

HOUSE BILL 138

E4
HB 1003/22 – HGO

3lr0376
CF SB 30

By: Delegates Kerr, Bagnall, Bartlett, Conaway, Crosby, Fair, A. Johnson, Phillips, Rogers, Simpson, Solomon, and Vogel Vogel, Alston, Bhandari, Cullison, Guzzone, Hill, S. Johnson, Kaiser, Kipke, R. Lewis, Lopez, Martinez, Pena-Melnyk, Rosenberg, Taveras, White, and Woods

Introduced and read first time: January 13, 2023
Assigned to: Health and Government Operations

Committee Report: Favorable with amendments
House action: Adopted
Read second time: March 28, 2023

CHAPTER _____

1 AN ACT concerning

2 ~~Public Safety~~ Study on Statewide 2-1-1 and 3-1-1 Systems ~~Nonemergency~~
3 Information

4 FOR the purpose of ~~establishing the Maryland 3-1-1 Board to take certain actions relating~~
5 ~~to the establishment of statewide and county 3-1-1 systems; establishing a~~
6 ~~statewide 3-1-1 system under the Maryland Department of Emergency~~
7 ~~Management to provide certain nonemergency information, subject to certain~~
8 ~~requirements; requiring a county to be responsible for certain costs and expenses~~
9 ~~associated with a county 3-1-1 system~~ requiring the Department of Legislative
10 Services to conduct a study on the implementation of a statewide 3-1-1 system to
11 provide individuals with nonemergency government services, resources, and
12 information, both as a standalone system and as part of a merged system with the
13 statewide 2-1-1 system; and generally relating to 2-1-1 and 3-1-1 systems ~~and~~
14 ~~nonemergency information.~~

15 ~~BY repealing and reenacting, without amendments,~~
16 ~~Article State Finance and Procurement~~
17 ~~Section 14-301(a) and (l)~~
18 ~~Annotated Code of Maryland~~
19 ~~(2021 Replacement Volume and 2022 Supplement)~~

20 ~~BY repealing and reenacting, without amendments,~~

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.

Underlining indicates amendments to bill.

~~Strike out~~ indicates matter stricken from the bill by amendment or deleted from the law by amendment.



1 ~~Article — Public Safety~~
 2 ~~Section 1-301(a), (o), (t), and (u)~~
 3 ~~Annotated Code of Maryland~~
 4 ~~(2022 Replacement Volume)~~

5 ~~BY adding to~~
 6 ~~Article — Public Safety~~
 7 ~~Section 14-1301 through 14-1312 to be under the new subtitle “Subtitle 13.3-1-1~~
 8 ~~Nonemergency Information Systems”~~
 9 ~~Annotated Code of Maryland~~
 10 ~~(2022 Replacement Volume)~~

11 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
 12 That ~~the Laws of Maryland read as follows:~~

13 ~~**Article — State Finance and Procurement**~~

14 ~~14-301.~~

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

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

20 ~~**Article — Public Safety**~~

21 ~~1-301.~~

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

23 ~~(e) “9-1-1 specialist” means an employee of a county public safety answering~~
 24 ~~point, or an employee working in a county public safety answering point, whose duties and~~
 25 ~~responsibilities include:~~

26 ~~(1) receiving and processing 9-1-1 requests for emergency services;~~

27 ~~(2) other support functions directly related to 9-1-1 requests for~~
 28 ~~emergency services; or~~

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

31 ~~(t) “Public safety agency” means:~~

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

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

5 (u) ~~“Public safety answering point” means a communications facility that:~~

6 ~~(1) is operated on a 24-hour basis;~~

7 ~~(2) first receives 9-1-1 requests for emergency services in a 9-1-1 service~~
 8 ~~area; and~~

9 ~~(3) as appropriate:~~

10 ~~(i) dispatches public safety services directly;~~

11 ~~(ii) transmits incident data to appropriate public safety agencies~~
 12 ~~within the State for the dispatch of public safety services; or~~

13 ~~(iii) transfers 9-1-1 requests for emergency services or transmits~~
 14 ~~incident data to:~~

15 ~~1. an appropriate federal emergency communication center~~
 16 ~~responsible for the delivery of public safety services on a federal campus or federal~~
 17 ~~reservation; or~~

