

HOUSE BILL 1003

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CF SB 749

By: **Delegates Kerr, Guyton, Hill, Kaiser, Rogers, Solomon, and K. Young**

Introduced and read first time: February 10, 2022

Assigned to: Health and Government Operations

A BILL ENTITLED

1 AN ACT concerning

2 **Public Safety – 3–1–1 Systems – Nonemergency Information**

3 FOR the purpose of establishing the Maryland 3–1–1 Board to take certain actions relating
4 to the establishment of statewide and county 3–1–1 systems; establishing a
5 statewide 3–1–1 system under the Maryland Department of Emergency
6 Management to provide certain nonemergency information, subject to certain
7 requirements; requiring a county to be responsible for certain costs and expenses
8 associated with a county 3–1–1 system; and generally relating to 3–1–1 systems and
9 nonemergency information.

10 BY repealing and reenacting, without amendments,

11 Article – State Finance and Procurement

12 Section 14–301(a) and (l)

13 Annotated Code of Maryland

14 (2021 Replacement Volume)

15 BY repealing and reenacting, without amendments,

16 Article – Public Safety

17 Section 1–301(a), (n), (s), and (t)

18 Annotated Code of Maryland

19 (2018 Replacement Volume and 2021 Supplement)

20 BY adding to

21 Article – Public Safety

22 Section 14–1201 through 14–1212 to be under the new subtitle “Subtitle 12. 3–1–1
23 Nonemergency Information Systems”

24 Annotated Code of Maryland

25 (2018 Replacement Volume and 2021 Supplement)

26 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,

27 That the Laws of Maryland read as follows:

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



Article – State Finance and Procurement

14–301.

(a) In this subtitle the following words have the meanings indicated.

(l) “Socially disadvantaged individual” means an individual who has been subjected to racial or ethnic prejudice or cultural bias within American society because of membership in a group and without regard to individual qualities. Social disadvantage must stem from circumstances beyond the control of the individual.

Article – Public Safety

1–301.

(a) In this subtitle the following words have the meanings indicated.

(n) “9–1–1 specialist” means an employee of a county public safety answering point, or an employee working in a county public safety answering point, whose duties and responsibilities include:

(1) receiving and processing 9–1–1 requests for emergency services;

(2) other support functions directly related to 9–1–1 requests for emergency services; or

(3) dispatching law enforcement officers, fire rescue services, emergency medical services, and other public safety services to the scene of an emergency.

(s) “Public safety agency” means:

(1) a functional division of a public agency that provides fire fighting, police, medical, or other emergency services; or

(2) a private entity that provides fire fighting, police, medical, or other emergency services on a voluntary basis.

(t) “Public safety answering point” means a communications facility that:

(1) is operated on a 24–hour basis;

(2) first receives 9–1–1 requests for emergency services in a 9–1–1 service area; and

(3) as appropriate:

- 1 (i) dispatches public safety services directly;
- 2 (ii) transmits incident data to appropriate public safety agencies
3 within the State for the dispatch of public safety services; or
- 4 (iii) transfers 9-1-1 requests for emergency services or transmits
5 incident data to:
- 6 1. an appropriate federal emergency communication center
7 responsible for the delivery of public safety services on a federal campus or federal
8 reservation; or
 - 9 2. an appropriate public safety answering point located
10 within or outside the State.

11 **SUBTITLE 12. 3-1-1 NONEMERGENCY INFORMATION SYSTEMS.**

12 **14-1201.**

13 (A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS
14 INDICATED.

15 (B) "BOARD" MEANS THE MARYLAND 3-1-1 BOARD.

16 (C) "DEPARTMENT" MEANS THE MARYLAND DEPARTMENT OF EMERGENCY
17 MANAGEMENT.

18 (D) "KNOWLEDGE MANAGER" MEANS AN EMPLOYEE OF A STATEWIDE OR
19 COUNTY 3-1-1 SYSTEM THAT PROVIDES SUPPORT BY:

20 (1) VERIFYING AND PROCESSING INFORMATION FOR DISTRIBUTION
21 BY A 3-1-1 SYSTEM;

22 (2) ESTABLISHING CHANNELS FOR THE RECEIPT OF INFORMATION
23 FROM COUNTIES TO A 3-1-1 SYSTEM; AND

24 (3) IDENTIFYING INFORMATION TO BE USED BY A 3-1-1 SYSTEM.

25 (E) "SECRETARY" MEANS THE SECRETARY OF EMERGENCY MANAGEMENT.

26 (F) "SOCIALY DISADVANTAGED INDIVIDUAL" HAS THE MEANING STATED
27 IN § 14-301 OF THE STATE FINANCE AND PROCUREMENT ARTICLE.

28 (G) "3-1-1" MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY THE
29 FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO

1 NONEMERGENCY POLICE AND OTHER GOVERNMENT SERVICES.

2 (H) "3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT" MEANS A
3 COMMUNICATIONS FACILITY THAT:

4 (1) OPERATES A 3-1-1 SYSTEM;

5 (2) FIRST RECEIVES 3-1-1 REQUESTS FOR INFORMATION ABOUT
6 NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION; AND

7 (3) AS APPROPRIATE:

8 (I) DIRECTLY PROVIDES NONEMERGENCY INFORMATION
9 ABOUT GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;

10 (II) TRANSMITS QUESTIONS AND CONCERNS TO BE RESOLVED
11 BY STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR

12 (III) TRANSFERS REQUESTS FOR EMERGENCY SERVICES OR
13 TRANSMITS INCIDENT DATA TO:

14 1. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT
15 LOCATED WITHIN OR OUTSIDE THE STATE; OR

16 2. AN APPROPRIATE FEDERAL EMERGENCY
17 COMMUNICATION CENTER RESPONSIBLE FOR THE DELIVERY OF PUBLIC SAFETY
18 SERVICES ON A FEDERAL CAMPUS OR FEDERAL RESERVATION.

