specialists, and enhance overall service quality. These improvements will help build safer, more resilient communities.

In looking ahead, a statewide 311 system—supported by innovative AI solutions and robust oversight—will not only streamline public interactions but also strengthen the foundation of emergency response in Maryland. By removing barriers to access and standardizing service levels across counties, we can ensure that every resident has a reliable way to report non-emergencies without jeopardizing critical 911 operations. This investment in technology and infrastructure is more than a matter of convenience; it is an essential step toward safeguarding lives, empowering communities, and building public trust in our emergency communications network. Therefore, I urge the Maryland Senate to pass Senate Bill 114 to create the Maryland 3-1-1 Oversight Board and expand 3-1-1 services statewide for all 6.26 million residents.

SB114 Testimony_Heather McGaffin.pdf

Uploaded by: Heather McGaffin

Position: FAV

My name is Heather McGaffin, a former Southern Maryland resident who spent four decades in the state. I began my career as a call taker and dispatcher before advancing to supervisor and ultimately Deputy Director at the Calvert County Emergency Communications Center—the county’s Public Safety Answering Point (PSAP). Later, I worked throughout the country to enhance 911 operations and had the opportunity to support the Maryland Next Generation 911 Commission. Currently, I reside in Washington, DC, where I serve as Director of the Office of Unified Communications, overseeing the District’s 911 and 311 centers. Every year, the agency’s 911 Specialists handle 1.4 million emergency calls, while our dedicated Customer Service Representatives answer nearly one million 311 inquiries.

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SB 114

Uploaded by: Janice Quintana

Position: FAV

JANICE QUINTANA TESTIMONY
POSITION: FAVORABLE
SB114: 3-1-1 SYSTEMS – EXPANSION PROGRAM AND OVERSIGHT BOARD ESTABLISHMENT
SENATE EDUCATION, ENERGY, AND THE ENVIRONMENT COMMITTEE
FEBRUARY 5TH, 2026 AT 1 PM

Chairman Feldman and Vice Chair Kagan–

My name is Janice Quintana and I have worked in the government customer service and 311 space for over 18 years. I consider myself a 311 pioneer as I have been on the front lines since the inception of this game changer in local government. Due to my customer service experience in the private sector, I was recruited in 2002 by Mayor Anthony Williams in Washington, DC as the Director of the Mayor's Citywide Call Center. This center was a one-stop government center (727-1000) that operated as a 311 Center but without the number.

In 2006, I was appointed by Mayor Fenty as the Director of the Office of Unified Communications. I was responsible for 911 and transitioned 727-1000 to the new and improved DC311. I was later recruited by both Charlotte, NC and Atlanta, GA where I served as the Director of CharMeck311 and ATL311 between 2010 and 2018. I helped create or was on the board of the first 311 conference and community groups including: 311 Synergy Group, Engage311, The Association of Government Call Center Professionals (AGCCP) and National 311 Executive Council. I was also a Govloop Featured Contributor and my blogs were specifically focused on 311 organizations and rock stars. I currently advise 311 leaders, organizations, and technology companies.

As a 311 pioneer in government customer service, I have watched from the front row the growth and transformation in improving city services and community engagement. Launching a simple telephony model served its purpose, but the next-gen 311 systems are full-scale civic hubs offering a variety of access points. Inspired by customer expectations and feedback the 311 community continues to increase connectivity options. Today's users access 311 through kiosks, chats, texts, websites, mobile applications, emails, artificial intelligence, and social media.

This system provides easy access to government services and increases civic engagement. Also, the non-emergency number is a vehicle that takes the burden off 911 systems. Because the simple three-digit number creates a one-stop-shop for assistance, constituents do not have to waste time navigating through confusing government directories. Instead, they contact 311 to request a service or report an issue. In return, they receive a tracking number and the concern is sent to the appropriate department. Above all, 311 is the virtual front door to city hall.

