



Senate Bill 114

3-1-1 Systems - Expansion Program and Oversight Board - Establishment

MACo Position: **SUPPORT**

To: Government, Labor and Elections
Committee

Date: April 7, 2026

From: Kevin Kinnally

The Maryland Association of Counties (MACo) **SUPPORTS** SB 114. As amended, this bill takes a practical first step toward improving how Maryland evaluates and coordinates 3–1–1 service.

SB 114 focuses on understanding how residents access nonemergency services, identifying gaps, and learning from existing systems before moving toward any broader approach. Well-designed 3–1–1 systems help residents navigate services more easily, reduce pressure on 9–1–1, and improve coordination across government.

Counties already operate a wide range of 3–1–1 systems, from mature, countywide platforms to more limited or agency-specific models. The bill recognizes that variation and prioritizes assessment and planning before any expansion.

The Senate amendments address an important concern for counties by clarifying that any reference to replacement applies to the full scope of an existing county 3–1–1 system and does not preempt local operations or authority, ensuring the bill reflects how these systems operate in practice and avoids any partial or unintended interference with locally run services.

MACo appreciates the sponsor’s willingness to work with local governments and accept amendments that address these concerns.

The bill also preserves flexibility through an opt-out provision, allowing counties to maintain existing systems where appropriate. That approach respects local investment and operational experience while still allowing for improved coordination.

As implementation moves forward, success will depend on clear expectations, sustainable funding, and flexibility to reflect differences across jurisdictions. Counties fund and operate these systems locally, and any future framework must leverage existing systems rather than duplicate them.

Counties are ready to partner in improving access to nonemergency services. As amended, SB 114 provides a thoughtful and measured path forward. For these reasons, MACo urges the Committee to issue a **FAVORABLE** report on SB 114.