19 (I) "3-1-1 SPECIALIST" MEANS AN EMPLOYEE OF A 3-1-1 NONEMERGENCY
20 GOVERNMENT ANSWERING POINT WHOSE DUTIES AND RESPONSIBILITIES INCLUDE:

21 (1) RECEIVING AND PROCESSING 3-1-1 REQUESTS FOR
22 NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;

23 (2) OTHER SUPPORT FUNCTIONS DIRECTLY RELATED TO 3-1-1
24 REQUESTS FOR NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND
25 INFORMATION;

26 (3) TRANSMITTING QUESTIONS AND CONCERNS TO APPROPRIATE
27 STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR

28 (4) TRANSFERRING REQUESTS FOR EMERGENCY SERVICES OR
29 TRANSMITTING INCIDENT DATA.

1 **(J) (1) “3-1-1 SYSTEM” MEANS A TELEPHONE SERVICE THAT:**

2 **(I) MEETS THE REQUIREMENTS ESTABLISHED UNDER THIS**
3 **SUBTITLE; AND**

4 **(II) AUTOMATICALLY CONNECTS AN INDIVIDUAL DIALING THE**
5 **DIGITS 3-1-1 TO AN ESTABLISHED 3-1-1 NONEMERGENCY GOVERNMENT**
6 **ANSWERING POINT.**

7 **(2) “3-1-1 SYSTEM” INCLUDES:**

8 **(I) EQUIPMENT FOR:**

9 **1. CONNECTING AND OUTSWITCHING 3-1-1 CALLS**
10 **WITHIN A TELEPHONE CENTRAL OFFICE;**

11 **2. AUTOMATIC NUMBER IDENTIFICATION;**

12 **3. AUTOMATIC LOCATION IDENTIFICATION; AND**

13 **4. ANY OTHER TECHNOLOGICAL ADVANCEMENTS THAT**
14 **THE BOARD AND THE DEPARTMENT REQUIRE;**

15 **(II) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL**
16 **OFFICE TO A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT; AND**

17 **(III) EQUIPMENT TO CONNECT 3-1-1 CALLS TO THE**
18 **APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.**

19 **(K) “9-1-1 SPECIALIST” HAS THE MEANING STATED IN § 1-301 OF THIS**
20 **ARTICLE.**

21 **14-1202.**

22 **(A) THE GENERAL ASSEMBLY:**

23 **(1) RECOGNIZES THE IMPORTANCE OF A STATEWIDE SYSTEM FOR**
24 **NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION TO**
25 **REDUCE THE NUMBER OF NONEMERGENCY REQUESTS FOR ASSISTANCE TO THE**
26 **EMERGENCY 9-1-1 SYSTEM UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE;**

27 **(2) RECOGNIZES THAT A STATEWIDE INTEGRATED TELEPHONE**

1 SYSTEM WOULD PROVIDE A SINGLE SOURCE FOR NONEMERGENCY INFORMATION
2 AND REFERRAL TO STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS;

3 (3) ACKNOWLEDGES THAT 3-1-1 IS A NATIONALLY RECOGNIZED AND
4 APPLIED TELEPHONE NUMBER THAT MAY BE USED FOR INFORMATION AND
5 REFERRAL AND ELIMINATES DELAYS CAUSED BY A LACK OF FAMILIARITY WITH THE
6 CONTACT INFORMATION FOR STATE OR LOCAL AGENCIES, PROGRAMS, AND
7 DEPARTMENTS AND BY UNDERSTANDABLE CONFUSION IN CIRCUMSTANCES OF
8 CRISIS; AND

9 (4) RECOGNIZES A DEMONSTRATED NEED FOR AN
10 EASY-TO-REMEMBER, EASY-TO-USE TELEPHONE NUMBER THAT WILL ENABLE
11 INDIVIDUALS IN NEED TO RECEIVE NONEMERGENCY GOVERNMENT SERVICES,
12 RESOURCES, AND INFORMATION.

13 (B) THIS SUBTITLE ESTABLISHES 3-1-1 AS AN INFORMATION AND
14 REFERRAL TELEPHONE NUMBER FOR NONEMERGENCY GOVERNMENT SERVICES,
15 RESOURCES, AND INFORMATION.

16 14-1203.

17 (A) THERE IS A MARYLAND 3-1-1 BOARD IN THE DEPARTMENT.

