

# **Testimony for SB30 (Brian Roberts - Kagan) FINAL -**

Uploaded by: Brian Roberts

Position: FAV

**Testimony for SB30 - SUPPORT**  
**“Public Safety – 3–1–1 Systems – Non-Emergency Information”**  
**Senate Education, Energy, and the Environment Committee**  
**January 26, 2023**

A statewide 311 system makes the delivery of government services more accessible to people who live, work, play and run businesses in Maryland. It would provide support for smaller Maryland Counties, relieve some non-emergency call volume from police departments, could save local jurisdictions money for technology and could possibly create a new career path for 911 agents.

I wholeheartedly support the creation of a Maryland 311 operation.

### **Overview**

**What is MC311?** MC311 provides a single contact number and web site for non-emergency requests for information, service and complaints. A caller will dial 311 within Montgomery County or 240-777-0311 and a call will be answered by a live, trained Customer service representative.

Montgomery County’s MC311 is a single point-of-contact for enterprise customer service delivery and Customer satisfaction; Improve functionality of existing systems and data quality across County Government.

MC311 replaced over 13,000 phone numbers and 10,000 e-mail addresses to wade through to find the right person to handle your request. MC311 provides accountability by negotiating Service Level agreements with each department to ensure prompt, effective delivery of services. Efficiency is achieved by consolidating call taking in a single location, supported by a comprehensive enterprise-wide Customer Relationship Management (CRM) system, including telephony, service knowledge database, analytics and reporting equipment and software.

### **Need for the Program**

Montgomery County Government has 40 major Departments and Offices, most of which have sub-organizations, (i.e., divisions, sections, etc.). The result is a large, complex bureaucracy with over 13,000 telephone numbers and over 10,000 email accounts, which serve as the “points-of-contact” for the general public and Customers.

The quality of the response from County government varied based on who you were able to reach; knowledge of many topic areas was shared anecdotally or was based on experience. Often responses were not prompt or a customer would have no idea when a County employee would return their call; the person who could answer the question was away from their desk, and requests were left on a voice mail box. Additionally, departmental systems were not structured to collect the necessary performance data to conduct objective analysis of the accuracy of information given, the precise accounting of service delivery, or of complaints.

When information was available, it was stored in a multitude of different systems with different reporting standards. Many key measures were self-reporting, which led to inconsistencies and inaccuracies. The disparate systems and storage of information made reporting and analysis quite time-consuming and inconsistent.



## Description of the Program

### Goals and Objectives

MC311 is an integrated Customer Service Center (CSC) and customer service request system which:

- Provides a single point of contact for the general public to Montgomery County Government.
- Provides customer access to the status of their information and/or service request.
- Informs the customer of the status and final disposition of their request.
- Records all previous customer contacts.
- Informs management of the number and nature of requests for information and/or service being received by each governmental organization; and the timeliness of service delivery for each department and each service offered.
- Provides management the information needed to proactively make program resource allocation and reallocation decisions.

There are two types of requests to MC311:

- general information requests (68% of calls): includes requests handled directly by MC311 using our extensive knowledgebase of information provided by experts in each County department.
- requests requiring department fulfillment (32%): includes requests for services, referrals to County experts, plus complaints, compliments and comments.

The customer service center is open for calls from 7 a.m. to 7 p.m. Monday through Friday. A customer can visit the MC311 Web site 24 hours a day every day at [mc311.com](http://mc311.com) and get much the same information and request most of the same services that a caller will get by talking to a customer service representative.

### Most Common Calls to MC311 BY DEPARTMENT:

DEPARTMENT	MOST POPULAR SERVICES	FY23*	FY22	FY21	FY20
Environmental Protection	trash & recycling	22	25	22	20
Health & Human Services	food/housing/financial/emergencies	15	17	21	14
Transportation	transit/tree maintenance/highway	12	10	8	13
Permitting Services	construction, zoning, compliance	11	12	12	13
Finance	tax bills, delinquency notices	9	9	9	8
Housing & Community Affairs	licensing & registration, landlord/tenant	7	6	5	5

