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Patrick Moran – President

HB 9 3-1-1 Systems - Expansion Program and Oversight Board – Establishment
Government Labor and Elections Committee
February 10th, 2026
Position: FAVORABLE WITH AMENDMENT

AFSCME Maryland Council 3 represents approximately 55,000 state, county, and municipal employees across Maryland. We support House Bill 9 in its efforts to expand and strengthen 3-1-1 systems across Maryland to make county services more efficient and more accessible for residents. We believe the bill would be even stronger with the inclusion of a worker voice on the board.

AFSCME represents workers who operate 3-1-1 systems in Anne Arundel County and Prince George’s County, two of the six counties that currently offer 3-1-1 services. AFSCME Council 3 recently became the exclusive bargaining representative for these employees following the consolidation of two AFSCME-affiliated locals in the state. As a result, we now represent frontline workers who interact daily with residents and who will be directly affected by decisions related to AI-enabled customer service technologies.

We believe strongly that workers should have a seat at the table when decisions are being made about their work and the future of that work. We are not opposed to AI, but the deployment of AI-enabled technologies has significant implications not only for service delivery and customer experience but also for job design, training, workload, and accountability. Workers bring a unique perspective, particularly when new systems are being designed and implemented, based on their day-to-day operational knowledge and direct interaction with residents. Including worker representation will strengthen the implementation of these systems and help ensure they are effective, equitable, and sustainable.

AFSCME also brings substantial institutional knowledge to this effort. Our national union has extensive research and expertise related to 3-1-1 systems across the country, as well as the use of AI-enabled technologies in public services and their impact on both customers and the workforce. This perspective would be an asset to the Board’s work.

Our amendment asks to include the following:

Add the following language to Page 3 after Line 23, moving all subsequent language down:

(XI) One person shall be appointed by the President of the American Federation of State, County, and Municipal Employees, Council 3.

For these reasons, we respectfully request a favorable report with an amendment on HB 9.