18 (B) (1) THE BOARD CONSISTS OF THE FOLLOWING MEMBERS:

19 (I) THE SECRETARY, OR THE SECRETARY'S DESIGNEE;

20 (II) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE
21 SECRETARY'S DESIGNEE;

22 (III) THE SECRETARY OF AGING, OR THE SECRETARY'S
23 DESIGNEE;

24 (IV) THE SECRETARY OF DISABILITIES, OR THE SECRETARY'S
25 DESIGNEE;

26 (V) THE SECRETARY OF HEALTH, OR THE SECRETARY'S
27 DESIGNEE;

28 (VI) THE SECRETARY OF BUDGET AND MANAGEMENT, OR THE
29 SECRETARY'S DESIGNEE;

30 (VII) THE SECRETARY OF GENERAL SERVICES, OR THE

1 SECRETARY'S DESIGNEE;

2 (VIII) THE DIRECTOR OF COMMUNICATIONS FROM THE OFFICE
3 OF THE GOVERNOR, OR THE DIRECTOR'S DESIGNEE;

4 (IX) ONE REPRESENTATIVE FROM THE TELECOMMUNICATIONS
5 INDUSTRY, APPOINTED BY THE GOVERNOR;

6 (X) ONE REPRESENTATIVE FROM THE CYBERSECURITY
7 INDUSTRY, PARTICULARLY IN THE FIELD OF COMMUNICATION NETWORKS,
8 APPOINTED BY THE GOVERNOR;

9 (XI) TWO MEMBERS OF THE GENERAL PUBLIC, JOINTLY
10 APPOINTED BY THE SPEAKER OF THE HOUSE AND THE PRESIDENT OF THE SENATE;

11 (XII) TWO REPRESENTATIVES FROM A PUBLIC SAFETY
12 ANSWERING POINT THAT IS LOCATED IN AN URBAN AREA OF THE STATE, APPOINTED
13 BY THE GOVERNOR;

14 (XIII) TWO REPRESENTATIVES FROM A PUBLIC SAFETY
15 ANSWERING POINT THAT IS LOCATED IN A RURAL AREA OF THE STATE, APPOINTED
16 BY THE GOVERNOR;

17 (XIV) ONE REPRESENTATIVE FROM THE MARYLAND
18 ASSOCIATION OF COUNTIES, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE
19 MARYLAND ASSOCIATION OF COUNTIES;

20 (XV) ONE REPRESENTATIVE FROM THE MARYLAND MUNICIPAL
21 LEAGUE, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE MARYLAND
22 MUNICIPAL LEAGUE;

23 (XVI) THE CHIEF EXECUTIVE OFFICER OF 2-1-1 MARYLAND, OR
24 THE CHIEF EXECUTIVE OFFICER'S DESIGNEE; AND

25 (XVII) THE EXECUTIVE DIRECTOR OF THE MARYLAND 9-1-1
26 BOARD, OR THE EXECUTIVE DIRECTOR'S DESIGNEE.

27 (2) TWO OF THE REPRESENTATIVES APPOINTED UNDER PARAGRAPH
28 (1)(XII) AND (XIII) SHALL BE RESIDENTS OF A COUNTY THAT RECEIVES 3-1-1
29 SERVICES.

30 (C) (1) THE TERM OF A MEMBER IS 4 YEARS.

1 **(2) THE TERMS OF THE MEMBERS ARE STAGGERED AS REQUIRED BY**
2 **THE TERMS PROVIDED FOR MEMBERS OF THE BOARD ON JULY 1, 2022.**

3 **(3) AT THE END OF A TERM, A MEMBER CONTINUES TO SERVE UNTIL**
4 **A SUCCESSOR IS APPOINTED AND QUALIFIES.**

5 **(4) IF A VACANCY OCCURS AFTER A TERM HAS BEGUN, THE VACANCY**
6 **SHALL PROMPTLY BE FILLED FOR THE UNEXPIRED TERM IN THE SAME MANNER AS**
7 **IS REQUIRED FOR APPOINTMENT UNDER SUBSECTION (B) OF THIS SECTION.**

8 **(D) FROM AMONG ITS MEMBERS, THE BOARD SHALL PROMPTLY MEET TO**
9 **ELECT A CHAIR AND A VICE CHAIR BY MAJORITY VOTE.**

10 **(E) (1) THE BOARD SHALL MEET AS NECESSARY, BUT AT LEAST ONCE**
11 **EACH QUARTER.**

12 **(2) A MAJORITY OF THE BOARD IS A QUORUM.**

13 **(3) THE BOARD SHALL MAKE PUBLICLY AVAILABLE ON ITS WEBSITE:**

14 **(I) EACH OPEN MEETING AGENDA:**

15 1. **AT LEAST 48 HOURS IN ADVANCE OF EACH MEETING;**

16 **OR**

17 2. **IF THE MEETING IS BEING HELD DUE TO AN**
18 **EMERGENCY, A NATURAL DISASTER, OR ANY OTHER UNANTICIPATED SITUATION, AS**
19 **FAR IN ADVANCE OF THE MEETING AS PRACTICABLE;**

20 **(II) MEETING MINUTES FROM THE PORTIONS OF A MEETING**
21 **HELD IN OPEN SESSION, NOT MORE THAN 2 BUSINESS DAYS AFTER THE MINUTES**
22 **ARE APPROVED; AND**

23 **(III) LIVE VIDEO STREAMING OF EACH PORTION OF A MEETING**
24 **HELD IN OPEN SESSION.**

25 **(4) (I) THE BOARD SHALL APPROVE THE MINUTES FROM AN OPEN**
26 **MEETING IN A TIMELY MANNER.**

27 **(II) EACH OPEN MEETING AGENDA SHALL INCLUDE**
28 **CONSIDERATION OF THE MINUTES FROM THE MOST RECENT OPEN MEETING.**

29 **(5) THE BOARD SHALL MAINTAIN ON ITS WEBSITE:**

1 **(I) MEETING MINUTES MADE AVAILABLE UNDER PARAGRAPH**
2 **(3) OF THIS SUBSECTION FOR A MINIMUM OF 5 YEARS AFTER THE DATE OF THE**
3 **MEETING; AND**

