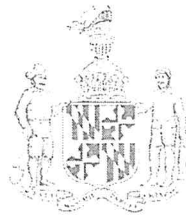


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THE SENATE OF MARYLAND  
ANNAPOLIS, MARYLAND 21401

**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.**

## SB30: 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		