Popular 311 services include:

- Parking enforcement
- Graffiti removal
- Street and traffic light outages

- Potholes and sidewalk repair
- Trash, debris, recycling and bulk pickup
- Abandoned vehicles
- Water main breaks
- Noise complaints
- Rat abatement
- General information and concerns

311 organizations continue to prove their value. They showed their agility by swiftly moving to remote work and handled every curve ball. They took a huge burden off 9-1-1 by being available for the community during the pandemic. From providing information to scheduling tests and vaccine appointments, food deliveries, and checking on residents. They were the main contact during civil unrest and inclement weather.

The 311 government non-emergency systems in North America are more than 20 years old. In 2001, Baltimore launched the first 311 platform in North America. Recognizing the inefficiency in government silos, 311 started a new way of governing. It did not take long for other city leaders to notice the success of this innovative business model. Notably, the improvements in service delivery, relief for 9-1-1, data collection and community engagement were staggering. The 311 revolution was born and other cities joined forces with Baltimore. In fact, there are more than 300 311 platforms in North America. Additionally, the success of the 311-model continues to inspire and ignite innovation. For example, the U.S. Department of Veteran Affairs (VA311), The Republic of Panama (Panama311) and the U.S. Navy (Navy311). It is now time to take this business model to the statewide level.

I urge a favorable report on SB114.

Letter of Info

Uploaded by: Kenyn Benjamin

Position: FAV

Bill: SB 114 3-1-1 Systems – Expansion Program and Oversight Board – Establishment

To: Senate Education, Energy, and the Environment Committee

Testimony of Kenyn Benjamin, President & CEO, Maryland Information Network (MdInfoNet)

Position: Favorable

Chair Feldman, Vice Chair Kagan, and members of the Committee, thank you for the opportunity to testify in strong support of SB 114. My name is Kenyn Benjamin, and I serve as President & CEO of the Maryland Information Network, the nonprofit that operates 211 Maryland. Every day, Marylanders turn to us for help navigating housing insecurity, mental health crises, food assistance, and countless other challenges. We witness, in real time, the difference it makes when residents have a clear, trusted place to call for support.

SB 114 is not simply a technology bill. It is a public-safety bill, a modernization bill, and an equity bill. It creates a statewide approach to helping Marylanders get answers quickly without having to guess whether to dial 9-1-1, hunt through county websites, or give up altogether.

The Gap Maryland Must Close

Today, more than 40% of Marylanders *do not* live in a jurisdiction with a 3-1-1 system. That means we are asking residents—especially those in rural and suburban communities—to navigate government with no easy point of entry. We also know that many Marylanders call 9-1-1 simply because they have nowhere else to turn with nonemergency questions.

The bipartisan Workgroup studying 3-1-1 expansion made it clear: Maryland has the opportunity to be the **first state in the nation** to create a unified, AI-supported 3-1-1 system that improves public access, supports local government, and meaningfully reduces unnecessary 9-1-1 traffic.

SB 114 is the vehicle to make that happen.

This bill establishes the Maryland 3-1-1 Program and Oversight Board—housed at the Maryland Information Network—and begins with a phased pilot to include two counties with support and two counties without support. It focuses on accountability, transparency, and data-driven decision-making. Key elements include:

- Statewide data standards that allow all counties to measure, compare, and improve service delivery.
- County-approved content for all AI chatbots and voicebots, ensuring accuracy and preserving local control.
- Multilingual, accessible tools to meet residents where they are—online, by phone, or by text.
- Clear evaluation deadlines, including metrics on 9-1-1 call diversion, user satisfaction, accessibility, cost impacts, and readiness for statewide rollout.

Importantly, SB 114 does not dictate technical design. It establishes guardrails, governance, and accountability—allowing the Oversight Board, counties, and a competitively selected vendor to shape implementation based on evidence and community needs.

Why Maryland Information Network Is Prepared to Lead

The Workgroup recommended placing the Oversight Board within the Maryland Information Network because it already operates statewide infrastructure designed for governance, standards-setting, data integration, and cross-jurisdictional coordination—core capabilities required to administer a successful 3-1-1 system.

