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

August 25, 2025
12:00 P.M - 2:00 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 & Introductions
  - Sara Elalamy (Secretary's designee)
  - Senator Cheryl C. Kagan
- Presentation
  - Matthew Jeweler (Sen. Kagan's Chief of Staff) Overview of other cities with 3-1-1
    - Q&A with workgroup members
- Demo By Hypercall (Ben Sanders)
- Subgroups Reports & Discussion:
  - Technology Standards
    - Jack Markey (Chair)
  - Marketing & Outreach
    - Senator Cheryl Kagan (Chair)
  - Governance & Feasibility
    - Senator Paul Corderman (Chair)
- Discussion
  - How best to structure a 3-1-1 nonemergency service platform that complements 9-1-1, what governance model, design features, and operational approach will serve residents and jurisdictions most effectively.
    - Centralized Statewide 3-1-1 Portal
    - Federated/Regional Hybrid Model
    - Digital-First Multi-Channel Model with AI Integration
    - Hybrid, centralized-yet-digital-first statewide 3-1-1 platform
- Announcements
  - Next Meeting: September 25, 2025
- Adjourn