

**Written Testimony of Wes Moore**  
**Candidate for Governor**  
**Before the Senate Judicial Proceedings Committee**  
**Statewide 3-1-1 FAVORABLE (Senate Bill 749)**

Chair Smith, Vice Chair Waldstreicher, and Members of the Judicial Proceedings Committee,

Thank you for the opportunity to submit testimony in support of **Senate Bill 749 - Statewide 3-1-1**.

First, allow me to thank Senator Kagan for introducing this measure and for the remarkable work she has done on behalf of this cause. Senator Kagan, and other stakeholders, have been working on this issue for two years. It is time for it to become law, and for Maryland to launch the first statewide 3-1-1 system in the nation.

Navigating through the maze of government agencies is never easy. The twin crises of COVID-19 and Climate Change have taught us the urgency of connecting Marylanders to the information they need in a timely manner.

When a resident is looking for a COVID test, reporting a fallen tree, or dealing with a climate-related flood, they often call 9-1-1. Our emergency centers and our hard-working 9-1-1 Specialists are overwhelmed by these non-emergency phone calls. As a result, callers with true emergencies sometimes get busy signals.

For years, six Maryland jurisdictions have operated local 3-1-1 centers. In Baltimore City and Anne Arundel, Baltimore, Montgomery, Prince George's, and St. Mary's Counties, residents and visitors can call those three digits to get the information or service they need.

Housed in the Maryland Department of Emergency Management, a statewide 3-1-1 system will offer customer service as well as an indicator of the issues that people are struggling to address. A seamless interconnection between 3-1-1, 2-1-1, 9-1-1, and the upcoming 9-8-8 will ensure that callers reach the appropriate agency. An online portal and chat function will also be a convenient option that many are likely to choose.

For these reasons, I respectfully ask that we implement this common sense public safety proposal, and that the Committee reports Senate Bill 749 favorable.