4 **(II) A COMPLETE AND UNEDITED ARCHIVED VIDEO RECORDING**
5 **OF EACH OPEN MEETING FOR WHICH LIVE VIDEO STREAMING WAS MADE AVAILABLE**
6 **UNDER PARAGRAPH (3) OF THIS SUBSECTION FOR A MINIMUM OF 1 YEAR AFTER THE**
7 **DATE OF THE MEETING.**

8 **(F) A MEMBER OF THE BOARD:**

9 **(1) MAY NOT RECEIVE COMPENSATION AS A MEMBER OF THE BOARD;**
10 **BUT**

11 **(2) IS ENTITLED TO REIMBURSEMENT FOR EXPENSES UNDER THE**
12 **STANDARD STATE TRAVEL REGULATIONS, AS PROVIDED IN THE STATE BUDGET.**

13 **(G) THE DEPARTMENT SHALL PROVIDE STAFF TO THE BOARD, INCLUDING**
14 **A COORDINATOR WHO IS RESPONSIBLE FOR THE DAILY OPERATION OF THE OFFICE**
15 **OF THE BOARD.**

16 **14-1204.**

17 **(A) THE BOARD SHALL COORDINATE THE ESTABLISHMENT AND**
18 **ENHANCEMENT OF STATEWIDE AND COUNTY 3-1-1 SYSTEMS WITH THE**
19 **DEPARTMENT.**

20 **(B) THE BOARD'S RESPONSIBILITIES INCLUDE:**

21 **(1) ESTABLISHING REQUIREMENTS, PROCEDURES, AND STANDARDS**
22 **FOR:**

23 **(I) THE STATEWIDE 3-1-1 SYSTEM; AND**

24 **(II) COUNTY 3-1-1 SYSTEMS;**

25 **(2) ESTABLISHING PROCEDURES TO REVIEW STATEWIDE AND**
26 **COUNTY 3-1-1 SYSTEMS;**

27 **(3) TRANSMITTING THE REQUIREMENTS AND PROCEDURES**
28 **ESTABLISHED UNDER THIS SECTION, AND ANY AMENDMENTS, TO EACH COUNTY**
29 **3-1-1 SYSTEM;**

30 **(4) TRANSFERRING ANY NECESSARY COMPONENTS OF A COUNTY**

1 **3-1-1 SYSTEM TO THE STATEWIDE 3-1-1 SYSTEM IF THE GOVERNING BODY OF A**
2 **COUNTY ELECTS TO RECEIVE STATEWIDE 3-1-1 SERVICES;**

3 **(5) SUBMITTING TO THE SECRETARY EACH YEAR A SCHEDULE FOR**
4 **IMPLEMENTING THIS SUBTITLE, AND AN ESTIMATE OF FUNDING REQUIREMENTS**
5 **FOR THE STATEWIDE 3-1-1 SYSTEM;**

6 **(6) ESTABLISHING, WITH INPUT FROM COUNTY 3-1-1 SYSTEMS,**
7 **GUIDELINES TO MAKE NECESSARY IMPROVEMENTS TO THE STATEWIDE AND**
8 **COUNTY 3-1-1 SYSTEMS;**

9 **(7) PROVIDING FOR THE AUDIT OF STATE AND COUNTY**
10 **EXPENDITURES FOR THE OPERATION AND MAINTENANCE OF STATEWIDE AND**
11 **COUNTY 3-1-1 SYSTEMS;**

12 **(8) INSPECTING STATEWIDE AND COUNTY 3-1-1 NONEMERGENCY**
13 **GOVERNMENT ANSWERING POINTS;**

14 **(9) ADOPTING PROCEDURES AND SAFEGUARDS TO ENSURE THAT**
15 **SENSITIVE INFORMATION SUBMITTED BY AN INDIVIDUAL DIALING THE DIGITS**
16 **3-1-1 TO A STATEWIDE OR COUNTY 3-1-1 NONEMERGENCY GOVERNMENT**
17 **ANSWERING POINT IS MAINTAINED CONFIDENTIALLY;**

18 **(10) ESTABLISHING MINIMUM STANDARDS FOR RECORDS RETENTION**
19 **FOR 3-1-1 AUDIO, PICTURES, VIDEO, TEXT MESSAGES, AND DATA IN STATEWIDE AND**
20 **COUNTY 3-1-1 SYSTEMS;**

21 **(11) ESTABLISHING TRAINING STANDARDS FOR PERSONNEL AT**
22 **STATEWIDE AND COUNTY 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING**
23 **POINTS, INCLUDING KNOWLEDGE MANAGERS AND 3-1-1 SPECIALISTS, BASED ON**
24 **NATIONAL BEST PRACTICES;**

25 **(12) ESTABLISHING MINIMUM STANDARDS FOR CYBERSECURITY AND**
26 **CYBERSECURITY TRAINING FOR STATEWIDE AND COUNTY 3-1-1 SYSTEMS, IN**
27 **CONSULTATION WITH THE DEPARTMENT OF INFORMATION TECHNOLOGY;**

28 **(13) ESTABLISHING MINIMUM STANDARDS FOR OVERSIGHT AND**
29 **ACCOUNTABILITY FOR STATEWIDE AND COUNTY 3-1-1 SYSTEMS; AND**

30 **(14) SUPPORTING STATEWIDE 3-1-1 SPECIALIST RECRUITMENT**
31 **ACTIVITIES CONSISTING OF:**

32 **(i) A DATABASE THAT OFFERS INFORMATION ON**
33 **RECRUITMENT GUIDANCE, BEST PRACTICES, AND STRATEGIES;**

1 (II) RECRUITMENT PROJECTS, INCLUDING RECRUITMENT
2 PROJECTS DESIGNED TO REACH SOCIALLY DISADVANTAGED INDIVIDUALS; AND

3 (III) A WEBSITE THAT CONTAINS LINKS TO JOB OPPORTUNITIES
4 THROUGHOUT THE STATE FOR 3-1-1 SPECIALISTS.

