

Chapter 434

(Senate Bill 114)

AN ACT concerning

3-1-1 Systems – Expansion Program and Oversight Board – Establishment

FOR the purpose of establishing the Maryland 3-1-1 Oversight Board in the Maryland Information Network; establishing the 3-1-1 Program to use certain artificial intelligence to answer certain questions and route certain calls in certain counties; requiring ~~the expansion of~~ creation and implementation of a plan to expand the 3-1-1 Program to all of the counties in Maryland on or before a certain date; establishing the 3-1-1 Technical Advisory Committee; and generally relating to 3-1-1 systems.

BY adding to

Article – Public Safety

Section 1-3A-01 through ~~1-3A-05~~ 1-3A-06 to be under the new subtitle “Subtitle 3A. 3-1-1 Nonemergency Community Information and Referral Systems”

Annotated Code of Maryland

(2022 Replacement Volume and 2025 Supplement)

BY repealing and reenacting, without amendments,

Article – State Finance and Procurement

Section 3.5-801(a) and (c)

Annotated Code of Maryland

(2021 Replacement Volume and 2025 Supplement)

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

Article – Public Safety**SUBTITLE 3A. 3-1-1 NONEMERGENCY COMMUNITY INFORMATION AND REFERRAL SYSTEMS.****1-3A-01.**

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

(B) “ARTIFICIAL INTELLIGENCE” HAS THE MEANING STATED IN § 3.5-801 OF THE STATE FINANCE AND PROCUREMENT ARTICLE.

(C) “BOARD” MEANS THE MARYLAND 3-1-1 OVERSIGHT BOARD ESTABLISHED UNDER § 1-3A-02 OF THIS SUBTITLE.

(D) “CHATBOT” MEANS A COMPUTER PROGRAM AVAILABLE THROUGH A PHONE NUMBER, A WEBSITE, OR AN APPLICATION THAT SIMULATES HUMAN CONVERSATION THROUGH TEXT OR VOICE, USING ARTIFICIAL INTELLIGENCE TO RESPOND TO TYPED QUESTIONS USING INFORMATION FROM CURATED, AGENCY-APPROVED SOURCES SUCH AS GOVERNMENT WEBSITES, SERVICE CATALOGS, ORDINANCES, FORMS, AND GEOGRAPHIC INFORMATION SYSTEM LAYERS.

(E) “PROGRAM” MEANS THE 3-1-1 PROGRAM ESTABLISHED UNDER § 1-3A-04 OF THIS SUBTITLE.

(F) “3-1-1 SYSTEM” MEANS A TELEPHONE SERVICE OR OTHER TECHNOLOGY USED TO ACCESS A LOCAL GOVERNMENT SERVICE LINE, DESIGNED FOR REPORTING AND RESOLVING COMMUNITY INFRASTRUCTURE AND SERVICE ISSUES ON A NONEMERGENCY BASIS.

(G) “VOICEBOT” MEANS A COMPUTER PROGRAM AVAILABLE THROUGH A PHONE NUMBER THAT SIMULATES HUMAN CONVERSATION USING ARTIFICIAL INTELLIGENCE TECHNOLOGY THAT:

(1) RESPONDS TO VOCAL QUESTIONS OVER THE PHONE USING INFORMATION FROM CURATED, AGENCY-APPROVED SOURCES SUCH AS GOVERNMENT WEBSITES, SERVICE CATALOGS, ORDINANCES, FORMS, AND GEOGRAPHIC INFORMATION SYSTEM LAYERS; AND

(2) ROUTES CALLS TO APPROPRIATE DESTINATIONS.

1-3A-02.

(A) THERE IS A MARYLAND 3-1-1 OVERSIGHT BOARD IN THE MARYLAND INFORMATION NETWORK.

(B) THE BOARD CONSISTS OF:

(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 FOLLOWING MEMBERS APPOINTED BY THE GOVERNOR:

(I) A PERSON WITH EXPERTISE IN ARTIFICIAL INTELLIGENCE;

(II) A PERSON WITH EXPERTISE IN GEOGRAPHIC INFORMATION SYSTEMS; AND

(III) A MEMBER OF THE GENERAL PUBLIC TO SERVE AS THE CHAIR OF THE BOARD; AND

(4) ONE REPRESENTATIVE FROM EACH OF THE FOLLOWING:

(I) THE MARYLAND INFORMATION NETWORK;

(II) THE MARYLAND DEPARTMENT OF INFORMATION TECHNOLOGY;

(III) THE MARYLAND DEPARTMENT OF EMERGENCY MANAGEMENT;

(IV) THE MARYLAND DEPARTMENT OF AGING;

(V) THE MARYLAND DEPARTMENT OF DISABILITIES;

(VI) THE MARYLAND 9-1-1 BOARD;