Under SB 114, Maryland Information Network will:

- Staff and coordinate the Oversight Board
- Run the request for proposal process and present vendor options
- Support implementation of AI tools and standardized data systems

Peer jurisdictions show that smart, AI-enabled 3-1-1 systems can ultimately save money while increasing capacity for resident needs to be addressed. Maryland can and should achieve the same.

Maryland Information Network stands ready to partner with the General Assembly, the administration, and county leaders to turn this vision into reality.

I respectfully urge a favorable report on SB 114.

Thank you for your consideration.



Kenyn Benjamin,
President & CEO

Maryland 311 Testimonyv2.pdf

Uploaded by: Laura Dunwoody

Position: FAV

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!



DENVER
THE MILE HIGH CITY

Laura Dunwoody | Director, Resident Engagement
Technology Services | City and County of Denver
Cell: (303)916-1831
Email: laura.dunwoody@denvergov.org

[311](https://311.denvergov.org) | denvergov.org | [Denver 8 TV](#) | [Facebook](#) | [Twitter](#) | [Instagram](#) | [HEY311/Sunny](#)

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

Alan watts



Letter of Support for SB0114.pdf

Uploaded by: Mike McKay

Position: FAV

MIKE MCKAY
Legislative District 1
Garrett, Allegany, and Washington Counties



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Mike.McKay@senate.maryland.gov

Judicial Proceedings Committee
Executive Nominations Committee

Cumberland Office
100N Mechanic Street
Cumberland, Maryland 21502
240-362-7040

THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

Joint Committees
Administrative, Executive,
and Legislative Review
Children, Youth, and Families
Program Open Space and Agricultural
Land Preservation

Williamsport Office
2N Conococheque Street
Williamsport Town Hall
Williamsport, Maryland

February 3, 2026

RE: Fire/EMS Coalition Support for SB0114

Dear Chair Feldman, Vice Chair Kagan, and Members of the Committee,

The Fire/EMS Coalition would like to express their support for **Senate Bill 114: 3-1-1 Systems - Expansion Program and Oversight Board - Establishment**. This bill will establish the Maryland 3-1-1 Oversight Board in the Maryland Information Network to oversee the expansion of 3-1-1 systems in Maryland; establishing the 3-1-1 Program to use certain artificial intelligence to answer certain questions and route certain calls in certain counties; and requiring the expansion of the 3-1-1 Program to all of the counties in Maryland after a certain time period.

The Fire/EMS Coalition supports Senate Bill 114.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mike McKay'.

Senator Mike McKay
Representing the Appalachia Region of Maryland
Serving Garrett, Allegany, and Washington Counties

Voting Organizations:

Maryland Fire Chief's Association (MFCA)
Maryland State Firefighter's Association (MSFA)
State Fire Marshal (OSFM)
Maryland Fire Rescue Institute (MFRI)
Maryland Institute for Emergency Medical Services System (MIEMMS)
Metro Fire Chief's Association
Professional Firefighters of Maryland

Our Mission Statement

The Maryland Fire/EMS Coalition unites Republicans and Democrats in support of fire/emergency services legislation that benefit all first responders. Becoming a member does not require taking positions on legislation; rather Coalition members are asked to offer support in a way that best benefits fire/emergency services in their respective Legislative Districts.

SB114 LOS.pdf

Uploaded by: Paul Corderman

Position: FAV

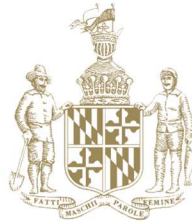
PAUL D. CORDERMAN
Legislative District 2
Frederick and Washington Counties

Budget and Taxation Committee

Subcommittees

Capital Budget

Education, Business and Administration



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THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

February 5, 2026

Senate Education, Energy and Environment Committee
Chair Brian J. Feldman
Vice Chair Cheryl C. Kagan
2 West Miller Senate Office Building
Annapolis, MD 21401

Senate Bill 114: 3-1-1 Systems – Expansion Program and Oversight Board – Establishment

Chair Feldman, Vice Chair Kagan, and Members of the Education, Energy and Environment Committee,

I am writing in support of Senate Bill 114. This proposed legislation takes an important step toward strengthening how Maryland residents access nonemergency government services while maintaining a clear focus on public safety, accessibility, and accountability.