5 (C) THE REQUIREMENTS ESTABLISHED BY THE BOARD UNDER SUBSECTION
6 (B) OF THIS SECTION SHALL BE BASED ON AVAILABLE TECHNOLOGY AND
7 EQUIPMENT.

8 (D) THE STANDARDS ESTABLISHED BY THE BOARD UNDER SUBSECTION
9 (B)(10) OF THIS SECTION SHALL INCLUDE PROCEDURES FOR:

10 (1) THE SECURITY OF RECORDS;

11 (2) THE ESTABLISHMENT AND REVISION OF RECORD RETENTION AND
12 DISPOSAL SCHEDULES TO ENSURE THE PROMPT AND ORDERLY DISPOSITION OF
13 RECORDS, INCLUDING ELECTRONIC RECORDS, THAT ARE NO LONGER NEEDED FOR
14 OPERATION; AND

15 (3) THE MAINTENANCE OF INVENTORIES OF RECORDS SERIES THAT
16 ARE ACCURATE AND COMPLETE.

17 (E) (1) THE STANDARDS ESTABLISHED BY THE BOARD UNDER
18 SUBSECTION (B)(11) OF THIS SECTION SHALL INCLUDE ONBOARDING STANDARDS
19 FOR NEWLY HIRED 3-1-1 SPECIALISTS AND MINIMUM CONTINUING EDUCATION
20 STANDARDS FOR 3-1-1 SPECIALISTS.

21 (2) (I) AT LEAST ONCE EACH YEAR, THE BOARD SHALL PROVIDE
22 FOR AN AUDIT OF EACH STATEWIDE AND COUNTY 3-1-1 NONEMERGENCY
23 GOVERNMENT ANSWERING POINT IN ORDER TO ENSURE THAT 3-1-1 SPECIALISTS
24 AND OTHER PERSONNEL HAVE SATISFIED THE TRAINING REQUIREMENTS
25 ESTABLISHED IN ACCORDANCE WITH SUBSECTION (B)(11) OF THIS SECTION.

26 (II) THE AUDIT DESCRIBED UNDER SUBPARAGRAPH (I) OF THIS
27 PARAGRAPH MAY BE CONDUCTED CONCURRENTLY WITH AN INSPECTION OF THE
28 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT IN ACCORDANCE WITH
29 SUBSECTION (B)(8) OF THIS SECTION.

30 (F) THE BOARD SHALL ESTABLISH STANDARDS GOVERNING THE
31 PROCESSING OF 3-1-1 REQUESTS FOR ASSISTANCE THAT:

1 **(1) MINIMIZE THE TRANSFER OF THOSE REQUESTS FROM THE 3-1-1**
2 **NONEMERGENCY GOVERNMENT ANSWERING POINT THAT RECEIVED THE REQUEST**
3 **TO OTHER STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS WITHIN OR**
4 **OUTSIDE THE STATE; AND**

5 **(2) FOLLOW BEST PRACTICES FOR TRANSFERRING REQUESTS TO**
6 **ENSURE THE OPTIMAL RESPONSE.**

7 **14-1205.**

8 **(A) ON OR BEFORE JULY 1, 2023, THE BOARD SHALL:**

9 **(1) ESTABLISH A WEBSITE THAT PROVIDES INFORMATION ABOUT THE**
10 **STATEWIDE AND COUNTY 3-1-1 SYSTEMS AND A PORTAL FOR SUBMITTING**
11 **QUESTIONS ABOUT THE 3-1-1 SYSTEM;**

12 **(2) DESIGNATE A COUNTY LIAISON TO COORDINATE WITH ALL**
13 **COUNTIES TO ENSURE THE STATEWIDE 3-1-1 SYSTEM IS OPERATING EFFECTIVELY;**

14 **(3) INSTITUTE PROPER HIRING AND TRAINING STANDARDS FOR**
15 **3-1-1 SPECIALISTS AND KNOWLEDGE MANAGERS IN THE STATEWIDE 3-1-1 SYSTEM;**
16 **AND**

17 **(4) COMMUNICATE WITH THE STATE'S REPRESENTATIVES IN THE**
18 **U.S. CONGRESS TO REQUEST FEDERAL FUNDING TO SUPPORT THE STATEWIDE**
19 **3-1-1 SYSTEM.**

20 **(B) ON OR BEFORE JULY 1, 2024, THE BOARD SHALL:**

21 **(1) OBTAIN THE TECHNOLOGY INFRASTRUCTURE NECESSARY TO**
22 **SUPPORT THE STATEWIDE 3-1-1 SYSTEM;**

23 **(2) ESTABLISH THE DIGITS 3-1-1 AS THE PRIMARY TELEPHONE**
24 **NUMBER THAT CAN BE DIALED BY AN INDIVIDUAL TO ACCESS A STATEWIDE OR**
25 **COUNTY 3-1-1 SYSTEM BASED ON THE LOCATION OF THE INDIVIDUAL;**

