

# SENATE BILL 775

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CF HB 1027

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By: **Senators Kagan and Jackson**

Introduced and read first time: January 27, 2025

Assigned to: Education, Energy, and the Environment

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## A BILL ENTITLED

1 AN ACT concerning

2 **Workgroup to Study Implementation of a Statewide 3–1–1 Nonemergency**  
3 **Telephone System**

4 FOR the purpose of establishing the Workgroup to Study Implementation of a Statewide  
5 3–1–1 Nonemergency Telephone System; and generally relating to the Workgroup to  
6 Study Implementation of a Statewide 3–1–1 Nonemergency Telephone System.

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

9 (a) There is a Workgroup to Study Implementation of a Statewide 3–1–1  
10 Nonemergency Telephone System.

11 (b) The Workgroup consists of the following members:

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

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

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

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

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

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

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

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EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



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

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

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

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

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

13 (c) The Secretary of Emergency Management, or the Secretary's designee, shall  
14 chair the Workgroup.

15 (d) The Maryland Department of Emergency Management shall provide staff for  
16 the Workgroup.

17 (e) A member of the Workgroup:

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

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

21 (f) The Workgroup shall:

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

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

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

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

29 (iii) best practices for providing a statewide 3-1-1 nonemergency  
30 telephone system;

1 (iv) solutions to any limitations or feasibility issues with providing a  
2 statewide 3-1-1 nonemergency telephone system;

3 (v) the development of a plan to provide a statewide 3-1-1  
4 nonemergency telephone system;

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

7 (vii) the development of a statewide virtual 3-1-1 portal.

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

11 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect June  
12 1, 2025. It shall remain effective for a period of 1 year and 1 month and, at the end of June  
13 30, 2026, this Act, with no further action required by the General Assembly, shall be  
14 abrogated and of no further force and effect.