(VII) THE MARYLAND ASSOCIATION OF COUNTIES;

(VIII) THE MARYLAND MUNICIPAL LEAGUE;

(IX) A COUNTY IN THE STATE THAT IS NOT PARTICIPATING IN THE PROGRAM UNDER § 1-3A-04 OF THIS SUBTITLE AND DOES NOT HAVE AN EXISTING 3-1-1 SYSTEM;

(X) A COUNTY IN THE STATE THAT IS NOT PARTICIPATING IN THE PROGRAM UNDER § 1-3A-04 OF THIS SUBTITLE AND HAS AN EXISTING 3-1-1 SYSTEM;

(XI) A COUNTY IN THE STATE THAT IS PARTICIPATING IN THE PROGRAM UNDER § 1-3A-04 OF THIS SUBTITLE AND DOES NOT HAVE AN EXISTING 3-1-1 SYSTEM; AND

(XII) A COUNTY IN THE STATE THAT IS PARTICIPATING IN THE PROGRAM UNDER § 1-3A-04 OF THIS SUBTITLE AND HAS AN EXISTING 3-1-1 SYSTEM.

(C) THE TERMS OF THE MEMBERS DESCRIBED IN SUBSECTION (B)(1), (2), AND (4)(IX) THROUGH (XII) OF THIS SECTION SHALL TERMINATE AFTER THE BOARD SUBMITS THE REPORT REQUIRED UNDER § 1-3A-05(B) OF THIS SUBTITLE.

(D) THE BOARD SHALL MEET AT LEAST FOUR TIMES PER CALENDAR YEAR.

(E) FOR PURPOSES OF THE OPEN MEETINGS ACT, A PROJECT SITE VISIT OR EDUCATIONAL FIELD TOUR MAY NOT BE CONSIDERED A MEETING OF THE BOARD IF NO ORGANIZATIONAL BUSINESS IS CONDUCTED.

(F) A MEMBER OF THE BOARD:

**(1) MAY NOT RECEIVE COMPENSATION AS A MEMBER OF THE BOARD;
BUT**

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

(G) THE MARYLAND INFORMATION NETWORK SHALL PROVIDE STAFF TO THE BOARD.

1-3A-03.

(A) THE BOARD SHALL:

(1) DESIGNATE COUNTIES TO PARTICIPATE IN THE PROGRAM;

(2) ESTABLISH EVALUATION CRITERIA FOR THE PROGRAM;

(3) REVIEW VENDOR APPLICATIONS SUBMITTED TO THE BOARD BY THE MARYLAND INFORMATION NETWORK UNDER § 1-3A-04(D) OF THIS SUBTITLE AND SELECT A VENDOR;

(4) ENSURE 3-1-1 SYSTEMS ALIGN WITH BEST PRACTICES FOR TECHNOLOGY, ACCESSIBILITY, AND EQUITY;

(5) APPROVE AND COORDINATE STATEWIDE MARKETING STRATEGIES FOR THE PROGRAM UNDER THIS SUBTITLE;

(6) IMPLEMENT THE PROGRAM;

(7) ESTABLISH MEMORANDUMS OF UNDERSTANDING WITH COUNTIES, UTILITIES, AND OTHER STAKEHOLDERS TO ENSURE INTEROPERABILITY; AND

~~(7)~~ (8) DEVELOP A SET OF UNIFIED STATEWIDE DATA STANDARDS FOR 3-1-1 SYSTEMS.

(B) MARKETING STRATEGIES APPROVED UNDER THIS SECTION SHALL BE:

(1) ACCESSIBLE;

(2) MULTILINGUAL; AND

(3) CULTURALLY COMPETENT.

1-3A-04.

(A) THE BOARD SHALL ESTABLISH A 3-1-1 PROGRAM.

(B) THE PURPOSE OF THE PROGRAM IS TO EVALUATE AND EXPAND THE USE OF 3-1-1 SYSTEMS IN THE STATE.

(C) (1) THE BOARD SHALL DESIGNATE TWO COUNTIES THAT HAVE 3-1-1 SYSTEMS AND TWO COUNTIES THAT DO NOT HAVE 3-1-1 SYSTEMS TO PARTICIPATE IN THE PROGRAM.

(2) A COUNTY DESIGNATED UNDER PARAGRAPH (1) OF THIS SUBSECTION MAY CHOOSE NOT TO PARTICIPATE IN THE PROGRAM BY SUBMITTING A LETTER TO THE BOARD WITHIN 14 DAYS AFTER THE COUNTY'S DESIGNATION STATING THE REASON FOR NOT PARTICIPATING.

