

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  
410-841-3134  
800-492-7122 Ext. 3134  
Cheryl.Kagan@senate.state.md.us

THE SENATE OF MARYLAND  
ANNAPOLIS, MARYLAND 21401

**SB775: 3-1-1 Workgroup**

Senate Education, Energy, and the Environment Committee  
Tuesday, February 25, 2025 1:00 PM

Last session, the General Assembly passed [SB1068](#), which directed the Department of Information Technology (DoIT) to evaluate the feasibility of creating a statewide 3-1-1 portal utilizing Artificial Intelligence (AI). During the interim, we met with DoIT; the impressive consultants at Gartner that conducted the study; and key stakeholders around the state. We determined that the next logical step in the development process is creating a workgroup to gather all of the right partners together and determine the best method to implement the recommendations of last year's study in a timely and fiscally-responsible manner.

Expanding 3-1-1 would allow us to deliver excellent constituent service to more Marylanders while lightening the load on our overburdened, understaffed 9-1-1 centers.

[SB775](#) will allow for thoughtful planning of the portal technology as we work toward making 3-1-1 more widely available. AI is proving to be a cost-effective method of enhancing staff capabilities that doesn't compromise our personal data. This workgroup would be established by June 1st and publish its findings by this November 1st-- allowing us time to draft legislation based on its report.

Baltimore City was the **first city to use 3-1-1** as a police non-emergency number in 1996. Now, they continue to lead the way with their 3-1-1 mobile app. As of 2017, their [average response time was only 4.93 days](#), highlighting the efficiency and effectiveness of the system. Several other counties also offer 3-1-1 services: Anne Arundel, Baltimore, Howard, Montgomery, Prince George's, and St. Mary's Counties.

We have seen the benefits in the counties that have 3-1-1: [faster response time](#) for infrastructure repairs and [public works requests](#), as well as [significant reductions in litter and illegal dumping](#).

**I urge a favorable report on SB775 so we continue to make progress on this valuable service.**