



House Bill 1027

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

MACo Position: **SUPPORT**

To: Health and Government Operations
Committee

Date: March 11, 2025

From: Kevin Kinnally

The Maryland Association of Counties (MACo) **SUPPORTS** HB 1027, 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.

HB 1027 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 HB 1027 and urges a **FAVORABLE** report.