26 **(3) DEVELOP OPERATING PROCEDURES FOR THE STATEWIDE 3-1-1**
27 **SYSTEM TO COORDINATE CALLS AMONG THE 2-1-1, 9-1-1, AND 9-8-8 ABBREVIATED**
28 **DIALING CODES;**

29 **(4) DEVELOP WRITTEN AGREEMENTS TO ENSURE A CLEAR**
30 **UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR 3-1-1 NONEMERGENCY**
31 **GOVERNMENT INFORMATION WILL BE REFERRED TO EACH ENTITY;**

1 **(5) IN CONSULTATION WITH THE MARYLAND CYBERSECURITY**
2 **COUNCIL ESTABLISHED UNDER § 9-2901 OF THE STATE GOVERNMENT ARTICLE,**
3 **ESTABLISH AND MAINTAIN CYBERSECURITY STANDARDS FOR THE STATEWIDE**
4 **3-1-1 SYSTEM BASED ON NATIONAL INDUSTRY BEST PRACTICES;**

5 **(6) ESTABLISH A SYSTEM FOR GATHERING AND MAINTAINING**
6 **CURRENT INFORMATION TO BE PROVIDED TO THE PUBLIC BY THE STATEWIDE**
7 **3-1-1 SYSTEM; AND**

8 **(7) CONDUCT A STATEWIDE MARKETING CAMPAIGN TO EDUCATE THE**
9 **PUBLIC ABOUT THE:**

10 **(I) STATEWIDE 3-1-1 SYSTEM; AND**

11 **(II) DIFFERENCES AMONG THE 2-1-1, 3-1-1, 9-1-1, AND 9-8-8**
12 **ABBREVIATED DIALING CODES.**

13 **14-1206.**

14 **(A) (1) THERE IS A STATEWIDE 3-1-1 SYSTEM UNDER THE DEPARTMENT.**

15 **(2) ON OR BEFORE JULY 1, 2025, THE STATEWIDE 3-1-1 SYSTEM**
16 **SHALL BE FULLY OPERATIONAL.**

17 **(B) THE STATEWIDE 3-1-1 SYSTEM SHALL COMPLY WITH ALL APPLICABLE**
18 **REQUIREMENTS, STANDARDS, AND PROCEDURES ESTABLISHED BY THE BOARD**
19 **UNDER § 14-1204 OF THIS SUBTITLE.**

20 **(C) THE DEPARTMENT SHALL PROVIDE ALL TECHNOLOGY, EQUIPMENT,**
21 **AND FACILITIES FOR THE STATEWIDE 3-1-1 SYSTEM.**

22 **(D) THE DEPARTMENT OF INFORMATION TECHNOLOGY SHALL PROVIDE**
23 **TECHNICAL ASSISTANCE TO THE DEPARTMENT TO AID IN COMPLIANCE WITH THIS**
24 **SUBTITLE.**

25 **(E) THE BOARD AND THE DEPARTMENT SHALL COORDINATE WITH ALL**
26 **COUNTIES TO EFFECTIVELY CARRY OUT THE DUTIES OF THIS SUBTITLE.**

27 **(F) (1) THERE SHALL BE A STATEWIDE 3-1-1 NONEMERGENCY**
28 **GOVERNMENT ANSWERING POINT AT THE MARYLAND JOINT OPERATIONS CENTER.**

29 **(2) A STATEWIDE 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING**

1 POINT MAY BE LOCATED AT A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1,
2 SUBTITLE 3 OF THIS ARTICLE.

3 14-1207.

4 (A) THE DEPARTMENT IS RESPONSIBLE FOR ALL COSTS AND EXPENSES
5 ASSOCIATED WITH ESTABLISHING, MAINTAINING, AND OPERATING THE STATEWIDE
6 3-1-1 SYSTEM.

7 (B) THE SECRETARY MAY APPLY FOR, RECEIVE, AND SPEND STATE AND
8 FEDERAL FUNDS TO CARRY OUT THE POWERS AND DUTIES OF THIS SUBTITLE.

9 (C) THE DEPARTMENT IS RESPONSIBLE FOR ANY FEES ASSOCIATED WITH
10 AN INDIVIDUAL DIALING THE DIGITS 3-1-1 TO AN ESTABLISHED 3-1-1
11 NONEMERGENCY GOVERNMENT ANSWERING POINT.

12 14-1208.

13 (A) ON OR BEFORE JULY 1, 2023, THE GOVERNING BODY OF EACH COUNTY
14 SHALL:

15 (1) ENTER INTO AN AGREEMENT WITH THE DEPARTMENT TO JOIN
16 THE STATEWIDE 3-1-1 SYSTEM UNDER § 14-1206 OF THIS SUBTITLE; OR

17 (2) NOTIFY THE DEPARTMENT THAT THE COUNTY WILL BE
18 ESTABLISHING AND ADMINISTERING A COUNTY 3-1-1 SYSTEM IN ACCORDANCE
19 WITH § 14-1209 OF THIS SUBTITLE.

20 (B) A COUNTY THAT ELECTS TO ESTABLISH AND ADMINISTER A COUNTY
21 3-1-1 SYSTEM UNDER SUBSECTION (A)(2) OF THIS SECTION AS AN ALTERNATIVE TO
22 THE STATEWIDE 3-1-1 SYSTEM SHALL HAVE THE COUNTY 3-1-1 SYSTEM FULLY
23 OPERATIONAL ON OR BEFORE JULY 1, 2025.

24 14-1209.

