



211 Maryland, Inc.

Written Testimony in Support of HB 1003

Public Safety-3-1-1 Systems-Nonemergency Information

Health and Government Operations Committee

March 1, 2022

Thank you, Chair Pendegrass, Vice-Chair Pena-Melnyk, and members of the HGO Committee. My name is Quinton Askew, President and CEO of 211 Maryland and I appreciate the opportunity to speak on behalf of HB 1003.

211 Maryland supports HB 1003, which establishes a 3-1-1 Board and a statewide 3-1-1 system under the Maryland Department of Emergency Management to provide certain nonemergency information. The 911 system is one of the most critical government programs available to us in Maryland and this bill will reduce the 911 nonemergency calls by expanding government 311 capabilities.

In addition, with the establishment of the Maryland 3-1-1 Board, that includes 211 memberships, it will provide an opportunity to identify best practice ways to collaborate or perhaps even consolidate core functions.

Like 211, 311 will serve as a valuable data capturing system so government officials can learn more about the residents of their community. Whether it be noise, potholes, abandoned cars, or other immediate needs, this allows leadership in government to make changes in the community and improve the overall quality-of-life for community members in Maryland.

On behalf of 211 Maryland, I strongly encourage the committee to issue a favorable report on HB 1003. Thank you for your time and consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Quinton Askew", written over a horizontal line.

Quinton Askew
President and CEO
211 Maryland, Inc.