



House Bill 138

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

MACo Position: **SUPPORT**

To: Health and Government Operations
Committee

Date: February 8, 2023

From: Kevin Kinnally and Sarah Sample

The Maryland Association of Counties **SUPPORTS** HB 138. 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.

HB 138 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 HB 138.