25 (A) SUBJECT TO § 14-1208 OF THIS SUBTITLE, THE GOVERNING BODY OF A
26 COUNTY MAY ESTABLISH A COUNTY 3-1-1 SYSTEM.

27 (B) (1) A COUNTY 3-1-1 SYSTEM SHALL COMPLY WITH ALL APPLICABLE
28 REQUIREMENTS, STANDARDS, AND PROCEDURES ESTABLISHED BY THE BOARD
29 UNDER § 14-1204 OF THIS SUBTITLE.

30 (2) IF A COUNTY 3-1-1 SYSTEM VIOLATES PARAGRAPH (1) OF THIS

1 SUBSECTION, THE DEPARTMENT MAY:

2 (I) ISSUE A WARNING; AND

3 (II) IF AFTER A WARNING HAS BEEN ISSUED AND THE SAME
4 VIOLATION OCCURS OR THE IDENTIFIED VIOLATION HAS NOT BEEN CORRECTED
5 WITHIN A TIMELY MANNER, ASSUME CONTROL OF THE COUNTY 3-1-1 SYSTEM AND
6 INTEGRATE THE COUNTY 3-1-1 SYSTEM INTO THE STATEWIDE 3-1-1 SYSTEM.

7 (C) A COUNTY THAT ESTABLISHES AND ADMINISTERS A FULLY
8 OPERATIONAL COUNTY 3-1-1 SYSTEM IN ACCORDANCE WITH SUBSECTION (B) OF
9 THIS SECTION IS RESPONSIBLE FOR:

10 (1) THE PROPER TRAINING AND HIRING OF 3-1-1 SPECIALISTS AND
11 STAFF FOR THE COUNTY 3-1-1 SYSTEM;

12 (2) PROVIDING THE PROPER TECHNOLOGY, EQUIPMENT, AND
13 FACILITIES FOR THE COUNTY 3-1-1 SYSTEM; AND

14 (3) ALL COSTS AND EXPENSES ASSOCIATED WITH ESTABLISHING,
15 MAINTAINING, AND OPERATING A COUNTY 3-1-1 SYSTEM.

16 (D) (1) A COUNTY MAY ESTABLISH A KNOWLEDGE MANAGER POSITION TO
17 PROVIDE SUPPORT FOR THE COUNTY 3-1-1 SYSTEM.

18 (2) A KNOWLEDGE MANAGER FOR A COUNTY 3-1-1 SYSTEM SHALL
19 COMPLY WITH APPLICABLE REQUIREMENTS, PROCEDURES, AND STANDARDS
20 ESTABLISHED BY THE BOARD.

21 (E) THIS SECTION DOES NOT PRECLUDE A COUNTY FROM ESTABLISHING
22 MORE STRINGENT REQUIREMENTS FOR A COUNTY 3-1-1 SYSTEM THAN THOSE
23 ESTABLISHED BY THE BOARD UNDER § 14-1204 OF THIS SUBTITLE.

24 (F) (1) THE GOVERNING BODY OF A COUNTY MAY ELECT TO JOIN THE
25 STATEWIDE 3-1-1 SYSTEM AT ANY TIME.

26 (2) A GOVERNING BODY OF A COUNTY THAT ELECTS TO JOIN THE
27 STATEWIDE 3-1-1 SYSTEM SHALL DISCONTINUE THE COUNTY 3-1-1 SYSTEM.

28 (G) (1) SUBJECT TO PARAGRAPH (2) OF THIS SUBSECTION, THE BOARD
29 MAY REMOVE A COUNTY FROM THE STATEWIDE 3-1-1 SYSTEM IF THE GOVERNING
30 BODY OF A COUNTY REQUESTS TO LEAVE.

1 **(2) THE BOARD SHALL REQUIRE AN AFFIRMATIVE VOTE OF**
2 **TWO-THIRDS OF ALL MEMBERS TO REMOVE A COUNTY FROM THE STATEWIDE 3-1-1**
3 **SYSTEM.**

4 **(3) IF A COUNTY IS REMOVED FROM THE STATEWIDE 3-1-1 SYSTEM,**
5 **THE GOVERNING BODY OF THE COUNTY SHALL ESTABLISH A COUNTY 3-1-1 SYSTEM.**

6 **14-1210.**

7 **(A) STATEWIDE AND COUNTY 3-1-1 SYSTEMS SHALL UTILIZE**
8 **STANDARDS-BASED PROTOCOLS FOR:**

9 **(1) THE PROCESSING OF 3-1-1 REQUESTS FOR NONEMERGENCY**
10 **GOVERNMENT SERVICES, RESOURCES, AND INFORMATION; AND**

11 **(2) IMMEDIATELY TRANSFERRING EMERGENCY REQUESTS FOR**
12 **ASSISTANCE TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3**
13 **OF THIS ARTICLE.**

14 **(B) THE DEPARTMENT SHALL ENSURE THAT STATE AND COUNTY 3-1-1**
15 **SPECIALISTS HAVE PROPER TRAINING RELATED TO 3-1-1 REQUESTS FOR**
16 **ASSISTANCE FOR WHICH THE 3-1-1 SPECIALIST IS RESPONSIBLE FOR RECEIVING**
17 **AND PROCESSING.**

18 **(C) THE DEPARTMENT MAY ESTABLISH A TELECOMMUNICATOR RESPONSE**
19 **TEAM TO RESPOND TO, RELIEVE, ASSIST, OR AUGMENT A STATEWIDE 3-1-1**
20 **NONEMERGENCY GOVERNMENT ANSWERING POINT WHEN A STATEWIDE 3-1-1**
21 **NONEMERGENCY GOVERNMENT ANSWERING POINT IS AFFECTED BY NATURAL OR**
22 **HUMAN-MADE DISASTERS.**

