



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

TO: House Health and Government Operations Committee
FROM: Department of Information Technology
RE: House Bill 1027- Workgroup to Study Implementation of a Statewide 3-1-1 Nonemergency Telephone System
DATE: March 10, 2025
POSITION: Support

The Honorable Joseline A. Pena-Melnyk
House Health and Government Operations Committee
240 Taylor House Office Building
Annapolis, Maryland 21401

Dear Chairwoman Pena-Melnyk,

The Department of Information Technology (DoIT) supports House Bill 1027- 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 HB 1027. 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