18 ~~2. an appropriate public safety answering point located~~
 19 ~~within or outside the State.~~

20 ~~SUBTITLE 13. 3-1-1 NONEMERGENCY INFORMATION SYSTEMS.~~

21 ~~14-1301.~~

22 ~~(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS~~
 23 ~~INDICATED.~~

24 ~~(B) “BOARD” MEANS THE MARYLAND 3-1-1 BOARD.~~

25 ~~(C) “DEPARTMENT” MEANS THE MARYLAND DEPARTMENT OF EMERGENCY~~
 26 ~~MANAGEMENT.~~

27 ~~(D) “KNOWLEDGE MANAGER” MEANS AN EMPLOYEE OF A STATEWIDE OR~~
 28 ~~COUNTY 3-1-1 SYSTEM THAT PROVIDES SUPPORT BY:~~

1 ~~(1) VERIFYING AND PROCESSING INFORMATION FOR DISTRIBUTION~~
2 ~~BY A 3-1-1 SYSTEM;~~

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

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

6 ~~(E) "9-1-1 SPECIALIST" HAS THE MEANING STATED IN § 1-301 OF THIS~~
7 ~~ARTICLE.~~

8 ~~(F) "SECRETARY" MEANS THE SECRETARY OF EMERGENCY MANAGEMENT.~~

9 ~~(G) "SOCIALLY DISADVANTAGED INDIVIDUAL" HAS THE MEANING STATED~~
10 ~~IN § 14-301 OF THE STATE FINANCE AND PROCUREMENT ARTICLE.~~

11 ~~(H) "3-1-1" MEANS THE ABBREVIATED DIALING CODE ASSIGNED BY THE~~
12 ~~FEDERAL COMMUNICATIONS COMMISSION FOR CONSUMER ACCESS TO~~
13 ~~NONEMERGENCY POLICE AND OTHER GOVERNMENT SERVICES.~~

14 ~~(I) "3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT" MEANS A~~
15 ~~COMMUNICATIONS FACILITY THAT:~~

16 ~~(1) OPERATES A 3-1-1 SYSTEM;~~

17 ~~(2) FIRST RECEIVES 3-1-1 REQUESTS FOR INFORMATION ABOUT~~
18 ~~NONEMERGENCY GOVERNMENT SERVICES, RESOURCES, AND INFORMATION; AND~~

19 ~~(3) AS APPROPRIATE:~~

20 ~~(I) DIRECTLY PROVIDES NONEMERGENCY INFORMATION~~
21 ~~ABOUT GOVERNMENT SERVICES, RESOURCES, AND INFORMATION;~~

22 ~~(II) TRANSMITS QUESTIONS AND CONCERNS TO BE RESOLVED~~
23 ~~BY STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS; OR~~

24 ~~(III) TRANSFERS REQUESTS FOR EMERGENCY SERVICES OR~~
25 ~~TRANSMITS INCIDENT DATA TO:~~

26 ~~1. AN APPROPRIATE PUBLIC SAFETY ANSWERING POINT~~
27 ~~LOCATED WITHIN OR OUTSIDE THE STATE; OR~~

~~(H) TRUNKING FACILITIES FROM A TELEPHONE CENTRAL OFFICE TO A 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING POINT; AND~~

~~(HH) EQUIPMENT TO CONNECT 3-1-1 CALLS TO THE APPROPRIATE STATE OR LOCAL AGENCIES, PROGRAMS, OR DEPARTMENTS.~~

~~14-1302.~~

~~(A) THE GENERAL ASSEMBLY:~~

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

~~(2) RECOGNIZES THAT A STATEWIDE INTEGRATED TELEPHONE SYSTEM WOULD PROVIDE A SINGLE SOURCE FOR NONEMERGENCY INFORMATION AND REFERRAL TO STATE OR LOCAL AGENCIES, PROGRAMS, AND DEPARTMENTS;~~