By encouraging coordination, oversight, and thoughtful use of technology, SB 114 supports more efficient service delivery and helps ensure that residents are directed to the appropriate resources when they need assistance. This bill reflects a balanced approach and bipartisan efforts that value innovation while prioritizing equity in accessibility, cost effectiveness and transparency.

For these reasons, I respectfully request a favorable report on Senate Bill 114.

Respectfully,

A handwritten signature in black ink, appearing to read "P. D. Corderman".

Senator Paul D. Corderman – District 2, Washington & Frederick Counties

SB114 written testimony.pdf

Uploaded by: Robert Phillips

Position: FAV

MARYLAND STATE FIREFIGHTERS ASSOCIATION, INC.

-a 501(c)(3) organization

Representing the Volunteer Fire, Rescue and Emergency Medical Services Personnel



Legislative Committee

17 State circle

Annapolis, MD 21401

Chair: Chief Robert Phillips

Office: 410-974-2222

Cell: 443-205-5030

Email: rfcchief48@gmail.com

SB114: 3-1-1 Systems – Expansion Program and Oversight Board – Establishment

My name is Chief Robert Phillips, and I am the Legislative Committee Chair for the Maryland State Firefighters Association (MSFA)

I wish to present testimony in favor of **Senate 114: 3-1-1 Systems – Expansion Program and Oversight Board – Establishment**

The MSFA is in full support of this bill. The 3-1-1 system that is in operation takes a load off our emergency 9-1-1 system so that it is available for the people who need it for emergencies. The program expansion to all the counties and proposed improvement to make use of AI to answer questions and reroute call will make it more user friendly and operate at an efficient level. The oversight board will bring voices from many backgrounds to make sure the direction we are traveling is where we should be and come up with the best program for the State of Maryland.

The MSFA asks that you return a FAVORABLE vote on **SB114**.

Thank you and I would be glad to answer any questions you might have.

Respectfully

Robert Phillips

Sen. Kagan Testimony SB114_ 3-1-1.pdf

Uploaded by: Sen. Cheryl Kagan

Position: FAV

CHERYL C. KAGAN
Legislative District 17
Montgomery County

Vice Chair
Education, Energy, and
the Environment Committee

Joint Audit and Evaluation Committee
Joint Committee on Federal Relations



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THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

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.

AFSCMEFWA.pdf

Uploaded by: Cindy Smalls

Position: FWA



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Baltimore, MD 21230
Phone: 410-547-1515
Email: info@afscmemd.org

Patrick Moran – President

**SB 114 3-1-1 Systems - Expansion Program and Oversight Board – Establishment
Education, Energy, and the Environment Committee
February 5th, 2026
Position: FAVORABLE WITH AMENDMENT**

AFSCME Maryland Council 3 represents approximately 55,000 state, county, and municipal employees across Maryland. We support Senate Bill 114 in its efforts to expand and strengthen 3-1-1 systems across Maryland to make county services more efficient and more accessible for residents. We believe the bill would be even stronger with the inclusion of a worker voice on the board.

AFSCME represents workers who operate 3-1-1 systems in Anne Arundel County and Prince George’s County, two of the six counties that currently offer 3-1-1 services. AFSCME Council 3 recently became the exclusive bargaining representative for these employees following the consolidation of two AFSCME-affiliated locals in the state. As a result, we now represent frontline workers who interact daily with residents and who will be directly affected by decisions related to AI-enabled customer service technologies.

We believe strongly that workers should have a seat at the table when decisions are being made about their work and the future of that work. We are not opposed to AI, but the deployment of AI-enabled technologies has significant implications not only for service delivery and customer experience but also for job design, training, workload, and accountability. Workers bring a unique perspective, particularly when new systems are being designed and implemented, based on their day-to-day operational knowledge and direct interaction with residents. Including worker representation will strengthen the implementation of these systems and help ensure they are effective, equitable, and sustainable.

