

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



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

**SB1068: Statewide 3-1-1 Portal**

House Ways & Means Committee: March 27, 2024, 1:00pm

Too often, people call 9-1-1 with important, but non-emergency, situations. According to the [Baltimore Sun](#) (2022), up to 80% of Baltimore City's 9-1-1 calls are for non-emergency services. This delays our 9-1-1 Specialists from providing assistance to those with an urgent need specifically for police, firefighters, or paramedics.

[SB1068](#), as introduced, would have created a statewide 2-1-1/3-1-1 system. Our challenging fiscal circumstances have made this proposal unrealistic. After consultation with the Department of Information Technology (DoIT), 9-1-1, 3-1-1, 2-1-1, telecommunications, and cyber experts, I believe an asynchronous 3-1-1 Portal is the best way to start addressing our neighbors' non-emergency needs.

State and local governments can be intimidating to navigate. Most people can't easily figure out which government body or agency can help them. Only Baltimore City and Anne Arundel, Baltimore, Montgomery, Prince George's, and St. Mary's Counties offer 3-1-1 services. This bill can ensure that the residents of Maryland's other 18 counties are not being left behind.

As amended, SB1068 would direct DoIT to explore using Artificial Intelligence for a statewide 3-1-1 Portal, and if feasible, to develop such a system. A Portal would lighten the load at our 9-1-1 Centers while providing access to government services, resources, and information. DoIT would implement and manage the 3-1-1 Portal.

The Next Generation 9-1-1 Commission that I chaired for four years unanimously recommended a statewide 3-1-1 system. SB1068 is a step in the right direction.

This bill passed the Senate unanimously (45-0) on March 18.

**I urge a favorable report on SB1068 as amended.**