\*FY23 data Jul – Dec 2022

**Call Handling Approach and Staffing.** MC311 handles about 43,000 to 45,000 calls per month (much more during the COVID-19 emergency) with 44 budgeted positions – usually 30-32 representatives are on the phone at any given time. High volume call periods are handled primarily by workforce planning models, focused on staffing to peak volume, establishing a calendar in advance for off days for customer service representatives based on workforce optimization. From 2010 – 2015 and again during the COVID-19 emergency we deployed temporary service contractors. In addition, for the first six months of 2021, the County assigned employees from other departments to manage high volume call periods flexibly and cost effectively. During the operational workday, vigilant schedule adherence monitoring of customer service representatives is another call volume



management technique. If necessary, in rare circumstances, supervisors or other trained personnel will take phone calls in unforeseen emergencies.

**MC311 Customer Service Center Performance Metrics.** In order to provide excellent customer service, all aspects of the operation are measured closely. We want to minimize abandoned calls, answer calls quickly, handle calls within 4 minutes on average, including any after-call work. We also place a strong emphasis on accuracy. Below is a chart that lists our key performance measures.

Metric	Performance Goal
Abandon Rate:	Fewer than 5% of calls abandoned
Speed of Answer:	80% of calls answered in 20 seconds or less
Customer Satisfaction:	Consistently 85% or greater
Average Call Handling Time:	4 minutes
Service Request Accuracy:	95% of Service Requests closed according to established performance standards

**Historical and Current Performance:**

MC311 KEY PERFORMANCE MEASURES	PRE COVID		COVID			
	FY18	FY19	Pre-Vax	Post-Vax		
			FY20	FY21	FY22	FY23*
Average Calls Per Day	1,927	1,946	2,007	1,901	1,920	1,858
Average Monthly Calls in Spanish (%)	3	3	6	6	6	6
Abandon Rate (%)	5	10	15	6	4	2
Average Handle Time (min:sec)	4:24	4:24	5:10	5:18	4:30	4:09
Average Speed of Answer (min:sec)	1:12	1:34	4:14	1:07	0:36	0:20
Service Request Accuracy (%)	98	98	96	96	97	97
Customer Satisfaction (%)	85	83	86	86	89	87

**Improved Access to County Information and Services.** MC311 is focused on using channels that allow customers to conduct business transaction with a live customer service representative or interact directly with our CRM system. Customers get the latest, most accurate information and the fastest possible response from Montgomery County. Customers can communicate with MC311 directly through our Web Site from just about any device – to get general information, request a service, make a complaint, give us a compliment or simply make a comment.

Callers and web site visitors as well as employees can use MC311 for directory assistance to find a specific County employee. In addition, County employees and retirees use MC311 to get access to employee benefits information and services as well as employment and recruitment topics.



**Emergency Response Support.** MC311 supports County Emergency response during public health and public safety events, such as major storms. The goal is not only to increase call-taker capacity and offload non-emergency calls so that 911 can focus on true emergencies, but also provide an efficient way to track responses. All employees are considered essential. Call Center hours are often extended, occasionally to 24/7. During emergencies, County residents can call MC311 reach a live operator to get information related to an emergency, typically in under 20 seconds, even during a power outage using a land line; listen to emergency related information during the welcome announcement and stay on the line to speak to a representative for more information.

**Data and Analysis for Continuous Improvement.** The data provided by tracking every call and every web site visit to MC311 gives management an understanding of the services most important to residents, how well each department meets its commitments (service level agreements or SLA) service request reports what is important to County Customers on a day-to-day basis. The empirical data collected represents real-time Customer feedback on issues and concerns with County services. Analytics provides focused data and allows the County to tailor Customer satisfaction surveys to address specific issues and concerns with specific services. We use this data to learn how to operate the Customer service center more efficiently and effectively, as we are always looking for ways to improve our service. In many cases, this means re-writing, adding or deleting knowledge base articles, analyzing business processes and helping departments and at re-engineering the business process, providing real-time continuous improvement. The County also uses this data during budget preparation because we know what services priorities with customers are.

**Supporting Accountability with CountyStat.** One of the goals of the MC311 initiative was to integrate with CountyStat, a component of the County's results-based accountability system that promotes a culture of managing for results, CountyStat is a data-driven process to identify and resolve County departments' Customer service delivery issues in a systematic way. The goal of CountyStat is to ingrain the concepts of data-driven decision making into government culture and focus on each Department's efforts to deliver results. MC311 has specifically designed and developed reports and dashboards for CountyStat reviews of the program as well as all participating Departments. All CountyStat sessions utilize the data from the enterprise MC311 CRM System.