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

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

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

~~14-1303.~~

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

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

~~(i) THE SECRETARY, OR THE SECRETARY'S DESIGNEE;~~

1 ~~(H) THE SECRETARY OF INFORMATION TECHNOLOGY, OR THE~~
2 ~~SECRETARY'S DESIGNEE;~~

3 ~~(HH) THE SECRETARY OF AGING, OR THE SECRETARY'S~~
4 ~~DESIGNEE;~~

5 ~~(IV) THE SECRETARY OF DISABILITIES, OR THE SECRETARY'S~~
6 ~~DESIGNEE;~~

7 ~~(V) THE SECRETARY OF HEALTH, OR THE SECRETARY'S~~
8 ~~DESIGNEE;~~

9 ~~(VI) THE SECRETARY OF BUDGET AND MANAGEMENT, OR THE~~
10 ~~SECRETARY'S DESIGNEE;~~

11 ~~(VII) THE SECRETARY OF GENERAL SERVICES, OR THE~~
12 ~~SECRETARY'S DESIGNEE;~~

13 ~~(VIII) THE DIRECTOR OF COMMUNICATIONS FROM THE OFFICE~~
14 ~~OF THE GOVERNOR, OR THE DIRECTOR'S DESIGNEE;~~

15 ~~(IX) ONE REPRESENTATIVE FROM THE TELECOMMUNICATIONS~~
16 ~~INDUSTRY, APPOINTED BY THE GOVERNOR;~~

17 ~~(X) ONE REPRESENTATIVE FROM THE CYBERSECURITY~~
18 ~~INDUSTRY, PARTICULARLY IN THE FIELD OF COMMUNICATION NETWORKS,~~
19 ~~APPOINTED BY THE GOVERNOR;~~

20 ~~(XI) TWO MEMBERS OF THE GENERAL PUBLIC, JOINTLY~~
21 ~~APPOINTED BY THE SPEAKER OF THE HOUSE AND THE PRESIDENT OF THE SENATE;~~

22 ~~(XII) TWO REPRESENTATIVES FROM A PUBLIC SAFETY~~
23 ~~ANSWERING POINT THAT IS LOCATED IN AN URBAN AREA OF THE STATE, APPOINTED~~
24 ~~BY THE GOVERNOR;~~

25 ~~(XIII) TWO REPRESENTATIVES FROM A PUBLIC SAFETY~~
26 ~~ANSWERING POINT THAT IS LOCATED IN A RURAL AREA OF THE STATE, APPOINTED~~
27 ~~BY THE GOVERNOR;~~

28 ~~(XIV) ONE REPRESENTATIVE FROM THE MARYLAND~~
29 ~~ASSOCIATION OF COUNTIES, APPOINTED BY THE EXECUTIVE DIRECTOR OF THE~~
30 ~~MARYLAND ASSOCIATION OF COUNTIES;~~

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

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

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

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

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

~~(2) THE TERMS OF THE MEMBERS ARE STAGGERED AS REQUIRED BY THE TERMS PROVIDED FOR MEMBERS OF THE BOARD ON JULY 1, 2023.~~

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

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

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

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

~~(2) A MAJORITY OF THE BOARD IS A QUORUM.~~

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

~~(I) EACH OPEN MEETING AGENDA:~~

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

~~OR~~

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

1 ~~(II) MEETING MINUTES FROM THE PORTIONS OF A MEETING~~
2 ~~HELD IN OPEN SESSION, NOT MORE THAN 2 BUSINESS DAYS AFTER THE MINUTES~~
3 ~~ARE APPROVED; AND~~

4 ~~(III) LIVE VIDEO STREAMING OF EACH PORTION OF A MEETING~~
5 ~~HELD IN OPEN SESSION.~~

6 ~~(4) (I) THE BOARD SHALL APPROVE THE MINUTES FROM AN OPEN~~
7 ~~MEETING IN A TIMELY MANNER.~~

8 ~~(H) EACH OPEN MEETING AGENDA SHALL INCLUDE~~
9 ~~CONSIDERATION OF THE MINUTES FROM THE MOST RECENT OPEN MEETING.~~

10 ~~(5) THE BOARD SHALL MAINTAIN ON ITS WEBSITE:~~

11 ~~(I) MEETING MINUTES MADE AVAILABLE UNDER PARAGRAPH~~
12 ~~(3) OF THIS SUBSECTION FOR A MINIMUM OF 5 YEARS AFTER THE DATE OF THE~~
13 ~~MEETING; AND~~

