

SB749 - Kirsten Neumann - FAV.pdf

Uploaded by: Kirsten Neumann

Position: FAV

Kirsten Neumann
494 Eleanor Ln.
Arnold, MD 21012
klvneumann@gmail.com

SB749: Public Safety - 3-1-1 Systems - Nonemergency Information
Senate Judicial Proceedings Committee | Tuesday, March 8, 2022

Chair Smith and Vice Chair Waldstreicher:

Thank you for allowing me to share our story today.

My name is Kirsten Neumann and this is my daughter Vivian Neumann, she is 4 years old. I am here today because of our recent negative, almost deadly experience with 911 emergency services. In order to give you some perspective, I need to share with you a brief synopsis of Vivian's medical history. Vivian was diagnosed with stage 4 neuroblastoma in 2019 and spent 2 years undergoing chemotherapy, multiple surgeries, radiation, and immunotherapy. In January 2021 she was pronounced cancer free. This past year, she has been participating in a clinical trial out of Memorial Sloan Kettering in NY in hopes that it will vaccinate her body against the cancer. The clinical trial includes a series of shots that create temporary flu like symptoms including fever. Vivian received her final shot on February 15th, and we were cleared to drive home that evening. The following day, she developed a low-grade fever, which was expected, and lasted throughout the day. Around 3pm she suddenly stopped breathing, her face began turning blue, and she started to seize. I grabbed my phone and dialed 911. I was greeted with the following message, "I'm sorry, we are experiencing high call volume, please hold." I was then put on hold, while my daughter continued to seize and then it disconnected. This happened twice. From the time of my first phone call, 5 full minutes passed before 911 called back. By this time, our babysitter had reached a dispatcher. Unfortunately, it still took another 15 minutes for an ambulance to reach our house. My daughter was barely breathing and seizing for 20 minutes. As you can see, Vivian is okay, and her oncologists believe she had a complex febrile seizure. However, we are very lucky she does not have any lasting neurological damage considering the amount of time it took for an ambulance to arrive.

I have subsequently learned that our county, with a population of almost 600,000 people, has only 6 dispatchers when fully staffed. Also, when fire or ambulance is needed, the call is sent to another center with fewer dispatchers. These people are working 12-hour shifts, with no mental health support, are under-paid, and burn out quickly. Anne Arundel County is one of the few counties in the state without a consolidated call center.

I am asking you to please support SB749 so we can lighten the load on our 911 systems and prevent an incident, like what happened to my family, from happening again. This is literally a life-or-death situation for every resident of our county. Thank you.

DSP Position Paper for Senate Bill 749.pdf

Uploaded by: Michael Brady

Position: FAV



State of Maryland
Department of State Police
Government Affairs Section
Annapolis Office (410) 260-6100

POSITION ON PROPOSED LEGISLATION

DATE: March 8, 2022

BILL NUMBER: Senate Bill 749 **Position:** Support

BILL TITLE: Public Safety – 3-1-1 Systems – Nonemergency Information

REVIEW AND ANALYSIS:

This legislation seeks to establish the Maryland 3-1-1 Board under the Maryland Department of Emergency Management and to establish statewide and county 3-1-1 systems.

This legislation will establish a statewide 3-1-1 system for nonemergency government services, resources and information. Currently, the 9-1-1 call centers are being overwhelmed with non-emergency calls. While these calls are important, they take away valuable time that the 9-1-1 operators could be available for the urgent need for police, fire or EMS services.

The 3-1-1 call system would provide necessary services to all resident who may not have access to broadband or WiFi to access the services on-line. The 3-1-1 system would allow for important information to be shared, without overloading the emergency 9-1-1 system. Currently, Baltimore City provides a 3-1-1 system for residents and visitors. The system allows customers to report a nonemergency problem, request a service, check the status of a previously submitted service request and obtain information regarding City programs or events. By creating a statewide 3-1-1 system, all of the residents of the state and its visitors would be afforded the same access as is already established in Baltimore. The Baltimore call center handles over 1 million calls annually. By having this separate resource, emergency calls can be prioritized and handled more efficiently. By making this a statewide program, all citizens and visitors of Maryland will have the ability to obtain valuable services and information without overwhelming the 9-1-1 system. Thereby allowing true emergency calls to be handled in a separate streamlined system to ensure the urgent services are available.

