

**SB0775-EEE\_MACo\_SUP.pdf**

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Position: FAV



## **Senate Bill 775**

### *Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System*

MACo Position: **SUPPORT**

To: Education, Energy, and the Environment  
Committee

Date: February 25, 2025

From: Kevin Kinnally and Michael Sanderson

The Maryland Association of Counties (MACo) **SUPPORTS** SB 775, which establishes a workgroup to study the implementation of a statewide 3-1-1 nonemergency telephone system. This effort aims to improve access to government services, streamline public inquiries, and reduce unnecessary burdens on emergency response systems.

Counties recognize the value of 3-1-1 systems in enhancing public service delivery. Many jurisdictions already operate 3-1-1 call centers, providing residents with a centralized, easy-to-access resource for nonemergency information. However, there is currently no uniform statewide approach, leading to inconsistencies in availability, access, and service coordination. A statewide workgroup will help assess best practices, identify operational challenges, and establish a framework for an efficient and coordinated system across Maryland.

A well-designed 3-1-1 system benefits both residents and emergency services. Directing nonemergency inquiries away from 9-1-1 call centers allows emergency dispatchers to focus on life-threatening situations while ensuring residents receive timely responses to service requests. Local governments are essential partners in this effort, as they operate many services that a 3-1-1 system would manage, such as public works, transportation, and community resources.

SB 775 takes a practical first step by creating a workgroup to evaluate existing systems, study best practices from other states, and recommend the best model for Maryland. Counties appreciate that this approach ensures meaningful local input in shaping a system that aligns with state and local needs. A statewide strategy should prioritize efficiency, accessibility, and equitable implementation across all jurisdictions.

MACo supports the thoughtful approach outlined in SB 775 and urges a **FAVORABLE** report.

**Senate Bill 775 - DoIT Written Testimony.docx (1).**

Uploaded by: Sara Elalamy

Position: FAV



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

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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

**Testimony - 3-1-1 SB775.pdf**

Uploaded by: Sen. Cheryl Kagan

Position: FWA

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



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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.**

**SB 775 - LOI - MDEM.pdf**

Uploaded by: Anna Sierra

Position: INFO



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Governor | Wes Moore Lt. Governor | Aruna Miller Secretary | Russell J. Strickland

**Letter of Information - SB 775**  
**Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System**  
Education, Energy, and the Environment Committee  
Hearing Date: 25 FEB 2025

The Maryland Department of Emergency Management (MDEM) writes today with information related to **SB 775 - Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System**.

**SB 775** would require MDEM to establish a workgroup to review several areas for study related to the establishment and feasibility of a statewide 3-1-1 system, and to submit a report on the workgroup's findings.

Based on the scope of the study, MDEM anticipates requiring contractual support to fulfill the requirements. Based on estimates provided by three organizations the Department has existing interagency agreements with, we estimate requiring \$50,000 to conduct the study. MDEM does not have the subject matter expertise or personnel resources to conduct this study internally; MDEM personnel are also primarily federally funded, and the topic of this study would not be eligible uses of that funding, requiring the Department to contract out the work.

If you have any questions, please contact Anna Sierra, MDEM legislative liaison: [anna.sierra1@maryland.gov](mailto:anna.sierra1@maryland.gov).