

Workgroup to Study Implementation of an Expanded 3-1-1 Nonemergency System

June 30, 2025
12:30 P.M - 2:30 P.M

Department of Information Technology
100 Community Place, Crownsville, MD 21032
This meeting will be virtual.

For public participation, please contact Sara Elalamy at
saram.elalamy@maryland.gov

Agenda

- Welcome
 - Sara Elalamy (Secretary's designee)
 - Senator Cheryl C. Kagan
- Call to Order
 - Roll Call/ Introductions
- New Business
 - Overview of SB 775 (HB 1027) - Workgroup to Study Implementation of an Expanded 3-1-1 Nonemergency System
 - Senator Cheryl C. Kagan
 - Gartner 3-1-1 Feasibility study overview
 - Steve Nichols - Expert Partner - Gartner Consulting
 - Trevor Baier - Associate Director - Gartner Consulting
 - CITIBOT Demo
 - Janice Quintana - Director Of Business Development for Local and State Government
 - Discussion of workgroup meeting priorities
 - Workgroup deliverables
 - Report (due November 1, 2025 ~20 pages)
 - Meetings will be part presentation from other case studies, different findings
 - Workgroup schedule
 - June: Start of workgroup. General introductions, formation of priorities and subgroups
 - July: Report from each subgroup
 - August: Discussion of subgroups
 - September: Voting and consolidation of report plans
 - October: Review the draft report, finalize findings
 - November: Workgroup report due November 1, 2025

- Selection and assignment of subgroups
 - Potential subgroups:
 - Technology Standards
 - Technology Standards subgroup will examine the technical requirements, platforms, and data standards needed to support a unified 311 system
 - Marketing & Outreach
 - Marketing & Outreach subgroup will focus on strategies to increase public awareness, accessibility, and engagement with 311 services
 - Governance & Feasibility
 - Governance & Feasibility subgroup will evaluate potential governance structures, funding models, and operational feasibility for implementing and sustaining a statewide or regional 311 solution
- Announcements
 - July 2025
- Adjourn