In addition, The MC311 Web site was available, and customers were able to access County information and request services 24 hours a day. In Fiscal Year 22, over 100,000 requests for service were processed via the web, and countless more general information requests were generated.

## Results

Success for the MC311 Initiative was defined by the following:

- Created a brand-new County function: a consolidated Customer service call center
- Implemented an enterprise-wide technology solution for service intake and response
- Staffed and trained call center staff
- Customers are greeted with a live person instead of voice mail
- Established and standardized processes, procedures and service level agreements (SLAs) for all services
- Significantly reduced call transfers.
- Eliminated the need for customers to understand or know government structure.
- Increased first call resolution rate.
- Tracked requests from intake through disposition.
- Provided Customer feedback throughout request lifecycle.



All Customer facing business processes, intake and/or “touchpoints” with the public were the focus of the initiative. All front-office processes now reside in MC311 for phone and web. Departments are no longer responsible for handling customer calls for service requests and information. Cost/benefit analysis became very significant very early in the project due to economic conditions.

Each Department and Office had some call intake function, no matter how minimal. Significant savings resulted as part of consolidating the existing call centers and the reduction/elimination of call handling capabilities in Departments into a centralized operation. Because MC311 undertook a thorough business process mapping of all services and channels, we were able to define fractional work years and cost of service.

Before implementing MC311, operational costs for customer service for the County were estimated at \$25 million annually (Fiscal Year 09). These costs were identified by rigorous business process analysis. Some Customer service personnel from other county Departments were brought to MC311, meaning no new call taking positions were created to start the new agency.

Overall cost per call to the County was reduced, as 45 centrally located generalists could take the same number of calls as 300+ specialists who also had other duties in addition to Customer service.

**Return on Investment.** The implementation cost of MC311 was approximately \$10.4 million. For the FY11 budget year, the program was credited for a permanent cost savings of almost \$10M, broken down as follows:

MC311 Cost Savings Analysis	Before MC311	After MC311
Department Operating Cost	\$25,000,000	\$15,000,000
MC311 Implementation Cost	\$10,400,000	N/A
MC311 Operating Cost	N/A	\$5,100,000
<b>ONGOING PERMANENT COST SAVINGS</b>	<b>N/A</b>	<b>\$9,900,000</b>
People	300	50
Processes	6 call centers	1 call center
Technology	20 back office customer-facing systems	1 CRM system

Brian Roberts  
 MC311 Program Director  
 Montgomery County Government



**SB0030-EEE\_MACo\_SUP.pdf**

Uploaded by: Kevin Kinnally

Position: FAV



## Senate Bill 30

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

MACo Position: **SUPPORT**

To: Education, Energy, and the Environment  
Committee

Date: January 26, 2023

From: Kevin Kinnally

The Maryland Association of Counties **SUPPORTS** SB 30. 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.

SB 30 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 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 to deploy 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 a coordinated, stakeholder-driven approach to design and implement an interoperable 3-1-1 system to enhance non-emergency communications in Maryland and deliver these services equitably across the state.

Accordingly, MACo urges a **FAVORABLE** report on SB 30.



# **Public Safety - 3-1-1 Systems - Testimony Handout**

Uploaded by: Michael McKinney

Position: FAV

CHERYL C. KAGAN  
Legislative District 17  
Montgomery County

—  
Vice Chair  
Education, Energy, and  
the Environment Committee

—  
Joint Audit and Evaluation Committee

Joint Committee on Federal Relations



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11 Bladen Street, Suite 2 West  
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Cheryl.Kagan@senate.state.md.us

THE SENATE OF MARYLAND  
ANNAPOLIS, MARYLAND 21401

**SB30: Public Safety-- 3-1-1 System-- Non-Emergency Information**

Senate Education, Energy, & Environment Committee

Thursday, January 26th | 3pm

Too often, people call 9-1-1 with a situation that's not an emergency. This delays our 9-1-1 Specialists from providing assistance to those with urgent need for police, fire, or paramedics. [Studies](#) reveal that 9-1-1 average response times have doubled and tripled in many areas.