For these reasons, the Department of State Police urges the Committee to give Senate Bill 749 a favorable report.

SB749 311 Testimony QA.pdf

Uploaded by: Quinton Askew

Position: FAV



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.

SB749 - MDEM - Written Testimony (1).pdf

Uploaded by: Russell Strickland

Position: FAV



Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Russell J. Strickland | Secretary

Written Testimony - SUPPORT - SB749
Public Safety - 3-1-1 Systems - Nonemergency Information

Secretary Russell J. Strickland
Maryland Department of Emergency Management
Finance Committee
Hearing Date: 8 MAR 2022

Chairman William C. Smith, Jr.
Judicial Proceedings Committee
2 East
Miller Senate Office Building
Annapolis, Maryland 20401

Chairman Smith, Jr.,

I write today in **SUPPORT of Senate Bill 749**. This bill will establish a statewide 3-1-1 system, which I believe to be a major step forward in building a culture of preparedness and resilience in Maryland.

The truest foundation of preparedness and resilience, at its most basic level, is access to knowledge and information. From individual residents and visitors to businesses and organizations in the State, it is critical that information about government services be available in a way that is free and accessible to all. A statewide 3-1-1 system will ensure that no matter what the question is - from reporting a pothole on a local street to inquiring about social services availability - Marylanders will know 3-1-1 as a baseline first step when disaster strikes.

COVID-19 demonstrated the critical need to establish a source of trustworthy, accessible, and updated information to the general public. Other crises and disasters have reinforced the need for Marylanders and visitors to have one non-emergency number to call when they need help, but not necessarily the type of help that 9-1-1 would provide. A statewide 3-1-1 system will establish a “no wrong door” approach, partnering with Public Safety Answering Points (county 9-1-1 Centers), Maryland 2-1-1, 9-8-8, and the litany of other access points for various services and support for our residents.



Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Russell J. Strickland | Acting Secretary

I want to stress that while this effort will require investment, the increase in preparedness and resilience at the individual and communities levels will pay dividends during disasters in both life and property protection. MDEM stands ready to work closely with counties, state agencies, and non-profits like Maryland 2-1-1 to ensure the 3-1-1 system will be integrated into Maryland's overall preparedness and resilience strategy.

I appreciate the opportunity to share MDEM's position regarding this bill, and we respectfully request a **favorable report on Senate Bill 749**.

Sincerely,

Russell J. Strickland
Secretary
Maryland Department of Emergency Management

220302_Trone_Statewide 3-1-1 Support Letter.pdf

Uploaded by: Sarah Roth

Position: FAV

DAVID TRONE
6TH DISTRICT, MARYLAND
APPROPRIATIONS
COMMITTEE
VETERANS' AFFAIRS
COMMITTEE
JOINT ECONOMIC
COMMITTEE



UNITED STATES
HOUSE OF REPRESENTATIVES

1110 LONGWORTH HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-2721
ONE WASHINGTONIAN CENTER
9801 WASHINGTONIAN BOULEVARD
GAITHERSBURG, MD 20878
(301) 926-0300
TRONE.HOUSE.GOV
@REPDVIDTRONE

March 2, 2022

Senator William C. Smith, Jr.
Chair, Judicial Proceedings Committee
Miller Senate Office Building, 2 East Wing
11 Bladen St., Annapolis, MD 21401

Senator Jeffrey D. Waldstreicher
Vice Chair, Judicial Proceedings Committee
Miller Senate Office Building, 2 East Wing
11 Bladen St., Annapolis, MD 21401

Delegate Shane E. Pendergrass
Chair, Health & Government Operations
House Office Building, Room 241
6 Bladen St., Annapolis, MD 21401

Delegate Joseline A. Pena-Melnyk
Vice Chair, Health & Government Operations
House Office Building, Room 241
6 Bladen St., Annapolis, MD 21401

Dear Chair Smith, Vice Chair Waldstreicher, Chair Pendergrass, Vice Chair Pena-Melnyk,

I write in support of Senate Bill 749 and House Bill 1003 - Public Safety - 3-1-1 Systems - Non Emergency Information. Currently, many 9-1-1 call centers are frequently bombarded with non-emergency calls, taking manpower away from legitimate emergency calls which require the assistance of police, fire, or paramedics. This piece of legislation would be a vital first step to alleviating this burden on our emergency systems and would allow this valuable 3-1-1 tool to be accessible to all Marylanders.

