

Chapter 17

(House Bill 1027)

AN ACT concerning

**Workgroup to Study Implementation of ~~a Statewide~~ an Expanded 3-1-1
Nonemergency ~~Telephone~~ System**

FOR the purpose of establishing the Workgroup to Study Implementation of ~~a Statewide~~ an Expanded 3-1-1 Nonemergency ~~Telephone~~ System; and generally relating to the Workgroup to Study Implementation of ~~a Statewide~~ an Expanded 3-1-1 Nonemergency ~~Telephone~~ System.

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

(a) There is a Workgroup to Study Implementation of ~~a Statewide~~ an Expanded 3-1-1 Nonemergency ~~Telephone~~ System.

(b) The Workgroup consists of the following members:

(1) two members of the Senate of Maryland, appointed by the President of the Senate;

(2) two members of the House of Delegates, appointed by the Speaker of the House;

(3) the Secretary of Emergency Management, or the Secretary's designee;

(4) the Executive Director of the Maryland 9-1-1 Board, or the Executive Director's designee;

(5) the Secretary of Information Technology, or the Secretary's designee;

(6) the Secretary of Aging, or the Secretary's designee;

(7) the Secretary of Disabilities, or the Secretary's designee;

(8) two representatives from a public safety answering point who reside in a county or municipal corporation with access to 3-1-1 services, appointed by the Executive Director of the Maryland Association of Counties;

(9) two representatives from a public safety answering point who reside in a county or municipal corporation without access to 3-1-1 services, appointed by the Executive Director of the Maryland Association of Counties;

(10) one representative from the telecommunications industry, appointed by the Maryland 9–1–1 Board;

(11) one representative from the Maryland Association of Counties, appointed by the Executive Director of the Association; and

(12) one representative from the Maryland Municipal League, appointed by the Director of the League.

(c) The Secretary of ~~Emergency Management~~ Information Technology, or the Secretary's designee, shall chair the Workgroup.

(d) The ~~Maryland~~ Department of ~~Emergency Management~~ Information Technology, with assistance from the Department of Legislative Services as necessary, shall provide staff for the Workgroup.

(e) A member of the Workgroup:

(1) may not receive compensation as a member of the Workgroup; but

(2) is entitled to reimbursement for expenses under the Standard State Travel Regulations, as provided in the State budget.

(f) The Workgroup shall:

(1) review the study completed by the Department of Information Technology required by Chapter 450 of the Acts of the General Assembly of 2024 in order to establish a plan to implement the recommendations of the study; and

(2) review the following areas for study and, if relevant, potential modification or implementation:

(i) existing 3–1–1 services provided in the State;

(ii) 3–1–1 services provided in other states and jurisdictions;

(iii) best practices for providing ~~a statewide~~ an expanded 3–1–1 nonemergency ~~telephone~~ system;

(iv) solutions to any limitations or feasibility issues with providing ~~a statewide~~ an expanded 3–1–1 nonemergency ~~telephone~~ system;

(v) the development of a plan to provide ~~a statewide~~ an expanded 3–1–1 nonemergency ~~telephone~~ system;

(vi) identification of the appropriate State agency to oversee ~~a statewide~~ an expanded 3-1-1 nonemergency ~~telephone~~ system; and

(vii) the development of ~~a statewide~~ an expanded virtual 3-1-1 portal.

(g) On or before November 1, 2025, the Workgroup shall report its findings and recommendations to the Governor and, in accordance with § 2-1257 of the State Government Article, the General Assembly.

SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June 1, 2025. It shall remain effective for a period of 1 year and 1 month and, at the end of June 30, 2026, this Act, with no further action required by the General Assembly, shall be abrogated and of no further force and effect.

Approved by the Governor, April 8, 2025.