[SB30](#) would create a statewide 3-1-1 system to lighten the load at our 9-1-1 Centers while serving as a portal for government services, resources, and information. Currently, Baltimore City and Anne Arundel, Baltimore, Montgomery, Prince George's, and St. Mary's Counties offer 3-1-1 services. A statewide 3-1-1 system 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 needed government information to:
  - Rural residents lacking Broadband access;
  - Lower-income neighbors without Wi-Fi; and
  - Marylanders with disabilities or language barriers.
- Increase career opportunities for 9-1-1 Specialists by:
  - Providing training opportunities 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.

Over the last two years, I've partnered with Maryland's Department of Emergency Management, the Next Generation 9-1-1 Commission, the disability community, 9-1-1, 3-1-1, 2-1-1, and telecommunications and cyber experts to navigate the various components of this potential statewide system.

MDEM would implement a statewide 3-1-1 system (including a website) in collaboration with all 24 counties. A new 3-1-1 board will provide oversight (roughly patterned on our 9-1-1 Board) to develop statewide standards and rollout.

Modest amendments would delay by one year the timetable for system implementation; include disability and language access; and fix a technical issue.

SB30 lays out a timeline for rolling out this system. By July 1, 2025, the 3-1-1 Board will be established. By July 1, 2026, technology infrastructure, the digits "3-1-1" as a primary telephone number, operating procedures, and written agreements will be established.

The statewide 3-1-1 system would be fully operational by July 1, 2027.

The Next Generation 9-1-1 Commission that I chaired unanimously supports the creation of a statewide 3-1-1 system. **I urge a favorable report as amended on SB30.**

# **SB 30 testimony.pdf**

Uploaded by: Robert Phillips

Position: FAV

# MARYLAND STATE FIREMEN'S ASSOCIATION

REPRESENTING THE VOLUNTEER FIRE, RESCUE, AND EMS PERSONNEL OF MARYLAND.



**Robert P. Phillips**

**Chairman**

**Legislative Committee**

**17 State Circle**

**Annapolis, MD 21401**

**email: rfcchief48@gmail.com**

**cell: 443-205-5030**

**Office: 410-974-2222**

## **SB 76: Public Safety – 3-1-1 Systems – Nonemergency Information**

My name is Robert Phillips and I am the Legislative Committee Chairman for the Maryland State FireFighters Association (MSFA)

I wish to present testimony in favor of **Senate Bill 30: Public Safety – 3-1-1 Systems – Nonemergency Information**

The MSFA is in favor of this bill for the following reasons. People requiring information of a non-emergency nature presently will call 9-1-1 because they do not have any other way of talking to a person that they feel will be able to assist them. This action can tie up a emergency communications specialist from an emergency call that could be taking place. With the creation of the 3-1-1 program there will be another avenue of information that a person can access and have more information available with out tying up our emergency communication specialist.

I thank the committee for their time and attention to this important bill and ask that you vote favorable on Senate Bill 30.

I will now be glad to answer any questions, or my contact information is listed above and welcome any further inquiries you might have.

# **Steve Souder 3-1-1 Testimony.pdf**

Uploaded by: Steve Souder

Position: FAV

## ***Steve Souder***

Maryland 9-1-1 Board, Representing Public-At-Large (2017-Present)

Maryland 9-1-1 Commission, Vice Chair (2018-2022)

Queen Anne's County-Maryland, Department Emergency Services, Advisory Council,  
Representing District 1/Kent Island (2021-Present)

[stevesouder@atlanticbb.net](mailto:stevesouder@atlanticbb.net)

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### **SB30 FAVORABLE**

“The importance of 3-1-1 for every County Government and every resident of Maryland compares to the implementation of the Maryland’s 9-1-1 system-- statewide-- more than 40 years ago.”

