

HB0009\_RichardKaplowitz\_FAV  
02/10/2026  
Richard Keith Kaplowitz  
Frederick, MD 21703-7134

**TESTIMONY ON HB#0009 - POSITION: FAVORABLE**  
**3-1-1 Systems - Expansion Program and Oversight Board – Establishment**

**TO:** Chair Wells, Vice Chair Kerr, and members of the Government, Labor and Elections Committee

**FROM:** Richard Keith Kaplowitz

My name is Richard Kaplowitz. I am a resident of District 3, Frederick County. I am submitting this testimony in support of HB#/0009, **3-1-1 Systems - Expansion Program and Oversight Board – Establishment**

As described by A.I. "In Maryland, 311 is a non-emergency service for residents to request city/county services, report problems (like potholes, graffiti, trash), get information on government programs, and report issues like abandoned vehicles, freeing up 911 for true emergencies; it's available via phone, web, or mobile app in many areas, especially prominent in Baltimore City and other counties like Montgomery."

This bill will add oversights to the provision of this service by establishing the Maryland 3-1-1 Oversight Board in the Maryland Information Network to oversee the expansion of 3-1-1 systems in Maryland; establishing the 3-1-1 Program to use certain artificial intelligence to answer certain questions and route certain calls in certain counties; and requiring the expansion of the 3-1-1 Program to all of the counties in Maryland after a certain time period.

The goal is to use A.I. to expand the ability of the 311 system to assist in handling the volume of calls and increase the ability of the system to assist callers. But the use of A.I. requires oversight and control and this bill will provide those guardrails.

**I respectfully urge this committee to return a favorable report on HB0009.**