

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

July 29, 2025  
9:30 A.M - 11:30 A.M

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

**For public participation, please contact Sara Elalamy at**  
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### **Agenda**

- Welcome & Introductions
  - Sara Elalamy (Secretary's designee)
  - Senator Cheryl C. Kagan
- Presentation
  - Speaker: Laura Dunwoody, Director of Resident Engagement at Denver 3-1-1
    - Topic: Lessons learned from Denver's 3-1-1 experience including key successes, ongoing challenges, and recommendations for enhancing 3-1-1 services in Maryland
    - Q&A with workgroup members
- Subgroups Reports & Discussion:
  - Technology Standards
    - Jack Markey (Chair)
  - Marketing & Outreach
    - Senator Cheryl Kagan (Chair)
  - Governance & Feasibility
    - Senator Paul Corderman
- Discussion
- Next Steps
  - Timeline for subgroup recommendations
  - Coordination for August and September meetings
- Announcements
  - August 2025
- Adjourn