*Mr. Souder will amplify his opinions based on 60+ years of experience in his online testimony on January 26, 2023.*

# **Maryland needs a Statewide 311 system.pdf**

Uploaded by: Susan Greentree

Position: FAV



## **SB0030 (HB0138) Public Safety- 3-1-1 Systems-Non Emergency Information**

Maryland needs a Statewide 311 system. 911 centers, already dangerously understaffed, are inundated with calls that are not truly emergencies. Water line breaks, traffic signals, animal and noise complaints, abandoned vehicles and the list goes on. There are a handful of counties and municipalities in Maryland that have implemented 311 in various forms. Some you can call, some are online, some 24/7 with a live agent and others not. A single number for all non-emergency calls will not only provide a better experience for Maryland residents, but it will reduce the overflow and extended wait times for callers trying to reach 911 in an emergency.

I worked for Anne Arundel County 911 for 35 years. When multiple 911 calls are coming in and they are not an emergency, the caller is placed on hold while the 911 Specialist grabs the next 911 call. Necessary, but not good customer service. While these multiple lines are ringing and your family is having a true emergency, you wonder why no has answered. Many of us may recall the incident that made news last year when a child was having a seizure and difficulty breathing while her mother was unable to get thru to 911 for a few minutes.

There are a few counties and municipalities in Maryland with 311. A statewide system would enable ALL Maryland residents to call 311 for non-emergency and county/city services. 911 Specialist would be available to answer emergency calls faster. Residents calling 311 will reach an agent who can best assist them.

In 2020 NENA APCO & NFPA collaborated, updating the Standard for answering 911 calls. For my entire career the Standard was 911 calls will be answered within 10 seconds, 90% of the time. In 2020 it was changed to 90% within 15 seconds and 95% within 20 seconds. Basically, due to increased call volumes and staffing shortages, 911 agencies were consistently unable to reach the Standard, so the standard was lowered. Maryland 911 Board along with PSAP directors discussed and decided to maintain the 10 second for 90% of 911 calls standard in Maryland. We did not feel lowering our standards was in the best interest of Maryland residents. This standard is part of each PSAP's annual inspection. I respectfully urge you to bring 311 Statewide to Maryland.

**Ferretti - SB0030 Testimony.pdf**

Uploaded by: William Ferretti

Position: FAV

SB0030 Public Safety – 3-1-1 Systems – Nonemergency Information

Thursday, January 26, 2023, 3:00 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 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. During and after the term of the Commission to Advance NG9-1-1 Across Maryland, I have participated in workgroups 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 statewide 3-1-1 program that would serve as both the Government Services number and the Public Safety Non-emergency number.

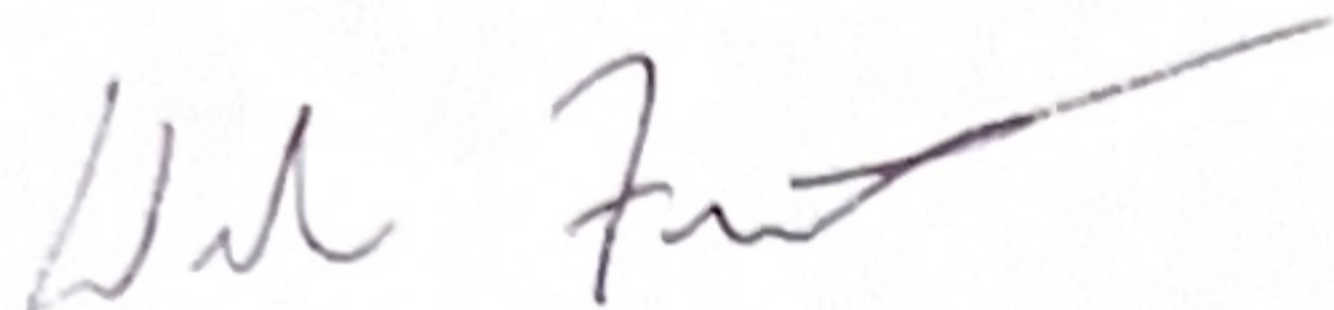
9-1-1 is arguably the most recognized phone number in American. When a person is facing a life-threatening situation, this is their lifeline. Unfortunately, 9-1-1 systems can get overwhelmed with calls. Some of these calls start with the caller stating, "... It is not an emergency, but I didn't know the non-emergency number... ". This is understandable especially in our mobile and interconnected world. Residents and visitors move between jurisdictions regularly 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), could alleviate this problem.