AFSCME also brings substantial institutional knowledge to this effort. Our national union has extensive research and expertise related to 3-1-1 systems across the country, as well as the use of AI-enabled technologies in public services and their impact on both customers and the workforce. This perspective would be an asset to the Board’s work.

Our amendment asks to include the following:

***Add the following language to Page 3 after Line 23, moving all subsequent language down:
(XI) One person shall be appointed by the President of the American Federation of State, County, and Municipal Employees, Council 3.***

For these reasons, we respectfully request a favorable report with an amendment on SB114.

SB 114_FWA.pdf

Uploaded by: Kayenda Twesigye

Position: FWA

KATHERINE A. KLAUSMEIER
County Executive



PAM KASEMEYER
Director of Government Affairs

BRAD KRONER
Deputy Director of Government Affairs

KAYENDA TWESIGYE
State Legislative Officer

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.

SB0114-EEE_MACo_SWA.pdf

Uploaded by: Kevin Kinnally

Position: FWA



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.

Info

Uploaded by: Anne Blackfield

Position: INFO



BILL: SB 114
POSITION: LOI – Letter of Information
COMMITTEE: Education, Energy, and the Environment
DATE: February 3, 2026

SUBMITTED BY: Maryland Department of Disabilities
217 East Redwood Street, Suite 1300
Baltimore, MD 21202

Dear Chair Feldman,

The Maryland Department of Disabilities (MDOD) is submitting a letter of information for SB 114, 3-1-1 Systems – Expansion Program and Oversight Board – Establishment. SB 114 establishes the Maryland 3-1-1 Oversight Board and creates the 3-1-1 Program to evaluate and expand the use of nonemergency community information and referral systems across the State.

Among other provisions, SB 114 requires that: 3-1-1 systems align with best practices for technology, accessibility, and equity; chatbots and voicebots used by 3-1-1 systems have multilingual support; and statewide marketing strategies for the program must be accessible, multilingual, and culturally competent.

People with disabilities use services such as 3-1-1 systems to get answers to basic questions about government services. MDOD has been involved with prior 3-1-1 activities and was included in the Workgroup to Study Implementation of an Expanded 3-11 Nonemergency System in 2025 (SB 775). SB 114 includes the Secretary of Disabilities on the Oversight Board as a way of ensuring that people with disabilities will have their information needs accommodated.

Thank you for reviewing this letter of information.

Sincerely

A handwritten signature in black ink that reads "Carol A. Beatty".

Carol A. Beatty
Secretary, Department of Disabilities

SB0114-EEE-LOI.pdf

Uploaded by: Nina Themelis

Position: INFO



BRANDON M. SCOTT
MAYOR

*Office of Government Relations
88 State Circle
Annapolis, Maryland 21401*

SB 0114

February 5, 2026

TO: Members of the Senate Education, Energy and Environment Committee
FROM: Nina Themelis, Director of the Mayor's Office of Government Relations
RE: Senate Bill 114 - 3-1-1 Systems - Expansion Program and Oversight Board - Establishment

POSITION: LETTER OF INFORMATION

Chair Feldman, Vice Chair Kagan, and Members of the Committee, please be advised that the Baltimore City Administration (BCA) **has concerns with** Senate Bill (SB) 114.

SB 114 would establish a Maryland 3-1-1 Oversight Board within the Maryland Information Network, requires the board to establish a 3-1-1 program, requires the board to develop a set of unified data standards for 3-1-1 systems, and mandates the use of centralized artificial intelligence (AI) powered chat- and voicebot software to answer questions and route calls statewide. Finally, the bill requires the expansion of the 3-1-1 Program to all of the counties in Maryland.

We appreciate the General Assembly's commitment to expanding access to non-emergency government services and modernizing customer engagement tools. BCA aligns strongly with intent of SB 114 which is to improve equity and accessibility in how residents interact with local government. However, from the standpoint of a large jurisdiction that operates a robust, integrated 3-1-1 program, we have operational, technical, governance, and fiscal concerns regarding the mandates and structure proposed in this legislation.