14 ~~(H) A COMPLETE AND UNEDITED ARCHIVED VIDEO RECORDING~~
15 ~~OF EACH OPEN MEETING FOR WHICH LIVE VIDEO STREAMING WAS MADE AVAILABLE~~
16 ~~UNDER PARAGRAPH (3) OF THIS SUBSECTION FOR A MINIMUM OF 1 YEAR AFTER THE~~
17 ~~DATE OF THE MEETING.~~

18 ~~(F) A MEMBER OF THE BOARD:~~

19 ~~(1) MAY NOT RECEIVE COMPENSATION AS A MEMBER OF THE BOARD;~~
20 ~~BUT~~

21 ~~(2) IS ENTITLED TO REIMBURSEMENT FOR EXPENSES UNDER THE~~
22 ~~STANDARD STATE TRAVEL REGULATIONS, AS PROVIDED IN THE STATE BUDGET.~~

23 ~~(G) THE DEPARTMENT SHALL PROVIDE STAFF TO THE BOARD, INCLUDING~~
24 ~~A COORDINATOR WHO IS RESPONSIBLE FOR THE DAILY OPERATION OF THE OFFICE~~
25 ~~OF THE BOARD.~~

26 ~~14-1304.~~

27 ~~(A) THE BOARD SHALL COORDINATE THE ESTABLISHMENT AND~~
28 ~~ENHANCEMENT OF STATEWIDE AND COUNTY 3-1-1 SYSTEMS WITH THE~~
29 ~~DEPARTMENT.~~

30 ~~(B) THE BOARD'S RESPONSIBILITIES INCLUDE:~~

1 ~~(1) ESTABLISHING REQUIREMENTS, PROCEDURES, AND STANDARDS~~
2 ~~FOR:~~

3 ~~(I) THE STATEWIDE 3-1-1 SYSTEM; AND~~

4 ~~(II) COUNTY 3-1-1 SYSTEMS;~~

5 ~~(2) ESTABLISHING PROCEDURES TO REVIEW STATEWIDE AND~~
6 ~~COUNTY 3-1-1 SYSTEMS;~~

7 ~~(3) TRANSMITTING THE REQUIREMENTS AND PROCEDURES~~
8 ~~ESTABLISHED UNDER THIS SECTION, AND ANY AMENDMENTS, TO EACH COUNTY~~
9 ~~3-1-1 SYSTEM;~~

10 ~~(4) TRANSFERRING ANY NECESSARY COMPONENTS OF A COUNTY~~
11 ~~3-1-1 SYSTEM TO THE STATEWIDE 3-1-1 SYSTEM IF THE GOVERNING BODY OF A~~
12 ~~COUNTY ELECTS TO RECEIVE STATEWIDE 3-1-1 SERVICES;~~

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

16 ~~(6) ESTABLISHING, WITH INPUT FROM COUNTY 3-1-1 SYSTEMS,~~
17 ~~GUIDELINES TO MAKE NECESSARY IMPROVEMENTS TO THE STATEWIDE AND~~
18 ~~COUNTY 3-1-1 SYSTEMS;~~

19 ~~(7) PROVIDING FOR THE AUDIT OF STATE AND COUNTY~~
20 ~~EXPENDITURES FOR THE OPERATION AND MAINTENANCE OF STATEWIDE AND~~
21 ~~COUNTY 3-1-1 SYSTEMS;~~

22 ~~(8) INSPECTING STATEWIDE AND COUNTY 3-1-1 NONEMERGENCY~~
23 ~~GOVERNMENT ANSWERING POINTS;~~

24 ~~(9) ADOPTING PROCEDURES AND SAFEGUARDS TO ENSURE THAT~~
25 ~~SENSITIVE INFORMATION SUBMITTED BY AN INDIVIDUAL DIALING THE DIGITS~~
26 ~~3-1-1 TO A STATEWIDE OR COUNTY 3-1-1 NONEMERGENCY GOVERNMENT~~
27 ~~ANSWERING POINT IS MAINTAINED CONFIDENTIALLY;~~