A 3-1-1 program as envisioned by the Commission to Advance NG9-1-1 across Maryland, and documented within the final commission report in 2022, is reflected in this legislation with the following key elements:

1. Supports 3-1-1 as both the police non-emergency number with calls being routed to the appropriate PSAP, and the Government Services number with calls/requests being routed to the appropriate 3-1-1 center;
2. Requires interconnectivity and interdisciplinary training between all N11 answering points (3-1-1, 9-1-1, 2-1-1) and 9-8-8, the National and Crisis Hotline, so centers can transfer callers as needed. This thereby shifts the burden from the caller having to figure out an appropriate number to call, to the professionals to perform transfers as may be needed;
3. Provides all jurisdictions with a path forward, those with current 3-1-1 operations and those without. Allows counties to participate at various levels, all-in with the state program, continued county maintained and supported 3-1-1 operations centers, or with only county supported 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 operations to provide for resiliency and survivability; and

6. Sets up statewide 3-1-1 governance 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 SB0030 with a favorable report.

A handwritten signature in dark ink, appearing to read 'W. Ferretti', with a long, sweeping horizontal stroke extending to the right.

William Ferretti

**MDEM - SB30 - 3-1-1 - Letter of Information Final.**

Uploaded by: Anna Sierra

Position: INFO



Wes Moore  
Governor  
Arundel Miller  
Russell J. Strickland  
Secretary

**Letter of Information - SB30**  
**Public Safety - 3-1-1 Systems - Nonemergency Information**

Maryland Department of Emergency Management  
Education, Energy, and the Environment Committee  
Hearing Date: 26 JAN 2023

Chairman Brian J. Feldman  
Education, Energy, and the Environment Committee  
2 West  
Miller Senate Office Building  
Annapolis, Maryland 20401

Chairman Feldman,

The Maryland Department of Emergency Management (MDEM) writes today to share information on SB0030 - Public Safety - 3-1-1 Systems - Nonemergency Information.

A statewide 3-1-1 system is an ambitious concept that has the potential to streamline access to information for all Maryland residents, and we applaud Senator Kagan for her forward thinking on this issue. Currently, there are no statewide 3-1-1 centers in the nation, and only six local jurisdictions in Maryland have local 3-1-1 systems: Anne Arundel County, Baltimore County, Baltimore City, Montgomery County, Prince George's County, and St. Mary's County. These systems range in their hours of operations, capabilities, and delivery mechanisms.

Marylanders need accessible, trustworthy information on both state and local government services on a daily basis. A foundation of preparedness is knowing where to get information when disaster strikes. A statewide 3-1-1 system could provide that, replacing a litany of local and state individual numbers with just one that Marylanders can call, no matter what their question or need is. A statewide 3-1-1 system could establish a "no wrong door" approach, partnering with Public Safety



Wes Moore  
Governor  
Arundell Miller  
Russell J. Strickland  
Secretary

Answering Points (county 9-1-1 Centers), Maryland 2-1-1, 9-8-8, and the important government access points for various services and support for our residents.

A statewide 3-1-1 system will require a significant initial and ongoing funding investment. In further research conducted by MDEM since the submission of our fiscal note, we have been advised that the operational complexity required for a state 3-1-1 system would be more likely to require a minimum of \$30-\$45M in start-up costs and similar or greater levels of sustainment funding. Without a formal concept of operations developed, it is difficult for MDEM to accurately predict the funding that will be required to achieve the goal of a statewide 3-1-1 system and the requirements of this legislation.

It is important to note that MDEM's current funding primarily comes from federal emergency management and homeland security grant funding, none of which is eligible for use in building or staffing a 3-1-1 nonemergency information system. As such, to meet the implementation timelines outlined in this bill, MDEM will need initial funding beginning in the FY24 budget. If funding is not included in the FY24 budget, MDEM will not be able to meet the requirements of this bill.

MDEM looks forward to continuing to work with the Committee on such a forward thinking concept. If you have any questions you can contact Anna Sierra, MDEM legislative liaison: [anna.sierral@maryland.gov](mailto:anna.sierral@maryland.gov).

