



Letter of Information - HB0138
Public Safety - 3-1-1 Systems - Nonemergency Information

Maryland Department of Emergency Management
Health and Government Operations Committee
Hearing Date: 8 FEB 2023

Chairman Joseline Peña-Melnyk
Health and Government Operations Committee
Room 241
House Office Building
Annapolis, Maryland 20401

Chairman Peña-Melnyk,

The Maryland Department of Emergency Management (MDEM) writes today to share information on HB0138 - 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 and Delegate Kerr for their 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



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.sierra1@maryland.gov.