28 ~~(10) ESTABLISHING MINIMUM STANDARDS FOR RECORDS RETENTION~~
29 ~~FOR 3-1-1 AUDIO, PICTURES, VIDEO, TEXT MESSAGES, AND DATA IN STATEWIDE AND~~
30 ~~COUNTY 3-1-1 SYSTEMS;~~

1 ~~(11) ESTABLISHING TRAINING STANDARDS FOR PERSONNEL AT~~
2 ~~STATEWIDE AND COUNTY 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING~~
3 ~~POINTS, INCLUDING KNOWLEDGE MANAGERS AND 3-1-1 SPECIALISTS, BASED ON~~
4 ~~NATIONAL BEST PRACTICES;~~

5 ~~(12) ESTABLISHING MINIMUM STANDARDS FOR CYBERSECURITY AND~~
6 ~~CYBERSECURITY TRAINING FOR STATEWIDE AND COUNTY 3-1-1 SYSTEMS, IN~~
7 ~~CONSULTATION WITH THE DEPARTMENT OF INFORMATION TECHNOLOGY;~~

8 ~~(13) ESTABLISHING MINIMUM STANDARDS FOR OVERSIGHT AND~~
9 ~~ACCOUNTABILITY FOR STATEWIDE AND COUNTY 3-1-1 SYSTEMS; AND~~

10 ~~(14) SUPPORTING STATEWIDE 3-1-1 SPECIALIST RECRUITMENT~~
11 ~~ACTIVITIES CONSISTING OF:~~

12 ~~(I) A DATABASE THAT OFFERS INFORMATION ON~~
13 ~~RECRUITMENT GUIDANCE, BEST PRACTICES, AND STRATEGIES;~~

14 ~~(II) RECRUITMENT PROJECTS, INCLUDING RECRUITMENT~~
15 ~~PROJECTS DESIGNED TO REACH SOCIALLY DISADVANTAGED INDIVIDUALS; AND~~

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

18 ~~(C) THE REQUIREMENTS ESTABLISHED BY THE BOARD UNDER SUBSECTION~~
19 ~~(B) OF THIS SECTION SHALL BE BASED ON AVAILABLE TECHNOLOGY AND~~
20 ~~EQUIPMENT.~~

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

23 ~~(1) THE SECURITY OF RECORDS;~~

24 ~~(2) THE ESTABLISHMENT AND REVISION OF RECORD RETENTION AND~~
25 ~~DISPOSAL SCHEDULES TO ENSURE THE PROMPT AND ORDERLY DISPOSITION OF~~
26 ~~RECORDS, INCLUDING ELECTRONIC RECORDS, THAT ARE NO LONGER NEEDED FOR~~
27 ~~OPERATION; AND~~

28 ~~(3) THE MAINTENANCE OF INVENTORIES OF RECORDS SERIES THAT~~
29 ~~ARE ACCURATE AND COMPLETE.~~

30 ~~(E) (1) THE STANDARDS ESTABLISHED BY THE BOARD UNDER~~
31 ~~SUBSECTION (B)(11) OF THIS SECTION SHALL INCLUDE ONBOARDING STANDARDS~~

~~FOR NEWLY HIRED 3-1-1 SPECIALISTS AND MINIMUM CONTINUING EDUCATION STANDARDS FOR 3-1-1 SPECIALISTS.~~

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

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

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

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

~~(2) FOLLOW BEST PRACTICES FOR TRANSFERRING REQUESTS TO ENSURE THE OPTIMAL RESPONSE.~~

~~14-1305.~~

~~(A) ON OR BEFORE JULY 1, 2024, THE BOARD SHALL:~~

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

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

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

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

1 ~~(B) ON OR BEFORE JULY 1, 2025, THE BOARD SHALL:~~

2 ~~(1) OBTAIN THE TECHNOLOGY INFRASTRUCTURE NECESSARY TO~~
3 ~~SUPPORT THE STATEWIDE 3-1-1 SYSTEM;~~

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

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

10 ~~(4) DEVELOP WRITTEN AGREEMENTS TO ENSURE A CLEAR~~
11 ~~UNDERSTANDING OF WHICH SPECIFIC REQUESTS FOR 3-1-1 NONEMERGENCY~~
12 ~~GOVERNMENT INFORMATION WILL BE REFERRED TO EACH ENTITY;~~

