



## Senate Bill 631

*Workgroup to Study and Implement a Statewide 3-1-1 Nonemergency Telephone System*

MACo Position: **SUPPORT**

To: Health and Government Operations  
Committee

Date: March 31, 2021

From: Kevin Kinnally

The Maryland Association of Counties (MACo) **SUPPORTS** SB 631. This bill envisions a statewide 3-1-1 system for non-emergency government services, resources, and information to streamline service delivery for residents, businesses, and visitors across Maryland.

SB 631 requires the Maryland Emergency Management Agency (MEMA) to establish and operate a statewide 3-1-1 system capable of notifying the appropriate state or local agencies, programs, and departments of requests for non-emergency information. Under the bill, MEMA will coordinate with local governments to develop the necessary framework to govern referral requests.

3-1-1 is a fast, simple, and convenient number for non-emergency issues and information on government services like refuse collection, snow removal, pothole repair, public transportation schedules, public hearings, and more. This service will make customer service more effective and more responsive, while also allowing 9-1-1 specialists to focus on emergency calls.

In 2019, the General Assembly passed Carl Henn's Law, landmark legislation to update state laws and the 9-1-1 financing system to provide the flexibility and resources needed for the deployment of a statewide Next Generation 9-1-1 (NG911) system that our residents expect and deserve. As Maryland accelerates its move toward NG911, reducing the number of 9-1-1 calls related to non-emergency issues is critical.

Counties encourage efforts to enhance non-emergency communications in Maryland. SB 631 urges a statewide effort to deliver these services equitably and assure coordination between the State and local governments across Maryland. Accordingly, MACo urges a **FAVORABLE** report on SB 631.