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SB114 Testimony: Implementing a Statewide 3-1-1 System

House Government, Labor, and Elections Committee

Tuesday, April 7, 2026, 1PM

Maryland is positioned to be a national leader and begin a phased statewide 3-1-1 system.

A [2022 Baltimore Sun article](#) revealed that a shocking 80% of Baltimore City's 9-1-1 calls were for nonemergencies. 9-1-1 centers play a critical role in connecting the public with police, fire, and paramedic responders; however, when they are understaffed and overburdened, there is potential for dangerous delays in response times.

Since leading the Next Generation 9-1-1 Commission for four years, I have prioritized establishing a statewide 3-1-1 program in keeping with recommendations in the [Commission's 2020 report](#). **Statewide 3-1-1 will make it easier to get answers quickly while easing the strain on our overburdened, understaffed 9-1-1 centers.**

3-1-1 is a resource for residents and visitors who need information about trash pick-up, library hours, permits, flu shots, or countless other services. It provides answers to common questions and helps people navigate government programs. Too often, people call 9-1-1 when they do not know where else to turn.

Several Maryland jurisdictions-- including Baltimore City-- are already leaders in 3-1-1. Baltimore was the **first city in the nation** to institute 3-1-1 as a police nonemergency number in 1996. Today, six of our jurisdictions have 3-1-1, while 18 do not. **Now, Maryland has the opportunity to be the first in the nation to offer statewide service.**

The [2025 Workgroup to Study Implementation of an Expanded 3-1-1 Nonemergency System](#) report to the Governor and the General Assembly reflected unanimous approval by bipartisan legislators, county representatives, 3-1-1 experts, and technology specialists. It recommended a statewide 3-1-1 system using Artificial Intelligence (AI). The technology would use curated, vetted, authenticated government and nonprofit websites to ensure confidence in the information provided. An AI-powered 3-1-1 network can provide accurate responses to nonemergency questions 24/7/365.

This bipartisan Kagan/Corderman bill establishes an Oversight Board housed at the Maryland Information Network (MDInfoNet), which operates 2-1-1, connecting people to vital social services. Building 3-1-1 on that foundation will enhance interoperability with 9-1-1 and 9-8-8.

Implementation features a phased-in approach as well as a coordinated marketing and outreach campaign to promote early use and public awareness of 3-1-1.

Phase One launches with two counties that have 3-1-1 and two counties that don't. An Oversight Board would manage a competitive contracting process to hire an AI technology provider; evaluate customer satisfaction; and prepare for statewide expansion. The program will rely on partnerships with county governments, technology experts, and public safety leaders to ensure coordinated and transparent operation.

The [Governor's AI Executive Order](#) of January 8, 2024 made clear that Maryland is committed to the responsible use of Artificial Intelligence. SB114 advances that commitment by applying those principles to a statewide 3-1-1 system.

Now is the time. The evolution and maturity of AI technology makes this achievable and affordable. In the spirit of Governor Wes Moore's vow to 'leave no one behind'-- we can serve every Marylander, regardless of geography, income, language, or access to technology.

This bill passed out of both EEE and the Senate unanimously. I urge a favorable report on SB114.