

HB0138/433226/1

BY: Health and Government Operations Committee

AMENDMENTS TO HOUSE BILL 138

(First Reading File Bill)

AMENDMENT NO. 1

On page 1, in the sponsor line, strike “and Vogel” and substitute “Vogel, Alston, Bhandari, Cullison, Guzzone, Hill, S. Johnson, Kaiser, Kipke, R. Lewis, Lopez, Martinez, Pena–Melnyk, Rosenberg, Taveras, White, and Woods”; in line 2, strike “Public Safety –” and substitute “Study on Statewide 2–1–1 and”; in the same line, strike “– Nonemergency Information”; strike beginning with “establishing” in line 3 down through “system” in line 8 and substitute “requiring the Department of Legislative Services to conduct a study on the implementation of a statewide 3–1–1 system to provide individuals with nonemergency government services, resources, and information, both as a standalone system and as part of a merged system with the statewide 2–1–1 system”; in line 8, after “to” insert “2–1–1 and”; in lines 8 and 9, strike “and nonemergency information”; and strike in their entirety lines 10 through 25, inclusive.

AMENDMENT NO. 2

On pages 2 through 18, strike beginning with “the” in line 1 on page 2 down through “2027” in line 24 on page 18 and substitute “:

(a) The Department of Legislative Services shall study the implementation by the Department of Human Services of a statewide 3–1–1 system in the State that:

(1) provides citizens with nonemergency government services, resources, and information 24 hours a day, 7 days a week, 365 days a year; and

(2) merges the 3–1–1 system with the existing statewide 2–1–1 system.

(b) The study conducted under subsection (a) of this section shall examine:

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(1) the difference in cost between implementing a statewide 3-1-1 system and implementing a combined 2-1-1 and 3-1-1 system;

(2) any potential cost savings to counties that currently operate a county 3-1-1 system if the counties were to join a statewide 3-1-1 system;

(3) any potential cost savings for authorizing the use of existing 2-1-1 infrastructure for a combined 2-1-1 and 3-1-1 system;

(4) the anticipated number of new personnel needed for a combined 2-1-1 and 3-1-1 system;

(5) the expiration date of technology being utilized by counties that currently operate their own 3-1-1 systems;

(6) the percentage of 2-1-1 calls currently being handled by the 9-8-8 system;

(7) existing studies addressing the change in 9-1-1 call volumes in jurisdictions that have implemented a 3-1-1 system following the implementation of the 3-1-1 system;

(8) the potential role of 211 Maryland in a combined 2-1-1 and 3-1-1 system, including how 211 Maryland can maintain involvement in projects unrelated to the direct operation of the statewide 2-1-1 system; and

(9) any issues with the management of 2-1-1 shifting from a nonprofit entity to a governmental service.

(c) On or before December 1, 2023, the Department of Legislative Services shall report its findings and recommendations, in accordance with § 2-1257 of the State

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Government Article, to the Senate Education, Energy, and the Environment Committee
and the House Health and Government Operations Committee".

On page 18, in line 25, strike "July" and substitute "June".