Overview of Baltimore City's 311 Program

In Baltimore City, 3-1-1 connects Baltimore residents, businesses & visitors to city services. Users can choose whether they wish to speak with a live agent, visit 3-1-1 online, or use the 3-1-1 mobile app. Residents can report a problem, request a service, and check the status of a service request. Residents also use 3-1-1 to receive information about City programs and the latest events. In a large city, it is imperative that their 3-1-1 center can quickly pivot to support the needs of its residents. For instance, during the recent January 2026 snowstorm, our 3-1-1 center was able to create two new service requests and train 3-1-1 agents over the course of three hours to support a new City initiative recruiting volunteers to shovel the

sidewalks of neighbors in need and to collect service requests from those residents in need of shoveling assistance.

BCA Considerations

The creation of a centralized Maryland 3-1-1 oversight board with authority to designate which counties it oversees, select vendors, and establish statewide data standards raises significant concerns. Mature 3-1-1 systems are deeply embedded in local agency workflows, labor agreements, ordinances, and performance management structures. Technology and service design decisions directly impact daily municipal operations and should remain locally governed. A statewide middle layer would insert new handoffs and place Baltimore City 3-1-1's strategic leadership in the hands of entities without specific knowledge of municipal workflows and constraints. This is especially concerning given that local municipalities, the entities most directly responsible for service outcomes, are woefully underrepresented in the structure of the proposed 3-1-1 oversight board. An oversight board with limited 3-1-1 foundational mutuality risks misalignment between the state, emergency, and human-services-based organizations that would provide oversight of a local government service delivery program.

BCA is concerned about the stated purpose of 3-1-1 oversight more broadly. In the corresponding study to these dual bills published on November 1, 2025, the *Workgroup to Study Implementation of an Expanded 3-1-1 Nonemergency System* grounds the purpose of statewide oversight in the need to divert non-emergency calls away from 9-1-1 emergency lines. The accompanying feasibility study argues for a more coordinated nonemergency response system that would ease pressure on 9-1-1 and deliver faster, more accountable service to residents. Baltimore City was the first large city in the nation to establish a 3-1-1/9-1-1 system, in October 1996. At the time, the Baltimore Police Department was handling 1.4 million calls a year, nearly 60 percent of which were nonemergency calls. BCA agrees that offsetting non-emergency calls is crucial in ensuring that true emergency situations are mitigated expeditiously. In calendar year 2025, 3-1-1 received 179,589 non-emergency calls. However, Baltimore's 3-1-1 has a more expansive programmatic purpose than its original intent of 9-1-1 call diversion. In 2025, 3-1-1 received 420,461 calls for city services. 3-1-1 generates work orders that feed directly into agency systems, tracks and measures agency performance, and is a data engine used to allocate resources and funding. This feedback loop is essential in maintaining internal alignment and accountability. Designating the purpose of 3-1-1 to 9-1-1 call diversion disincentivizes metrics that are locally driven such as service quality, accessibility, issue resolution and resident satisfaction in favor of metrics generated in the service of 9-1-1, an essential but very different operation.

Additionally, SB 114 mandates the creation of an AI chatbot and voicebot as the centralizing tools whereby residents, both those currently with and without 3-1-1 service, will access information and services. BCA welcomes the implementation of modern technologies; however, they are one piece of a complex service system. Chatbots and voicebots cannot create a service request but their implementation will be advertised as a newly created statewide 3-1-1 system. While diverting informational requests through AI powered technologies can free up time and support resource management, unless this new program also plans to establish a centralized work order system, this technology will not be robust as the chatbot will not be able to assist customers with actual service request creation. Furthermore, a statewide work order system would be inadvisable because of the complexity of workflows and integrations needed with other city systems that vary by jurisdiction. Technology is meant to augment a customer's experience, rather than result in a more generalized, frustrating experience. Local 3-1-1 teams create service requests and can respond specifically by drawing on knowledge bases that extend past the

local jurisdiction's website. Informational requests also include service request related questions, inquires related to policy implementation and interpretation, program eligibility screening, and de-escalation of frustrated callers. A human-centered approach or a combined approach ensures accessibility to all residents.