**SB30\_MDOD\_LOI.pdf**

Uploaded by: Elizabeth Hall

Position: INFO



Carol A. Beatty, Secretary

Wes Moore, Governor  
Aruna Miller, Lt. Governor



DATE: January 26, 2023

BILL: Senate Bill 30 - Public Safety - 3-1-1 Systems - Nonemergency Information

COMMITTEE: Senate Education, Energy, and the Environment Committee

POSITION: Letter of Information

Dear Chair Feldman,

The Maryland Department of Disabilities (MDOD) respectfully submits this letter of information for Senate Bill 30 - Public Safety - 3-1-1 Systems - Nonemergency Information. SB30 establishes 3-1-1 as an information and referral telephone number for nonemergency government services, resources, and information, and MDOD is listed as one of the members of the 3-1-1 Board.

The implementation of the statewide and county 3-1-1 system would include access for individuals with hearing or speech disabilities for information about nonemergency government services resources, and information; the immediate transferring of emergency calls to a public safety answering point; information about public health emergencies; information about animal control services; information about trash and recycling services.

These objectives would assist in alleviating a common concern of Marylanders with disabilities regarding service access and improve the ability to independently report non-emergency concerns and receive information on government services.

If you have any questions please contact Elizabeth Hall, Director of Interagency Affairs, (410)767-3652, [elizabeth.hall2@maryland.gov](mailto:elizabeth.hall2@maryland.gov).

Sincerely,

A handwritten signature in black ink that reads "Carol A. Beatty".

Carol A. Beatty, Secretary

**Letter of Information\_ SB30\_DoIT.pdf**

Uploaded by: Patrick Mulford

Position: INFO



Wes Moore | Governor  
Aruna Miller | Lt. Governor  
Katie Savage | Acting Secretary

**Date:** January 26, 2023

**Bill:** Senate Bill 30 Public Safety - 3-1-1 Systems - Nonemergency Information

**Position:** Letter of Information

The Honorable Brian J. Feldman, Chair  
Education, Energy, and the Environment Committee  
Miller Senate Office Building, 2 West  
Annapolis, MD 21401

Dear Chair Feldman and Members of the Education, Energy, and the Environment Committee:

The Department of Information Technology (DoIT) provides this letter of information for Senate Bill 30 - Public Safety - 3-1-1 Systems - Nonemergency Information. The Department of Information Technology recognizes the positive effects that a 3-1-1 system would have on the citizens of Maryland, who would have a single point of contact for information regarding nonemergency government services, as well as on our emergency call centers, which would have less incoming nonemergency calls. While acknowledging the positive effects of a statewide 311 system, we also must recognize the significant cost with which the creation and implementation of this system would come.

Through the proposed legislation, the Maryland Department of Emergency Management (MDEM) would have to establish minimum standards for cybersecurity and cybersecurity training for statewide and county 3-1-1 systems in consultation with DoIT. MDEM and DoIT have a great working relationship which has grown over the past few years due to their collaboration in helping counties and municipalities increase their cyber preparedness. The Office of Security Management in DoIT is able and willing to assist MDEM in any cybersecurity needs they may have as the result of this new system.

If this legislation is passed, DoIT would be willing to assist MDEM in the procurement, development, oversight, and implementation of the 3-1-1 system. This system will likely be designated as a Major Information Technology Development Project (MITDP) and will have to go through the documented process of a MITDP. A MITDP is an information technology (IT) development project that meets one or more of the following criteria:

1. The total estimated cost of development equals or exceeds \$1 million;
2. The project is undertaken to support a critical business function associated with the public health, education, safety, or financial well-being of the citizens of Maryland; or

3. the Secretary determines that the project requires the special attention and consideration given to a major information technology development project due to:
  - a. The significance of the project's potential benefits or risks;
  - b. The impact of the project on the public or local governments;
  - c. The public visibility of the project; or
  - d. Other reasons as determined by the Secretary.

With the passage of this legislation, DoIT would also take on a large role in assisting with procuring software and setting up physical infrastructure and equipment needed for an undertaking of this magnitude.

While DoIT understands the potential positive effects of this legislation, we also understand that it likely will have a significant financial burden on the state, and more specifically on MDEM, which would be predominantly responsible for the creation and management of the statewide 3-1-1 system.

If you have any further questions, please do not hesitate to contact me.

Sincerely,

Secretary Katie Savage