The implementation of a state-wide 3-1-1 system would not only decrease the amount of non-emergency calls made to 9-1-1 call centers, but it would also serve as a critical portal for government information. This 3-1-1 system would be particularly beneficial to low-income Marylanders and those living in rural areas who lack broadband access, and as such may not have the tools necessary to find critical information for government services on their own.

As a Member of Congress, I take great pride in the constituent services my office provides, and I understand the tremendous importance of connecting individuals with the government services and programs they need. My office answers hundreds of requests from constituents every day who are

requesting assistance in navigating the resources that our government has to offer. These requests range from the expected calls regarding Social Security and veterans benefits, to more general calls for information such as requests for pothole repairs, and the humane relocation of destructive wildlife. For this second category, it then falls to my staff to redirect to a local government resource, which can be frustrating for constituents to feel like it takes many calls and letters to get a simple problem solved. They are a testament to the difficulties many Marylanders face in navigating government services themselves, which is why establishing a statewide 3-1-1 system to assist in this navigation is of utmost importance. While these services are already available in some of the more urban areas of the State, it is time to expand these benefits to all Marylanders, regardless of zip code.

I fully support Senate Bill 749 and House Bill 1003 and urge the members of the Senate Judicial Proceedings Committee and the House Health and Government Operations Committee to give this bill the highest consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Trone", written in a cursive style.

David Trone
Member of Congress

MD SB749 2022.pdf

Uploaded by: Sean Looney

Position: FAV

RECOMMEND A FAVORABLE REPORT ON SB749

Mr. Chairman
Members of the Committee

I urge a Favorable Report on Senate Bill 749. While other proponents will testify on the merits of the legislation itself, I would like to focus on the integrity of the process behind the legislation.

As the former Vice President of State Government Affairs for Comcast NBCUniversal, I was honored to serve on the state NG-911 Commission since its inception. This Commission worked on various issues related to 911 service including technology, Human Resources, public safety, finance, billing, mental health, and several others. The Commission had members who were subject matter-experts, and brought in expert witnesses on each of these issues, and each and every issue was comprehensively discussed, analyzed and considered before any legislative recommendations were proposed and approved. It was sometimes a long, arduous process, but it ensured that any legislative proposal was thoroughly vetted and had consensus before being introduced in Annapolis. There was broad consensus that Maryland should have 311 service to relieve the pressures on the 911 system.

Although the Commission is no longer active, the former members have all made themselves available as a resource to legislative leaders when new issues, challenges or questions arise concerning 911 and 311 services as they evolve. This template will ensure that Maryland will continue to be a leader among states in the deployment and administration of NG-911 services, and ensure the same for 311.

Special credit goes to Sen. Kagan and Sen. Reilly for their vision and leadership in keeping the Commission on task and focused on the most critical priorities related to NG-911 service. They constantly reminded the Commission of the importance of its work, and insisted that any legislative proposal must be cost-effective while ensuring that it improves NG-911 service to save lives. I am confident that they will extend their stewardship of 911 service to the new 311 service in Maryland.

I appreciate the opportunity to urge that SB749 receive a FAVORABLE REPORT.

Thank you.

Sean M. Looney
seanmlooney@me.com

SB0749 Amendment.pdf

Uploaded by: Sen. Cheryl Kagan

Position: FAV



SB0749/513721/1

AMENDMENTS
PREPARED
BY THE
DEPT. OF LEGISLATIVE
SERVICES

17 FEB 22
09:20:39

BY: Senator Kagan

(To be offered in the Judicial Proceedings Committee)

AMENDMENTS TO SENATE BILL 749

(First Reading File Bill)

AMENDMENT NO. 1

On page 1, in line 2, strike “**Nonemergency**” and substitute “**Government Services**”; in lines 6 and 9, in each instance, strike “nonemergency” and substitute “**government services**”; and in line 23, strike “Nonemergency” and substitute “**Government Services**”.

