

# SENATE BILL 114

E4

(PRE-FILED)

6lr1250  
CF HB 9

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By: ~~Senators Kagan~~ Senator Kagan (By Request – Workgroup to Study the Implementation of an Expanded 3-1-1 Nonemergency System) and Corderman and Senators Corderman, Attar, Brooks, Feldman, Harris, and Hester

Requested: October 17, 2025

Introduced and read first time: January 14, 2026

Assigned to: Education, Energy, and the Environment

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Committee Report: Favorable with amendments

Senate action: Adopted

Read second time: February 26, 2026

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## CHAPTER \_\_\_\_\_

1 AN ACT concerning

2 **3-1-1 Systems – Expansion Program and Oversight Board – Establishment**

3 FOR the purpose of establishing the Maryland 3-1-1 Oversight Board in the Maryland  
4 Information Network; establishing the 3-1-1 Program to use certain artificial  
5 intelligence to answer certain questions and route certain calls in certain counties;  
6 requiring ~~the expansion of~~ creation and implementation of a plan to expand the  
7 3-1-1 Program to all of the counties in Maryland on or before a certain date;  
8 establishing the 3-1-1 Technical Advisory Committee; and generally relating to  
9 3-1-1 systems.

10 BY adding to

11 Article – Public Safety

12 Section 1-3A-01 through ~~1-3A-05~~ 1-3A-06 to be under the new subtitle “Subtitle  
13 3A. 3-1-1 Nonemergency Community Information and Referral Systems”

14 Annotated Code of Maryland

15 (2022 Replacement Volume and 2025 Supplement)

16 BY repealing and reenacting, without amendments,

17 Article – State Finance and Procurement

18 Section 3.5-801(a) and (c)

19 Annotated Code of Maryland

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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.



(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

1 GOVERNMENT WEBSITES, SERVICE CATALOGS, ORDINANCES, FORMS, AND  
2 GEOGRAPHIC INFORMATION SYSTEM LAYERS; AND

3 (2) ROUTES CALLS TO APPROPRIATE DESTINATIONS.

4 1-3A-02.

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

7 (B) THE BOARD CONSISTS OF:

8 (1) TWO MEMBERS OF THE SENATE OF MARYLAND, APPOINTED BY  
9 THE PRESIDENT OF THE SENATE;

10 (2) TWO MEMBERS OF THE HOUSE OF DELEGATES, APPOINTED BY  
11 THE SPEAKER OF THE HOUSE;

12 (3) THE FOLLOWING MEMBERS APPOINTED BY THE GOVERNOR:

13 (I) A PERSON WITH EXPERTISE IN ARTIFICIAL INTELLIGENCE;

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

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

18 (4) ONE REPRESENTATIVE FROM EACH OF THE FOLLOWING:

19 (I) THE MARYLAND INFORMATION NETWORK;

20 (II) THE MARYLAND DEPARTMENT OF INFORMATION  
21 TECHNOLOGY;

22 (III) THE MARYLAND DEPARTMENT OF EMERGENCY  
23 MANAGEMENT;

24 (IV) THE MARYLAND DEPARTMENT OF AGING;

25 (V) THE MARYLAND DEPARTMENT OF DISABILITIES;

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

1 (VII) THE MARYLAND ASSOCIATION OF COUNTIES;

2 (VIII) THE MARYLAND MUNICIPAL LEAGUE;

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

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

9 (XI) A COUNTY IN THE STATE THAT IS PARTICIPATING IN THE  
10 PROGRAM UNDER § 1-3A-04 OF THIS SUBTITLE AND DOES NOT HAVE AN EXISTING  
11 3-1-1 SYSTEM; AND

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

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

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

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

22 (F) A MEMBER OF THE BOARD:

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

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

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

29 1-3A-03.

1 (A) THE BOARD SHALL:

2 (1) DESIGNATE COUNTIES TO PARTICIPATE IN THE PROGRAM;

3 (2) ESTABLISH EVALUATION CRITERIA FOR THE PROGRAM;

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

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

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

11 (6) IMPLEMENT THE PROGRAM;

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

15 ~~(7)~~ (8) DEVELOP A SET OF UNIFIED STATEWIDE DATA STANDARDS  
16 FOR 3-1-1 SYSTEMS.

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

18 (1) ACCESSIBLE;

19 (2) MULTILINGUAL; AND

20 (3) CULTURALLY COMPETENT.

21 1-3A-04.

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

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

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

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

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

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

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

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

17           **(2) EACH CHATBOT SHALL INCLUDE:**

18                   **(I) MULTILINGUAL SUPPORT;**

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

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

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

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

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

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

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

6                   **(2) EACH VOICEBOT SHALL INCLUDE:**

7                           **(I) MULTILINGUAL SUPPORT;**

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

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

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

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

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

20 **1-3A-05.**

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

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

28                           **(I) ~~CALL DEFLECTION TRACKING BASED ON THE REDUCTION IN~~**  
29 **~~9-1-1 CALLS FOR THAT TIME PERIOD~~ THE NUMBER OF 3-1-1 CALLS AND REQUESTS**  
30 **AGGREGATED BY COUNTY;**

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

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

4                    **1. INFORMATION PROVIDED TO THE CALLER;**

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

7                    **3. WHETHER A SERVICE REQUEST TICKET IS CREATED;**

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

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

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

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

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

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

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

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

23                   **(1) EVALUATES THE IMPLEMENTATION OF THE PROGRAM**  
 24 **INCLUDING:**

25                   **(I) COST EFFECTIVENESS OF THE CHATBOT AND VOICEBOT;**

26                   **(II) EQUITY IN SERVICE ACCESS;**

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

1 (IV) USER SATISFACTION; AND

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

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

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

10 1-3A-06.

11 NOTHING IN THIS SUBTITLE SHALL BE CONSTRUED TO:

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

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

17 **Article – State Finance and Procurement**

18 3.5-801.

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

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

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

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

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

27 SECTION 2. AND BE IT FURTHER ENACTED, That:

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

1           (b)    The Committee consists of the following members:

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

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

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

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

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

15                   (6)    the following members appointed by the Governor:

16                           (i)    one data interoperability expert; and

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

19           (c)    A member of the Committee:

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

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

23           (d)    The Committee shall provide technical guidance to the Maryland 3-1-1  
24 Oversight Board and the 3-1-1 Program to avoid negative unintended consequences  
25 related to interoperability among Maryland 3-1-1 voicebots and chatbots and existing  
26 3-1-1, 2-1-1, 9-1-1, 9-8-8, and local nonemergency public safety systems.

27           SECTION ~~2~~ 3. AND BE IT FURTHER ENACTED, That this Act shall take effect  
28 July 1, 2026, Section 2 of this Act shall remain effective for a period of 2 years and 3 months  
29 and, at the end of September 30, 2028, Section 2 of this Act, with no further action required  
30 by the General Assembly, shall be abrogated and of no further force and effect.