



Wes Moore | Governor
Aruna Miller | Lt. Governor
Katie Savage | Secretary

TO: Senate Education, Energy, and the Environment Committee
FROM: Department of Information Technology
RE: Senate Bill 775 - Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System
DATE: February 25, 2025
POSITION: Support

The Honorable Brian J. Feldman, Chair
Senate Education, Energy, and the Environment Committee
2 West, Miller Senate Office Building
Annapolis, Maryland 21401

Dear Chairman Feldman,

The Department of Information Technology (DoIT) supports Senate Bill 775 - Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System, which seeks to establish a Workgroup to Study the Implementation of a Statewide 3-1-1 Nonemergency Telephone System. This initiative represents a critical step toward enhancing Maryland's public service infrastructure by improving accessibility, efficiency, and coordination for nonemergency government services across the state.

Many local jurisdictions in Maryland have successfully implemented 3-1-1 services, and this bill will allow for a comprehensive review of best practices, feasibility concerns, and innovative digital solutions to ensure equitable access to residents across all counties.

We urge the committee to issue a favorable report on SB 775. The Department of Information Technology understands the importance of 3-1-1 systems and looks forward to a continued conversation regarding the best way forward for 3-1-1 in the State.

Best,

Melissa Leaman
Acting Secretary
Department of Information Technology