AMENDMENT NO. 2

On page 3, in line 11, strike “**NONEMERGENCY**” and substitute “**GOVERNMENT SERVICES**”.

On page 4, in lines 6 and 9, in each instance, after the first “**AND**” insert “**RELATED**”.

On page 4 in lines 2, 6, 8, 19, 22, and 24, on page 5 in lines 5, 16, and 24, on page 10 in lines 12, 16, and 22, on page 11 in lines 22 and 28, on page 12 in lines 2 and 30, on page 13 in lines 27 and 29, on page 14 in line 11, on page 16 in lines 9, 20, 21, and 31, and on page 17 in lines 16 and 22, in each instance, strike “**NONEMERGENCY**”.

On page 4 in lines 2 and 20, on page 5 in lines 5 and 16, on page 10 in lines 13, 16, and 22, on page 11 in lines 23 and 28, on page 12 in lines 2 and 31, on page 13 in lines 28 and 29, on page 14 in line 11, on page 16 in lines 20 and 21, and on page 17 in lines 17 and 22, in each instance, after “**GOVERNMENT**” insert “**SERVICES**”.

On page 5, in line 16, after “**POINT**” insert “**OR A PUBLIC SAFETY ANSWERING POINT**”.

(Over)

On page 6, in lines 1 and 2, strike “NONEMERGENCY INFORMATION AND REFERRAL TO” and substitute “CALLS TO PUBLIC SAFETY ANSWERING POINTS FOR NONEMERGENCY REQUESTS AND TO 3-1-1 GOVERNMENT SERVICES ANSWERING POINTS FOR INFORMATION OR REFERRAL TO”.

On page 17, in lines 11, 14, 18, and 21, in each instance, after “NONEMERGENCY” insert “AND GOVERNMENT SERVICES”; and in line 12, strike “3-1-1 SYSTEM” and substitute “STATE”.

On page 17 in line 27, and on page 18 in line 3, in each instance, after “NONEMERGENCY” insert “AND GOVERNMENT”.

On page 17 in line 27, and on page 18 in line 3, in each instance, after “REQUESTS” insert “FROM A 3-1-1 GOVERNMENT SERVICES ANSWERING POINT”.

SB749 - Reasons to call X-1-1 - FINAL.pdf

Uploaded by: Sen. Cheryl Kagan

Position: FAV

SB749/HB1003: Statewide 3-1-1

Reasons to Call X-1-1

2-1-1	3-1-1		9-1-1
<i>I need assistance.</i>	<i>I need to access government services (routed to 3-1-1 lines).</i>	<i>I need to file a police report (routed to police non-emergency lines).</i>	<i>I need emergency help now!</i>
Eviction	Trash/recycling pick-up	Noise complaint (happening now)	Medical emergency
Hungry/need food	Public bus schedule	You are a victim of a crime not currently in progress	Fires
Suicide prevention (9-8-8)	Appeal a parking ticket	Disabled vehicles	People trapped
Access to health care	Local park & recreation services	Blocked or flooded roadways	Personal injury collisions
Employment information	Streetlight outage	Property Damage traffic collision where there is no personal injury	Robbery/burglary
Disability assistance	Tree down in the road	To report a suspicious person, vehicle, or situation	Downed power line
Aging resources	COVID testing/vaccine site	To notify police of missing persons not thought to be in immediate or critical danger	Shooting/stabbing
Utility assistance	Pay a water bill		Gas leak
Legal & tax services	Municipality/county gov't question		Bomb threat
Housing/shelter information	Information on composting		Assault
Substance abuse resources	Requesting a new recycling bin		Active shooter
Services for veterans	Voting information		Report a drunk driver
Financial programs	Library hours		Suicide
Mental health services	Special event information		Report lost persons or missing persons in potential immediate danger
Housing	School closures		Found a dead body
Access to transportation	Fireworks licenses		
	Report a pothole		

