



211 Maryland, Inc.

Written Testimony in Support of SB 749
Public Safety-3-1-1 Systems-Nonemergency Information
Judicial Proceedings Committee

March 8, 2022

Thank you, Chairman, Vice-Chairman, and members of the Judicial Proceedings Committee. My name is Quinton Askew, President and CEO of 211 Maryland and I appreciate the opportunity to speak on behalf of SB 749. I would like to also thank Senator Kagan on her commitment and leadership with this bill.

211 Maryland supports SB 749, 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, the legislation requires the establishment of a 3-1-1 Board, that includes 211 membership. This inclusion and coordination with 2-1-1 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 SB 749. Thank you for your time and consideration.

Sincerely,
Quinton Askew
Quinton Askew
President and CEO
211 Maryland, Inc.