Finally, SB 114 and its corresponding report are vague on the question of whether the program is voluntary or compulsory. Though both make mention of 3-1-1 programs that are not participating in this statewide oversight program, the bill empowers the Maryland 3-1-1 Oversight Board accordingly -

THE BOARD SHALL: 26 (1) DESIGNATE COUNTIES TO PARTICIPATE IN THE PROGRAM,

and further states -

ON OR BEFORE JULY 1, 2028, THE BOARD SHALL IMPLEMENT THE PROGRAM IN EACH COUNTY IN THE STATE ACCORDING TO THE IMPLEMENTATION PLAN SUBMITTED UNDER § 1-3A-05(B) OF THIS SUBTITLE.

BCA requests more information regarding whether the program is voluntary or compulsory. Municipal 3-1-1 centers are fully funded, staffed, and managed at the local level. Implementing recommendations from a statewide board would require data analysis and compliance with new standardization formats, costly system configuration changes, and legal and procurement review of shared standards or agreements. A parallel system would reduce efficiency while increasing costs. Local municipalities would likely need to dedicate operational and technological resources to ensure these two systems speak to each other including reconciling new service request types, dashboards, workflow fields, and other integrations. Without funding for system changes, integration, or transition support, municipalities could face significant unfunded technology and process costs.

3-1-1 systems are the cornerstone of modern local government as it gives residents a simple way to access services, report problems, and get reliable information without navigating complex systems. BCA shares the state's goal of expanding equitable, modern access to non-emergency government services. Successful 3-1-1 systems are not just technology platforms as they are deeply integrated service delivery operations built around local accountability, human expertise, and community trust. A statewide framework can be valuable if it mirrors established collaboration models which are based on knowledge transfers. As 3-1-1 is a critical component of municipal infrastructure, a statewide model should not disrupt dependable structures nor infringe upon local autonomy.

The BCA respectfully requests **consideration of the above information** in reference to SB 114.

Senate Bill 114- DoIT Written Testimony.docx.pdf

Uploaded by: Sara Elalamy

Position: INFO



Wes Moore | Governor
Aruna Miller | Lt. Governor
Katie Savage | Secretary

TO: Senate Education, Energy, and the Environment Committee
FROM: Department of Information Technology
RE: Senate Bill 114 - 3-1-1 Systems - Expansion Program and Oversight Board - Establishment
DATE: February 5, 2026
POSITION: Letter of Information

The Honorable Brian J. Feldman, Chair
Senate Education, Energy, and the Environment Committee
2 West Miller Senate Office Building
Annapolis, Maryland 21401

Dear Chairman Feldman,

The Department of Information Technology (DoIT) respectfully submits this letter of information regarding Senate Bill 114, which establishes a statewide framework for expanding and modernizing 3-1-1 non-emergency community information systems.

Marylanders deserve simple, reliable ways to access government services without relying on 9-1-1 for matters that are not emergencies. This legislation creates a thoughtful structure, the Maryland 3-1-1 Oversight Board, to guide the development of a consistent, accessible system across all counties. By bringing together state agencies, local governments, and technical experts, the bill ensures that implementation will reflect real operational needs while maintaining strong public accountability.

The bill also contemplates the use of modern technology to improve service delivery. Counties would be able to deploy AI-enabled chatbots and voicebots to answer routine questions, route requests, and connect residents with the correct agency using approved government information. These tools are intended to expand access for residents who prefer online or phone self-service and to help reduce unnecessary 9-1-1 call volume by directing non-emergency requests to the appropriate channel.

The Department appreciates the General Assembly's attention to improving how residents interact with government and offers this information for the Committee's consideration as it reviews SB 114.



Wes Moore | Governor
Aruna Miller | Lt. Governor
Katie Savage | Secretary

Best,

Katie Savage
Secretary
Department of Information Technology