SB749 - Statewide 3-1-1 Options FINAL.pdf

Uploaded by: Sen. Cheryl Kagan

Position: FAV

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	

SB749_ Public Safety - 3-1-1 Systems - Nonemergenc

Uploaded by: Sen. Cheryl Kagan

Position: FAV

CHERYL C. KAGAN
Legislative District 17
Montgomery County

Vice Chair
Education, Health, and
Environmental Affairs Committee

Joint Audit Committee
Joint Committee on Federal Relations



Miller Senate Office Building
11 Bladen Street, Suite 2 West
Annapolis, Maryland 21401
301-858-3134 · 410-841-3134
800-492-7122 Ext. 3134
Fax 301-858-3665 · 410-841-3665
Cheryl.Kagan@senate.state.md.us

THE SENATE OF MARYLAND
ANNAPOLIS, MARYLAND 21401

SB749: Public Safety - 3-1-1 Systems - Non-Emergency Information

Senate Judicial Proceedings Committee

Tuesday, March 8, 2022 | 1pm

Our 9-1-1 Specialists are often bombarded with non-emergency calls that distract them from the urgent need for police, fire, or paramedics. Currently, Baltimore City and Anne Arundel, Baltimore, Montgomery, Prince George's, and St. Mary's Counties offer 3-1-1 services.

During the 2021 Legislative Session, I introduced [SB631](#)-- a popular bill to create a workgroup to study a statewide 3-1-1 system. The bill passed the Senate unanimously (47-0), but the House Health and Government Operations Committee was enthusiastic about the idea but didn't think that legislation wasn't even needed. This offered the flexibility to convene key players more frequently and informally. Throughout the interim, I partnered with Maryland Department of Emergency Management (MDEM) Secretary Russell Strickland, 9-1-1, 3-1-1, 2-1-1, and Telecommunications and Cyber experts to navigate the various components of this potential statewide system.

Endorsed by the Governor, [SB749](#) would create a statewide 3-1-1 system to dramatically lighten the load at our 9-1-1 Centers while serving as a portal for government information. Statewide 3-1-1 would:

- Answer non-emergency questions, such as:
 - COVID test/vaccine locations or other public health inquiries;
 - Animal control;
 - Trash and recycling; or
 - Any other government services.
- Provide helpful information to rural residents lacking Broadband access or lower-income neighbors without Wi-Fi; and
- Increase career opportunities for 3-1-1 and 9-1-1 Specialists by:
 - Becoming a training opportunity for potential 9-1-1 Specialists; and
 - Giving longtime 9-1-1 Specialists a way to conclude their career by training and mentoring 3-1-1 Specialists.

This statewide 3-1-1 system (including a website) would be implemented by MDEM in collaboration with all 24 counties. The 3-1-1 program would be overseen by a new 3-1-1 Board (roughly patterned on our 9-1-1 Board) to develop statewide standards and provide oversight.

SB749 lays out a timeline for rolling out this system. By October of 2022, the 3-1-1 Board, with oversight by MDEM, would be established. A website would be established and counties must decide whether or not to join the statewide system or operate independently with oversight by the 3-1-1 Board by July 1, 2023. Counties that choose not to be a part of the statewide program would be responsible for:

- hiring and training personnel;
- acquiring approved technology; and
- providing a location or method for 3-1-1 Specialists to take calls.

The statewide 3-1-1 system would be fully operational no later than July 1, 2025.

The Next Generation 9-1-1 Commission that I chair enthusiastically supports the creation of a statewide 3-1-1 system. **I urge a favorable report on SB749.**

Souder - Statewide 3-1-1 - FAV.pdf

Uploaded by: Steve Souder

Position: FAV

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Sen. Cheryl Kagan, Chair
Steve Souder, Vice Chair

SB749: Public Safety - 3-1-1 Systems - Nonemergency Information

Senate Judicial Proceedings Committee | Tuesday, March 8, 2022

Chair Smith and Vice Chair Waldstreicher:

I have dedicated more than 50 years of my life to 9-1-1. I was there at the beginning -- when the first 9-1-1 call was made in Alabama. I ran 9-1-1 Centers in four different jurisdictions of the National Capital Region: Washington, DC, Arlington and Fairfax Counties in VA, and Montgomery County, MD. In addition to my current tenure on the 9-1-1 Board, I have served for the past four years as Vice Chair of Maryland's Next Generation 9-1-1 Commission alongside Sen. Cheryl Kagan (Chair).