23 **(D) THE DEPARTMENT SHALL PROVIDE OPPORTUNITIES FOR:**

24 **(1) 3-1-1 SPECIALISTS TO RECEIVE TRAINING AND EXPERIENCE TO**
25 **BECOME 9-1-1 SPECIALISTS; AND**

26 **(2) 9-1-1 SPECIALISTS WITH EXTENSIVE EXPERIENCE TO PROVIDE**
27 **TRAINING AND MENTORING TO 3-1-1 SPECIALISTS.**

28 **14-1211.**

29 **(A) SERVICES AVAILABLE THROUGH THE STATEWIDE AND COUNTY 3-1-1**
30 **SYSTEMS SHALL INCLUDE:**

31 **(1) INFORMATION ABOUT NONEMERGENCY GOVERNMENT SERVICES,**

1 RESOURCES, AND INFORMATION;

2 (2) IMMEDIATE TRANSFERRING OF EMERGENCY CALLS TO A PUBLIC
3 SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3 OF THIS ARTICLE;

4 (3) INFORMATION ABOUT PUBLIC HEALTH EMERGENCIES;

5 (4) INFORMATION ABOUT ANIMAL CONTROL SERVICES;

6 (5) INFORMATION ABOUT TRASH AND RECYCLING SERVICES;

7 (6) ACCESS FOR INDIVIDUALS WITH HEARING OR SPEECH
8 DISABILITIES; AND

9 (7) ANY OTHER INFORMATION OR RESOURCES DETERMINED BY THE
10 BOARD AND THE DEPARTMENT.

11 (B) (1) 3-1-1 IS THE PRIMARY NONEMERGENCY TELEPHONE NUMBER IN
12 THE 3-1-1 SYSTEM.

13 (2) THE DEPARTMENT MAY MAINTAIN A SEPARATE SECONDARY
14 BACKUP TELEPHONE NUMBER FOR NONEMERGENCY CALLS.

15 (C) EDUCATIONAL INFORMATION THAT RELATES TO THE SERVICES,
16 RESOURCES, AND INFORMATION MADE AVAILABLE BY A 3-1-1 NONEMERGENCY
17 GOVERNMENT ANSWERING POINT:

18 (1) SHALL DESIGNATE 3-1-1 AS A NONEMERGENCY TELEPHONE
19 NUMBER; AND

20 (2) MAY INCLUDE A SEPARATE SECONDARY BACKUP TELEPHONE
21 NUMBER FOR NONEMERGENCY CALLS.

22 (D) (1) STATEWIDE AND COUNTY 3-1-1 NONEMERGENCY GOVERNMENT
23 ANSWERING POINTS SHALL NOTIFY THE APPROPRIATE STATE OR LOCAL AGENCIES,
24 PROGRAMS, OR DEPARTMENTS OF A REQUEST FOR SERVICES, RESOURCES, OR
25 OTHER INFORMATION.

26 (2) WRITTEN GUIDELINES SHALL BE DEVELOPED BY THE BOARD TO
27 GOVERN THE REFERRAL OF REQUESTS FOR NONEMERGENCY SERVICES,
28 RESOURCES, AND INFORMATION TO THE APPROPRIATE STATE OR LOCAL AGENCIES,
29 PROGRAMS, OR DEPARTMENTS.

1 **(3) STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS**
2 **WITH CONCURRENT JURISDICTION SHALL HAVE WRITTEN AGREEMENTS TO ENSURE**
3 **A CLEAR UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR NONEMERGENCY**
4 **SERVICES, RESOURCES, OR OTHER INFORMATION WILL BE REFERRED TO WHICH**
5 **AGENCY, PROGRAM, OR DEPARTMENT.**

6 **14-1212.**

7 **(A) ON OR BEFORE JULY 1 EACH YEAR, BEGINNING IN 2023, THE**
8 **DEPARTMENT SHALL SUBMIT A REPORT ON THE IMPLEMENTATION OF THIS**
9 **SUBTITLE TO THE GOVERNOR AND, SUBJECT TO § 2-1257 OF THE STATE**
10 **GOVERNMENT ARTICLE, THE SENATE BUDGET AND TAXATION COMMITTEE AND**
11 **THE HOUSE APPROPRIATIONS COMMITTEE.**

12 **(B) THE REPORT REQUIRED UNDER THIS SECTION SHALL INCLUDE:**

13 **(1) AN ANALYSIS OF THE EFFECTIVENESS OF THE STATEWIDE AND**
14 **COUNTY 3-1-1 SYSTEMS;**

15 **(2) AN ANALYSIS OF ANY CHALLENGES TO THE IMPLEMENTATION OF**
16 **THIS SUBTITLE AND ANY RECOMMENDED SOLUTIONS;**

17 **(3) ANY SUGGESTED CHANGES TO THIS SUBTITLE; AND**

18 **(4) ANY OTHER INFORMATION CONSIDERED NECESSARY BY THE**
19 **DEPARTMENT.**

20 SECTION 2. AND BE IT FURTHER ENACTED, That the terms of the initial
21 members of the Maryland 3-1-1 Board shall expire as follows:

22 (1) seven members in 2024;

23 (2) seven members in 2025; and

24 (3) six members in 2026.

25 SECTION 3. AND BE IT FURTHER ENACTED, That this Act shall take effect July
26 1, 2022.