



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

**TO:** House Government, Labor, and Elections Committee  
**FROM:** Department of Information Technology  
**RE:** House Bill 9 - 3-1-1 Systems - Expansion Program and Oversight Board - Establishment  
**DATE:** February 10, 2026  
**POSITION:** Letter of Information

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The Honorable Melissa Wells, Chair  
House Government, Labor, and Elections Committee  
145 Lowe House Office Building  
Annapolis, Maryland 21401

Dear Chairwoman Wells,

The Department of Information Technology (DoIT) respectfully submits this letter of information regarding House Bill 9, which establishes a statewide framework for expanding and modernizing 3-1-1 non-emergency community information systems.

Marylanders deserve simple, reliable ways to access government services without relying on 9-1-1 for matters that are not emergencies. This legislation creates a thoughtful structure, the Maryland 3-1-1 Oversight Board, to guide the development of a consistent, accessible system across all counties. By bringing together state agencies, local governments, and technical experts, the bill ensures that implementation will reflect real operational needs while maintaining strong public accountability.

The bill also contemplates the use of modern technology to improve service delivery. Counties would be able to deploy AI-enabled chatbots and voicebots to answer routine questions, route requests, and connect residents with the correct agency using approved government information. These tools are intended to expand access for residents who prefer online or phone self-service and to help reduce unnecessary 9-1-1 call volume by directing non-emergency requests to the appropriate channel.

The Department appreciates the General Assembly's attention to improving how residents interact with government and offers this information for the Committee's consideration as it reviews HB 9.

Best,



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