9-1-1 Centers process a heavy workload of people in desperate need of assistance. It's imperative that their phone lines are not tied up with nonemergent calls. Calling 9-1-1 to report a street light outage or a pothole stretches our understaffed Centers even more thin for those who are victims of a crime; experiencing a health emergency; or facing a natural disaster.

[SB749](#) would create a statewide 3-1-1 system to dramatically lighten the load at our 9-1-1 Centers while serving as a portal for government information.

This centralized program would:

- Provide helpful information to rural residents lacking broadband access or lower-income neighbors without Wi-Fi;
- Answers non-emergency questions, including:
 - COVID test/vaccine locations or other public health inquiries;
 - Animal control;
 - Trash and recycling; or
 - any other government services.
- Reduce the workload on our 9-1-1 Centers; and
- Increase career opportunities for 3-1-1 and 9-1-1 Specialists by:
 - Becoming a training opportunity for potential 9-1-1 Specialists; and
 - Giving longtime 9-1-1 Specialists a way to ramp down their career by training and mentoring 3-1-1 Specialists.

This legislation is endorsed by the NG911 Commission and the Governor's Office.

I urge a favorable report on SB749.

Respectfully submitted,

Steve Souder

Vice Chair, NG911 Commission

SB749 3-1-1 Systems- Non-emergency Information - G

Uploaded by: Susan Greentree

Position: FAV

SB749: Public Safety 3-1-1 Systems – Non-emergency Information

Susan Greentree: 410-852-3362, sue.greentree@yahoo.com

Position: Favorable

Good afternoon and thank you for your time. I am Susan Greentree, and I was a 9-1-1 Specialist in Anne Arundel County for over 35 years. I worked 26 years for the police department & my last nearly 10 years in fire communications.

The job of the 9-1-1 Specialist of 1985 vs 2022 is vastly different. The population in Anne Arundel alone has increased over 48%. Maryland as a whole is up 38%. Add to that implementation of cell phones, and the call volume in Maryland 9-1-1 Centers has grown exponentially more than the population growth. Yet in MD PSAP's today, the staffing levels have remained nearly unchanged. **Without a doubt, we have not kept up with call volume growth.**

If you are having a medical emergency, your home is on fire, or someone is breaking into your home, you NEED your call answered immediately. The fact that there has been an accident on 695 and the cars have pulled to the shoulder, but 15 calls are flooding 9-1-1 so you're left sitting in queue for the next available operator is not ok. This happens **all the time**, through no fault off the PSAP. At Anne Arundel if I answered a 911 call that was not an emergency and other 911 lines were ringing, I place the caller on hold and take that next 911. It may be an emergency. So not only has the caller with an emergency been delayed a bit, but I have another caller on hold. All around, its not good customer service for citizens of Maryland. It is a system problem-- a system that is out of touch with today's needs.

Maryland NEEDS a statewide 3-1-1 system to take the burden of non-emergency calls off 9-1-1 Specialists so they are available to immediately answer the calls related life and property emergencies. Citizens call 9-1-1 for parking complaints, loud noises, animal complaints, destruction of property, other government resources.... the list goes on. I believe 3-1-1 can be that resource for those who need our help, but their problem is not an immediate emergency.

3-1-1 is also an opportunity for 9-1-1 Specialists who are dedicated to their career, but the effects of all the traumatic calls they have listened to and helped citizens through have taken a toll on them. Whether it be the ability to shift to that position for a period of time or transfer permanently to 3-1-1, it allows high trained dedicated 9-1-1 Specialist to continue in their career. If 3-1-1 had been available when I was retiring 2 years ago I likely would have looked to move to 3-1-1 rather any retire and find another job.

I urge a favorable report on SB749

Written Testimony - Wes Moore - SB 749 statewide

Uploaded by: William Castleberry

Position: FAV

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.

SB0749 - Ferretti.pdf

Uploaded by: William Ferretti

Position: FAV

SB0749 Public Safety – 3-1-1 Systems – Nonemergency Information

Tuesday, March 8, 2022, 1:00 PM

My name is William Ferretti. I am a former 9-1-1 Director for Montgomery County. I also had the pleasure to serve on the Commission to Advance NG9-1-1 Across Maryland, first as a member of the Commission, and then after my retirement from the County, as an advisor.

