Maryland
DEPARTMENT OF
INFORMATION TECHNOLOGY

Wes Moore | Governor
Aruna Miller | Lt. Governor
Katie Savage | Secretary

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
    - Sara Elalamy (Secretary's designee)
  - Gartner 3-1-1 Feasibility study overview
    - Steve Nichols - Expert Partner - Gartner Consulting
    - Trevor Baier - Associate Director - Gartner Consulting
  - 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:
    - Taxonomy Standards

- GIS & Marketing

- Announcements
  - Next Meeting Date
- Adjourn