

SB749/HB1003: Statewide 3-1-1

Statewide 3-1-1 Options

	Option A: Statewide 3-1-1 Centers	Option B: Statewide 3-1-1 Centers with County Programs
Platform	Created and maintained by the State	Created and maintained by the State
Technology	State provided equipment	The County would provide equipment that meets State standards
Personnel	Hired and funded by the State	Counties would be responsible for hiring and funding 3-1-1 calltakers and any other administrative staff
Training	Statewide standards	Statewide standards, but Counties could enact additional requirements
Funding	The State is responsible for all 3-1-1 funding	Counties would pay for their expenses through the general fund. They would not be responsible for State personnel or the platform
Location	The State would provide sufficient space for the 3-1-1 calltakers	Counties would provide sufficient space for the 3-1-1 calltakers
Knowledge Managers	The State would hire and oversee individuals to verify information provided by the Counties	The State would hire and oversee individuals to verify information provided by the Counties
Governance/ Oversight	Create a 3-1-1 Board within MDEM* to maintain minimum requirements for training, equipment, cybersecurity, etc. The Board would also provide oversight on the 3-1-1 Centers	Create a 3-1-1 Board within MDEM* to maintain minimum requirements for training, equipment, cybersecurity, etc. The Board would also provide oversight on the 3-1-1 Centers
	*MDEM = Maryland Department of Emergency Management	