As part of the North American Numbering Plan, the digits 3-1-1 were set aside for use as a number for Police Non-emergency and Government Services. Across the Nation and within Maryland, 3-1-1 has been established in various forms, as a Government Services number, as a police non-emergency number, or as both. As part of the work of the Commission to Advance NG9-1-1 Across Maryland, I participated in a workgroup of 9-1-1 professionals, 3-1-1 practitioners, 2-1-1 experts, emergency managers, and Maryland legislative representatives to examine the feasibility and benefits of creating a first in the nation 3-1-1 program that would serve as both the statewide Government Services number and the statewide Public Safety Non-emergency number.

9-1-1 is arguably the most recognized phone number in American. When a member of the public is facing a life threatening situation, this is their lifeline. Unfortunately, 9-1-1 systems can get overwhelmed with calls. Some of these calls start with the caller stating, "... It is not an emergency, but I didn't know the non-emergency number... ". This is understandable especially in our mobile and interconnected world. Residents and visitors move between jurisdictions at will and it is unreasonable that they would have programmed into their phones a list of non-emergency numbers, or have the time or resources to look them up at a moments notice. So they default to what they know, 9-1-1. Having a universally recognized non-emergency number across the state, that could route calls to each of the state's 24 Public Safety Answering Points (PSAP), would alleviate this problem.

The complete 3-1-1 program as envisioned by the workgroup and presented to and approved by the Commission to Advance NG9-1-1 across Maryland is reflected in this legislation and contains some key elements:

1. Supports 3-1-1 as both the police non-emergency number with calls being routed to the appropriate PSAP, and Government Services number with calls/requests being routed to the appropriate 3-1-1 center, also referred to as a Government Services Answering Point (GSAP);
2. Requires interconnectivity and interdisciplinary training between all N11 answering points (3-1-1, 9-1-1, 2-1-1) so centers can transfer callers as needed. This shifts the burden from the resident having to figure out an appropriate number to call, to the professionals;
3. Provides all jurisdictions with a path forward, both those with current 3-1-1 operations and those without, at various levels (All-in with the state program, County maintained and supported 3-1-1 operations centers, County maintained Knowledge Base Managers);
4. Achieves economies of scale by having statewide systems and routing that will allow residents to communicate with government as they do with others in their daily lives, whether that be through calls, texts, APPs, or the Internet;
5. Mandates safeguards for 3-1-1 systems and GSAPs to provide for resiliency and survivability; and
6. Sets up a statewide 3-1-1 governance structure and standards modeled after the current state's 9-1-1 program.

This is a great opportunity for Maryland to improve the efficiency of government services for all residents and visitors. I urge you to support SB0749 with a favorable report.

A handwritten signature in black ink, appearing to read "William Ferretti". The signature is written in a cursive style with a large, prominent "F".

William Ferretti

SB0749-JPR_MACo-SWA.pdf

Uploaded by: Kevin Kinnally

Position: FWA



Senate Bill 749

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

MACo Position: **SUPPORT**

To: Judicial Proceedings Committee

WITH AMENDMENTS

Date: March 8, 2022

From: Kevin Kinnally

The Maryland Association of Counties (MACo) **SUPPORTS SB 749 WITH AMENDMENTS.**

This bill envisions a statewide 3-1-1 system for non-emergency government services, resources, and information to streamline service delivery for residents, businesses, and visitors across Maryland. While counties support a coordinated, stakeholder-driven approach to guide design and implement an interoperable 3-1-1 system, MACo urges amendments to guard against unintended costs for county governments.

SB 749 would establish the Maryland 3-1-1 Board within the Maryland Department of Emergency Management (MDEM) to establish and operate a statewide 3-1-1 system capable of notifying the appropriate state or local agencies, programs, and departments of requests for non-emergency information. Counties could join a department-funded statewide system, as specified in the bill, or operate a separate, county-funded 3-1-1 system.

3-1-1 is a fast, simple, and convenient number for non-emergency issues and information on government services like refuse collection, snow removal, pothole repair, public transportation schedules, public hearings, and more. This service will make customer service more effective and more responsive, while also allowing 9-1-1 specialists to focus on emergency calls.

