

Department of Legislative Services
 Maryland General Assembly
 2025 Session

FISCAL AND POLICY NOTE
First Reader

House Bill 1027 (Delegate Kerr)
 Health and Government Operations

Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System

This bill establishes the Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System, staffed by the Maryland Department of Emergency Management (MDEM). Workgroup members may not receive compensation but are entitled to reimbursement for expenses. By November 1, 2025, the workgroup must report its findings and recommendations to the Governor and the General Assembly. **The bill takes effect June 1, 2025, and terminates June 30, 2026.**

Fiscal Summary

State Effect: No effect in FY 2025. General fund expenditures increase by \$50,000 in FY 2026 only for MDEM to hire a consultant to support the workgroup, as discussed below. No effect on revenues.

(in dollars)	FY 2025	FY 2026	FY 2027	FY 2028	FY 2029
Revenues	\$0	\$0	\$0	\$0	\$0
GF Expenditure	0	50,000	0	0	0
Net Effect	\$0	(\$50,000)	\$0	\$0	\$0

Note: () = decrease; GF = general funds; FF = federal funds; SF = special funds; - = indeterminate increase; (-) = indeterminate decrease

Local Effect: The bill is not anticipated to materially affect local government operations or finances.

Small Business Effect: None.

Analysis

Bill Summary: The workgroup must review the study completed by the Department of Information Technology (DoIT) required by Chapter 450 of 2024 in order to establish a plan to implement the recommendations of the study.

The workgroup must also review the following areas for study and, if relevant, potential modification or implementation: (1) existing 3-1-1 services provided by the State; (2) 3-1-1 services provided in other states and jurisdictions; (3) best practices for providing a statewide 3-1-1 nonemergency telephone system; (4) solutions to any limitations or feasibility issues with providing a statewide 3-1-1 nonemergency telephone system; (5) the development of a plan to provide a statewide 3-1-1 nonemergency telephone system; (6) identification of the appropriate State agency to oversee a statewide 3-1-1 nonemergency telephone system; and (7) the development of a statewide virtual 3-1-1 portal.

Current Law:

Evaluation and Creation of a Statewide Virtual 3-1-1 Portal

Chapter 450 established the intent of the General Assembly that DoIT evaluate the potential of artificial intelligence (AI) in creating a statewide virtual 3-1-1 portal as a source for Maryland residents to obtain nonemergency government information and services and, if DoIT determines that the use of AI in creating a virtual 3-1-1 portal is feasible, prioritize the creation of a virtual 3-1-1 portal. DoIT previously advised that it anticipated completing the evaluation by January 2025. DoIT currently advises that the evaluation should be available in March 2025.

3-1-1 Systems – Generally

According to the Federal Communications Commission, the telephone number 3-1-1 is assigned nationwide for nonemergency police and other government services.

State regulations authorize a county or multicounty system in the State to establish a 3-1-1 system to reduce congestion on the 9-1-1 system. At a minimum, a 3-1-1 system must include the following: (1) switching or programming to direct a 3-1-1 call to a nonemergency answering position; (2) a 3-1-1 answering position that must be capable of immediately transferring an emergency call to a 9-1-1 answering position or an adjoining public safety answering point, transferring a nonemergency call to an adjoining jurisdiction or appropriate agency, and providing an individual with a speech or hearing disability access to TTY services or who does not speak or understand the English language access

to alternative communication services; and (3) a 3-1-1 call taker trained to handle nonemergency calls and to transfer emergency calls to a 9-1-1 call taker.

State Expenditures: General fund expenditures increase by \$50,000 in fiscal 2026 only for MDEM to hire a consultant to staff the workgroup, review the DoIT study (to the extent it is available for consideration), conduct related research, provide subject matter expertise, and develop the required report. MDEM cannot absorb the required staffing duties and comply with the bill's reporting deadline with existing resources. Despite the bill's June 1, 2025 effective date, funds to hire the consultant are anticipated to be encumbered in fiscal 2026 only (so there is no effect in fiscal 2025).

Expense reimbursements for workgroup members are assumed to be minimal and absorbable within existing budgeted resources.

Additional Information

Recent Prior Introductions: Similar legislation has not been introduced within the last three years.

Designated Cross File: SB 775 (Senators Kagan and Jackson) - Education, Energy, and the Environment.

Information Source(s): Department of Information Technology; Maryland Department of Aging; Maryland Department of Emergency Management; Maryland Municipal League; Maryland Department of Disabilities; Federal Communications Commission; Department of Legislative Services

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