(D) THE BOARD SHALL REQUIRE THE MARYLAND INFORMATION NETWORK TO:

(1) SOLICIT REQUESTS FOR PROPOSALS FROM VENDORS FOR TECHNOLOGY PLATFORMS AND OTHER SERVICES NECESSARY TO RUN 3-1-1 SYSTEMS FOR THE PROGRAM; AND

(2) SUBMIT A LIST OF POSSIBLE VENDORS TO THE BOARD.

(E) (1) ON OR BEFORE JUNE 30, 2027, THE BOARD SHALL ESTABLISH A CHATBOT IN EACH COUNTY DESIGNATED BY THE BOARD UNDER SUBSECTION (C) OF THIS SECTION.

(2) EACH CHATBOT SHALL INCLUDE:

(I) MULTILINGUAL SUPPORT;

(II) INTEGRATION WITH GEOGRAPHIC INFORMATION SYSTEM DATA FOR ACCURATE ROUTING; AND

(III) CLEAR ESCALATION PROTOCOLS TO ROUTE COMPLEX REQUESTS TO LIVE AGENTS.

(3) (I) EACH COUNTY PARTICIPATING IN THE PROGRAM SHALL DESIGNATE THE SOURCES A CHATBOT MAY USE IN RESPONDING TO QUESTIONS.

(II) 1. THE VENDOR OF THE 3-1-1 SYSTEM CHOSEN TO HOST A CHATBOT SHALL ANALYZE THE PERFORMANCE OF THE CHATBOT BASED ON USER FEEDBACK REGARDING ACCURACY OF CHATBOT RESPONSES.

2. A. THE VENDOR SHALL INVESTIGATE AN ANSWER THAT A USER DESIGNATES AS INACCURATE.

B. IF THE SOURCE IS DETERMINED TO BE INACCURATE, THE AGENCY OPERATING THE SOURCE WEBPAGE SHALL UPDATE IT TO BECOME ACCURATE.

(F) (1) ON OR BEFORE DECEMBER 1, ~~2028~~ 2027, THE BOARD SHALL ESTABLISH A VOICEBOT IN EACH PARTICIPATING COUNTY.

(2) EACH VOICEBOT SHALL INCLUDE:

(I) MULTILINGUAL SUPPORT;

(II) THE ABILITY TO TRANSFER CALLS TO 9-1-1, 2-1-1, AND 9-8-8, AS NEEDED;

(III) INTEGRATION WITH GEOGRAPHIC INFORMATION SYSTEM DATA FOR ACCURATE ROUTING; AND

(IV) CLEAR ESCALATION PROTOCOLS TO ROUTE COMPLEX REQUESTS TO LIVE AGENTS.

(3) THE VENDOR OF THE 3-1-1 SYSTEM CHOSEN TO HOST A VOICEBOT SHALL ANALYZE THE PERFORMANCE OF THE VOICEBOT IN THE SAME WAY AS THE CHATBOT UNDER SUBSECTION (E)(3)(II) OF THIS SECTION.

(G) ON OR BEFORE JULY 1, 2028, THE BOARD SHALL IMPLEMENT THE PROGRAM ~~IN EACH COUNTY IN THE STATE~~ ACCORDING TO THE ~~IMPLEMENTATION~~ PLAN SUBMITTED UNDER § 1-3A-05(B) OF THIS SUBTITLE.

1-3A-05.

(A) (1) ON OR BEFORE DECEMBER 1, 2027, THE BOARD, IN CONSULTATION WITH THE MARYLAND INFORMATION NETWORK, SHALL SUBMIT A REPORT TO THE GOVERNOR AND, IN ACCORDANCE WITH § 2-1257 OF THE STATE GOVERNMENT ARTICLE, THE GENERAL ASSEMBLY ON THE PROGRESS OF THE PROGRAM.

(2) THE REPORT REQUIRED UNDER THIS SUBSECTION SHALL INCLUDE:

(I) ~~CALL DEFLECTION TRACKING BASED ON THE REDUCTION IN 9-1-1 CALLS FOR THAT TIME PERIOD~~ THE NUMBER OF 3-1-1 CALLS AND REQUESTS AGGREGATED BY COUNTY;

(II) THE SUBJECT MATTER AND TYPE OF ISSUES RAISED BY USERS;

(III) HOW A CALL OR REQUEST IS ADDRESSED, INCLUDING:

1. INFORMATION PROVIDED TO THE CALLER;

2. THE NUMBER OF CALLS OR REQUESTS TRANSFERRED TO OTHER SYSTEMS, INCLUDING 9-1-1, 2-1-1, 9-8-8, AND LOCAL 3-1-1; AND

3. WHETHER A SERVICE REQUEST TICKET IS CREATED;

(IV) SERVICE DELIVERY OPTIONS THAT MAINTAIN FLEXIBILITY FOR THE COUNTY;

(V) ESTIMATES OF A COUNTY'S COSTS AND SAVINGS FOR IMPLEMENTATION OF THE PROGRAM;

~~(H)~~ (VI) USER SATISFACTION;

~~(HH)~~ (VII) ACCESSIBILITY OF THE 3-1-1 SYSTEM;

~~(IV)~~ (VIII) COSTS SAVED BY ~~A~~ EACH PARTICIPATING COUNTY, IF ANY;

~~(V)~~ (IX) AN EVALUATION OF THE INTEGRATION OF THE CHATBOTS AND VOICEBOTS INTO EACH PARTICIPATING COUNTY; AND

~~(VI)~~ (X) RECOMMENDATIONS FOR IMPROVEMENT.