13 ~~(5) IN CONSULTATION WITH THE MARYLAND CYBERSECURITY~~
14 ~~COUNCIL ESTABLISHED UNDER § 9-2901 OF THE STATE GOVERNMENT ARTICLE,~~
15 ~~ESTABLISH AND MAINTAIN CYBERSECURITY STANDARDS FOR THE STATEWIDE~~
16 ~~3-1-1 SYSTEM BASED ON NATIONAL INDUSTRY BEST PRACTICES;~~

17 ~~(6) ESTABLISH A SYSTEM FOR GATHERING AND MAINTAINING~~
18 ~~CURRENT INFORMATION TO BE PROVIDED TO THE PUBLIC BY THE STATEWIDE~~
19 ~~3-1-1 SYSTEM; AND~~

20 ~~(7) CONDUCT A STATEWIDE MARKETING CAMPAIGN TO EDUCATE THE~~
21 ~~PUBLIC ABOUT:~~

22 ~~(I) THE STATEWIDE 3-1-1 SYSTEM; AND~~

23 ~~(II) THE DIFFERENCES AMONG THE 2-1-1, 3-1-1, 9-1-1, AND~~
24 ~~9-8-8 ABBREVIATED DIALING CODES.~~

25 ~~14-1306.~~

26 ~~(A) (1) THERE IS A STATEWIDE 3-1-1 SYSTEM UNDER THE DEPARTMENT.~~

27 ~~(2) ON OR BEFORE JULY 1, 2026, THE STATEWIDE 3-1-1 SYSTEM~~
28 ~~SHALL BE FULLY OPERATIONAL.~~

29 ~~(B) THE STATEWIDE 3-1-1 SYSTEM SHALL COMPLY WITH ALL APPLICABLE~~
30 ~~REQUIREMENTS, STANDARDS, AND PROCEDURES ESTABLISHED BY THE BOARD~~
31 ~~UNDER § 14-1304 OF THIS SUBTITLE.~~

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

3 ~~(D) THE DEPARTMENT OF INFORMATION TECHNOLOGY SHALL PROVIDE~~
4 ~~TECHNICAL ASSISTANCE TO THE DEPARTMENT TO AID IN COMPLIANCE WITH THIS~~
5 ~~SUBTITLE.~~

6 ~~(E) THE BOARD AND THE DEPARTMENT SHALL COORDINATE WITH ALL~~
7 ~~COUNTIES TO EFFECTIVELY CARRY OUT THE DUTIES OF THIS SUBTITLE.~~

8 ~~(F) (1) THERE SHALL BE A STATEWIDE 3-1-1 NONEMERGENCY~~
9 ~~GOVERNMENT ANSWERING POINT AT THE MARYLAND JOINT OPERATIONS CENTER.~~

10 ~~(2) A STATEWIDE 3-1-1 NONEMERGENCY GOVERNMENT ANSWERING~~
11 ~~POINT MAY BE LOCATED AT A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1,~~
12 ~~SUBTITLE 3 OF THIS ARTICLE.~~

13 ~~14-1307.~~

14 ~~(A) THE DEPARTMENT IS RESPONSIBLE FOR ALL COSTS AND EXPENSES~~
15 ~~ASSOCIATED WITH ESTABLISHING, MAINTAINING, AND OPERATING THE STATEWIDE~~
16 ~~3-1-1 SYSTEM.~~

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

19 ~~(C) THE DEPARTMENT IS RESPONSIBLE FOR ANY FEES ASSOCIATED WITH~~
20 ~~AN INDIVIDUAL DIALING THE DIGITS 3-1-1 TO AN ESTABLISHED 3-1-1~~
21 ~~NONEMERGENCY GOVERNMENT ANSWERING POINT.~~

22 ~~14-1308.~~

23 ~~(A) ON OR BEFORE JULY 1, 2024, THE GOVERNING BODY OF EACH COUNTY~~
24 ~~SHALL:~~

25 ~~(1) ENTER INTO AN AGREEMENT WITH THE DEPARTMENT TO JOIN~~
26 ~~THE STATEWIDE 3-1-1 SYSTEM UNDER § 14-1306 OF THIS SUBTITLE; OR~~