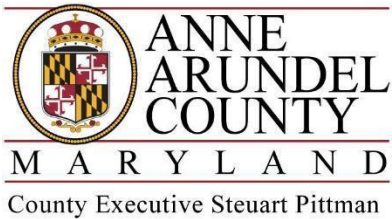
In 2019, the General Assembly passed Carl Henn's Law, landmark legislation to update state laws and the 9-1-1 financing system, to provide the flexibility and resources needed for the deployment of a statewide Next Generation 9-1-1 (NG911) system that our residents expect and deserve. As Maryland accelerates its move toward NG911, reducing the number of 9-1-1 calls related to non-emergency issues is critical.

Counties encourage efforts to enhance non-emergency communications in Maryland. MACo urges clarifying amendments to ensure county governments are not responsible for any costs related to the state-mandated 3-1-1 program. SB 749 urges a statewide effort to deliver these services equitably and assure coordination between the State and local governments across Maryland. Accordingly, MACo urges a **FAVORABLE WITH AMENDMENTS** report on SB 749.

Anne Arundel County _FWA_SB 749.pdf

Uploaded by: Steuart Pittman

Position: FWA



March 8, 2022

Senate Bill 749

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

Senate Judicial Proceedings Committee

Position: FAVORABLE WITH AMENDMENTS

Anne Arundel County **SUPPORTS** Senate Bill 749 - Public Safety - 3-1-1 Systems - Nonemergency Information **WITH AMENDMENTS**. SB 749 establishes the Maryland 3-1-1 Board and a statewide 3-1-1 system under the Maryland Department of Emergency Management to provide certain nonemergency information.

9-1-1 specialists are often burdened with nonemergency calls that take away time from urgent calls for police, fire, or paramedics. Anne Arundel County offers a 3-1-1 system for nonemergency services to both lessen the number of nonemergency calls going to our 9-1-1 Centers, and to ensure our residents have easy access to the county services they need. This legislation would expand the 3-1-1 system statewide, creating a standardized system for residents to access nonemergency government services.

Anne Arundel County supports this legislation with the amendments supported by the Maryland Association of Counties to ensure that Anne Arundel County and other local jurisdictions are not burdened with the cost of a statewide system.

For all of these reasons, I respectfully request a **FAVORABLE WITH AMENDMENTS** report on Senate Bill 374.

A handwritten signature in blue ink that reads "Steuart Pittman".

Steuart Pittman
County Executive

Laura Dunwoody Informational Testimony for HB1003.

Uploaded by: Laura Dunwoody

Position: INFO

Laura Dunwoody Informational Testimony for HB1003

I am the Director of Resident Experience for the City & County of Denver, Colorado and one of my responsibilities is the 311 Contact Center and its performance.

Established in 2006, the 311 Center crystalized the over 1200 phone numbers and extensions Denver residents needed to navigate to conduct business with our city down to 1 three-digit number, 311.

In the years since launch, 311 has expanded and matured. We started with phone calls and have added the additional channels of email and Live Chat as well as a robust website presence. 70% of callers to 311 can get their answer or their work request started during that 1 interaction, without being transferred. The other 30% have their requests gathered, a case created and routed to the appropriate agency to be resolved. Once any needed work has been completed or an answer found, a response, to close the loop the 311 interaction began, is sent notifying the resident of the results. Our agencies are focused on “filling the potholes” rather than talking to residents about them.

Denver 311 handles approx. 2000 interactions daily and has a resident satisfaction rating of 85% (out of 100%). Calls are answered in 2 min, on average, Chat in 20 seconds, and Emails within 24 hours.

As important as the resident’s appreciation of the 311 model is the data output the model provides. 311 data is “Canary in the Coalmine” data for Denver resident experience concerns. We can see challenges happening in resident facing agency services, often before the agency is even aware! Top 5 to 10 reasons people contact 311 is “gold” for Denver top leaders when planning resource allocation and budget considerations year after year.

I encourage Maryland to consider a 311 model. The ROI was immediate for Denver and I would expect the same experience for Maryland.



Laura Dunwoody | Director, Resident Engagement
Technology Services | City and County of Denver
Cell: (303)916-1831

Email: laura.dunwoody@denvergov.org

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