(B) ON OR BEFORE JULY 1, 2028, THE BOARD, IN CONSULTATION WITH THE MARYLAND INFORMATION NETWORK, SHALL SUBMIT A REPORT TO THE GOVERNOR AND, IN ACCORDANCE WITH § 2-1257 OF THE STATE GOVERNMENT ARTICLE, THE GENERAL ASSEMBLY THAT:

(1) EVALUATES THE IMPLEMENTATION OF THE PROGRAM INCLUDING:

(I) COST EFFECTIVENESS OF THE CHATBOT AND VOICEBOT;

(II) EQUITY IN SERVICE ACCESS;

(III) CHALLENGES OF INTEGRATING THE CHATBOT AND VOICEBOT INTO COUNTY SYSTEMS;

(IV) USER SATISFACTION; AND

(V) CALL VOLUME DATA FOR 9-1-1 IN THE PROGRAM COUNTIES; AND

(2) CREATES A COMPREHENSIVE IMPLEMENTATION PLAN TO EXPAND THE PROGRAM TO EACH COUNTY IN THE STATE AND INCLUDES SERVICE DELIVERY OPTIONS THAT MAINTAIN IMPLEMENTATION FLEXIBILITY FOR THE COUNTY.

(C) AFTER THE COMPLETION AND SUBMISSION OF THE REPORT REQUIRED UNDER SUBSECTION (B) OF THIS SECTION, EACH COUNTY MAY DETERMINE THE SCOPE AND MANNER OF ITS PARTICIPATION IN THE PROGRAM.

1-3A-06.

NOTHING IN THIS SUBTITLE SHALL BE CONSTRUED TO:

(1) REQUIRE THE REPLACEMENT OR PREEMPTION OF ANY OPERATIONS OR FUNCTIONS OF AN EXISTING 3-1-1 SYSTEM IN THE STATE; OR

(2) PROHIBIT A COUNTY THAT HAS CHOSEN NOT TO PARTICIPATE IN THE PROGRAM UNDER § 1-3A-04(C)(2) OF THIS SUBTITLE FROM SUBSEQUENTLY CHOOSING TO PARTICIPATE IN THE PROGRAM.

Article – State Finance and Procurement

3.5-801.

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

(c) “Artificial intelligence” means a machine-based system that:

(1) can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments;

(2) uses machine and human-based inputs to perceive real and virtual environments and abstracts those perceptions into models through analysis in an automated manner; and

(3) uses model inference to formulate options for information or action.

SECTION 2. AND BE IT FURTHER ENACTED, That:

(a) There is a 3-1-1 Technical Advisory Committee.

(b) The Committee consists of the following members:

(1) one representative of a county that operates an existing 3-1-1 system, designated by the Executive Director of the Maryland Association of Counties;

(2) one representative of a county that does not operate a 3-1-1 system, designated by the Executive Director of the Maryland Association of Counties;

(3) one 9-1-1 Public Safety Answering Point Director, designated by the Secretary of Emergency Management, with technical expertise from a county that operates an existing 3-1-1 system, or their designee;

(4) one 9-1-1 Public Safety Answering Point Director, designated by the Secretary of Emergency Management, with technical expertise from a county that does not operate a 3-1-1 system, or their designee;

(5) one geographic information systems expert who is not serving on the Maryland 3-1-1 Oversight Board, appointed by the Secretary of Information Technology; and

(6) the following members appointed by the Governor:

(i) one data interoperability expert; and

(ii) one expert in artificial intelligence applications in public service deliveries.

(c) A member of the Committee:

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

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

(d) The Committee shall provide technical guidance to the Maryland 3-1-1 Oversight Board and the 3-1-1 Program to avoid negative unintended consequences related to interoperability among Maryland 3-1-1 voicebots and chatbots and existing 3-1-1, 2-1-1, 9-1-1, 9-8-8, and local nonemergency public safety systems.

SECTION ~~2~~ 3. AND BE IT FURTHER ENACTED, That this Act shall take effect July 1, 2026. Section 2 of this Act shall remain effective for a period of 2 years and 3 months and, at the end of September 30, 2028, Section 2 of 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, May 12, 2026.