27 ~~(2) NOTIFY THE DEPARTMENT THAT THE COUNTY WILL BE~~
28 ~~ESTABLISHING AND ADMINISTERING A COUNTY 3-1-1 SYSTEM IN ACCORDANCE~~
29 ~~WITH § 14-1309 OF THIS SUBTITLE.~~

~~(B) A COUNTY THAT ELECTS TO ESTABLISH AND ADMINISTER A COUNTY 3-1-1 SYSTEM UNDER SUBSECTION (A)(2) OF THIS SECTION AS AN ALTERNATIVE TO THE STATEWIDE 3-1-1 SYSTEM SHALL HAVE THE COUNTY 3-1-1 SYSTEM FULLY OPERATIONAL ON OR BEFORE JULY 1, 2026.~~

~~14-1309.~~

~~(A) SUBJECT TO § 14-1308 OF THIS SUBTITLE, THE GOVERNING BODY OF A COUNTY MAY ESTABLISH A COUNTY 3-1-1 SYSTEM.~~

~~(B) (1) A COUNTY 3-1-1 SYSTEM SHALL COMPLY WITH ALL APPLICABLE REQUIREMENTS, STANDARDS, AND PROCEDURES ESTABLISHED BY THE BOARD UNDER § 14-1304 OF THIS SUBTITLE.~~

~~(2) IF A COUNTY 3-1-1 SYSTEM VIOLATES PARAGRAPH (1) OF THIS SUBSECTION, THE DEPARTMENT MAY:~~

~~(I) ISSUE A WARNING; AND~~

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

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

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

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

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

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

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

1 ~~(E) THIS SECTION DOES NOT PRECLUDE A COUNTY FROM ESTABLISHING~~
2 ~~MORE STRINGENT REQUIREMENTS FOR A COUNTY 3-1-1 SYSTEM THAN THOSE~~
3 ~~ESTABLISHED BY THE BOARD UNDER § 14-1304 OF THIS SUBTITLE.~~

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

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

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

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

14 ~~(3) IF A COUNTY IS REMOVED FROM THE STATEWIDE 3-1-1 SYSTEM,~~
15 ~~THE GOVERNING BODY OF THE COUNTY SHALL ESTABLISH A COUNTY 3-1-1 SYSTEM.~~

16 ~~14-1310.~~

17 ~~(A) STATEWIDE AND COUNTY 3-1-1 SYSTEMS SHALL UTILIZE~~
18 ~~STANDARDS-BASED PROTOCOLS FOR:~~

19 ~~(1) THE PROCESSING OF 3-1-1 REQUESTS FOR NONEMERGENCY~~
20 ~~GOVERNMENT SERVICES, RESOURCES, AND INFORMATION; AND~~

21 ~~(2) IMMEDIATELY TRANSFERRING EMERGENCY REQUESTS FOR~~
22 ~~ASSISTANCE TO A PUBLIC SAFETY ANSWERING POINT UNDER TITLE 1, SUBTITLE 3~~
23 ~~OF THIS ARTICLE.~~

24 ~~(B) THE DEPARTMENT SHALL ENSURE THAT STATE AND COUNTY 3-1-1~~
25 ~~SPECIALISTS HAVE PROPER TRAINING RELATED TO 3-1-1 REQUESTS FOR~~
26 ~~ASSISTANCE THAT THE 3-1-1 SPECIALIST IS RESPONSIBLE FOR RECEIVING AND~~
27 ~~PROCESSING.~~

28 ~~(C) THE DEPARTMENT MAY ESTABLISH A TELECOMMUNICATOR RESPONSE~~
29 ~~TEAM TO RESPOND TO, RELIEVE, ASSIST, OR AUGMENT A STATEWIDE 3-1-1~~
30 ~~NONEMERGENCY GOVERNMENT ANSWERING POINT WHEN A STATEWIDE 3-1-1~~
31 ~~NONEMERGENCY GOVERNMENT ANSWERING POINT IS AFFECTED BY NATURAL OR~~
32 ~~HUMAN-MADE DISASTERS.~~

