

April 7, 2026

The Honorable Melissa Wells, Chair
House Government, Labor, and Elections Committee

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

Position: **Support**

Dear Chair Wells and Committee Members:

Tyler Technologies, Inc. respectfully supports Senate Bill 114. This legislation takes a practical, phased approach to improving how Maryland residents access nonemergency government information and services. By creating a framework for AI-enabled chatbot and voicebot capabilities within a statewide 3-1-1 program, Senate Bill 114 would help Maryland expand access, improve service delivery, and reduce the burden on emergency systems.

Tyler has over 15 years of partnership with the State of Maryland, delivering digital services that support residents, businesses, and agencies including the State's GIS and Open Data Cloud platforms. More broadly, Tyler brings extensive experience helping state and local governments modernize the resident experience through digital government platforms, service-request workflows, and AI-enabled assistance. Across our state partnerships, we help make services easier to access, easier to understand, and easier to complete while improving efficiency, reducing costs, and enhancing the overall citizen experience. We have also delivered resident-facing digital assistance at scale. In Arkansas, Tyler supported the modernization of Arkansas.gov, including chatbot capabilities and expanded access to hundreds of digital services reaching nearly 500,000 residents with high satisfaction. In Mississippi, Tyler helped deploy hundreds of digital government solutions, including the state's first government chatbot.

Senate Bill 114 is well structured because it emphasizes governance, evaluation, multilingual access, GIS-informed routing, escalation to live agents, and reporting on cost-effectiveness, user satisfaction, and integration challenges. Those are exactly the kinds of requirements that help states adopt modern technology responsibly and in a way that is useful to residents.

Maryland has an opportunity to lead nationally in modernizing nonemergency government service delivery. Tyler appreciates the Committee's consideration of Senate Bill 114 and would welcome the opportunity to serve as a resource as the state evaluates implementation options.

Respectfully,



Elizabeth Proudfit
Vice President
Tyler Technologies, Inc.
Elizabeth.Proudfit@tylertech.com
202-320-1171