1 ~~(D) THE DEPARTMENT SHALL PROVIDE OPPORTUNITIES FOR:~~

2 ~~(1) 3-1-1 SPECIALISTS TO RECEIVE TRAINING AND EXPERIENCE TO~~
3 ~~BECOME 9-1-1 SPECIALISTS; AND~~

4 ~~(2) 9-1-1 SPECIALISTS WITH EXTENSIVE EXPERIENCE TO PROVIDE~~
5 ~~TRAINING AND MENTORING TO 3-1-1 SPECIALISTS.~~

6 ~~14-1311.~~

7 ~~(A) SERVICES AVAILABLE THROUGH THE STATEWIDE AND COUNTY 3-1-1~~
8 ~~SYSTEMS SHALL INCLUDE:~~

9 ~~(1) INFORMATION ABOUT NONEMERGENCY GOVERNMENT SERVICES,~~
10 ~~RESOURCES, AND INFORMATION;~~

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

13 ~~(3) INFORMATION ABOUT PUBLIC HEALTH EMERGENCIES;~~

14 ~~(4) INFORMATION ABOUT ANIMAL CONTROL SERVICES;~~

15 ~~(5) INFORMATION ABOUT TRASH AND RECYCLING SERVICES;~~

16 ~~(6) ACCESS FOR INDIVIDUALS WITH HEARING OR SPEECH~~
17 ~~DISABILITIES; AND~~

18 ~~(7) ANY OTHER INFORMATION OR RESOURCES DETERMINED BY THE~~
19 ~~BOARD AND THE DEPARTMENT.~~

20 ~~(B) (1) 3-1-1 IS THE PRIMARY NONEMERGENCY TELEPHONE NUMBER IN~~
21 ~~THE 3-1-1 SYSTEM.~~

22 ~~(2) THE DEPARTMENT MAY MAINTAIN A SEPARATE SECONDARY~~
23 ~~BACKUP TELEPHONE NUMBER FOR NONEMERGENCY CALLS.~~

24 ~~(C) EDUCATIONAL INFORMATION THAT RELATES TO THE SERVICES,~~
25 ~~RESOURCES, AND INFORMATION MADE AVAILABLE BY A 3-1-1 NONEMERGENCY~~
26 ~~GOVERNMENT ANSWERING POINT:~~

27 ~~(1) SHALL DESIGNATE 3-1-1 AS A NONEMERGENCY TELEPHONE~~
28 ~~NUMBER; AND~~

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

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

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

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

~~14-1312.~~

~~(A) ON OR BEFORE JULY 1 EACH YEAR, BEGINNING IN 2024, THE DEPARTMENT SHALL SUBMIT A REPORT ON THE IMPLEMENTATION OF THIS SUBTITLE TO THE GOVERNOR AND, SUBJECT TO § 2-1257 OF THE STATE GOVERNMENT ARTICLE, THE SENATE BUDGET AND TAXATION COMMITTEE AND THE HOUSE APPROPRIATIONS COMMITTEE.~~

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

~~(1) AN ANALYSIS OF THE EFFECTIVENESS OF THE STATEWIDE AND COUNTY 3 1 1 SYSTEMS;~~

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

~~(3) ANY SUGGESTED CHANGES TO THIS SUBTITLE; AND~~

~~(4) ANY OTHER INFORMATION CONSIDERED NECESSARY BY THE DEPARTMENT.~~

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

~~(1) seven members in 2025;~~

1 ~~(2) seven members in 2026; and~~

2 ~~(3) six members in 2027;~~

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

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

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

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

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

11 (2) any potential cost savings to counties that currently operate a county
12 3-1-1 system if the counties were to join a statewide 3-1-1 system;

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

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

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

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

21 (7) existing studies addressing the change in 9-1-1 call volumes in
22 jurisdictions that have implemented a 3-1-1 system following the implementation of the
23 3-1-1 system;

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

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

29 (c) On or before December 1, 2023, the Department of Legislative Services shall
30 report its findings and recommendations, in accordance with § 2-1257 of the State
31 Government Article, to the Senate Education, Energy, and the Environment Committee
32 and the House Health and Government Operations Committee.

1 SECTION ~~2~~ 2. AND BE IT FURTHER ENACTED, That this Act shall take effect
2 ~~July~~ June 1, 2023.

Approved:

Governor.

Speaker of the House of Delegates.

President of the Senate.