

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

Meeting Minutes
8/25/2025

Roll Call

Voting Members Present: Sara Elalamy (Secretary Designee), Senator Cheryl Kagan, Senator Paul Corderman, Delegate, Delegate Lesley Lopez, Jack Markey, Renee Stainrod, Cecilia Warren, Lorenzo Cropper, Christina Cornwell, Barry Scheitlin, Karen Saymansky.

Voting Members Not Present: Delegate Tiffany Alston, Charlynn Flaherty, Chris Thompson, and Kevin Kinnally.

Others Present: David Propert, Donovan Ham, Matthew Jeweler, Julie Losh, Darius Leftwich, Dartanion Williams, William Kidwell, Abril Hunter, Josh Wright, and Ben Sanders.

Summary

Sen. Cheryl C. Kagan opened the meeting to discuss establishing a statewide 3-1-1 service, featuring a presentation by Matthew Juler on existing 3-1-1 services and a demo by Ben Sanders and Josh Wright of Hyper Call's voice AI technology. Key discussions involved integrating city-specific workflows, data protection, and addressing information inquiries, with Dartanion Swift-Williams, Delegate Lesley Lopez, Ben Sanders, and Josh Wright participating. Jack Markey, Sen. Cheryl C. Kagan, and Senator Paul Corderman presented reports from the technology, marketing, and governance/funding subcommittees, respectively, covering implementation models, marketing strategies, and pilot program considerations, which included Sara Elalamy - DoIT and Cecilia Warren - MDOD.

Presentation & Demo notes

- Matthew Jeweler (Sen. Kagan's Chief of Staff) Overview of other cities with 3-1-1
 - **Research on Existing 3-1-1 Services in Cities:** Matthew Juler presented findings from their research on 3-1-1 services in nine comparable cities, including Alexandria, Atlanta, Charlotte, and Los Angeles. They focused on AI use, marketing channels, and funding mechanisms, noting that while AI use varied, all cities expressed interest in incorporating it further. Common marketing channels

included social media and community outreach, with recommendations against percentage-based funding in favor of general city funds (00:08:17).

- Vendor and Technology Insights Matthew Juler's research indicated that many cities utilize established vendors like Microsoft and Amazon, with Salesforce being a popular but more expensive option. They advised against proprietary in-house software due to observed tendencies of those entities to switch to external vendors. Sen. Cheryl C. Kagan clarified that the presentation and upcoming demo did not constitute an endorsement of any particular provider.
- Discussion on City-Specific Workflows and AI Dartanion Swift-Williams raised questions about integrating city or jurisdiction-specific workflows and the corpus of information that AI chatbots would leverage for localized functions. Sen. Cheryl C. Kagan acknowledged these as crucial aspects for future discussion, noting the variety of methods and costs involved in managing call handoffs from 3-1-1 to work orders.
- Demo By Hypercall
 - **Hyper Call Demo and Capabilities:** Ben Sanders, co-founder and CEO of Hyper Call, along with Josh Wright, presented a demo of their voice AI technology for automating non-emergency calls. They highlighted the system's ability to handle routine calls, reduce wait times, and offer multilingual support in up to 29 languages, addressing common staffing shortages and increasing call volumes. The demo showcased dynamic call handling, address validation, and escalation to emergency services when necessary.
 - Data Protection and Integration with Existing Systems Delegate Lesley Lopez inquired about the protection of caller data. Josh Wright explained that all data is securely stored in the cloud, emphasizing privacy and security as top priorities, and noted the system's open API allows integration with various existing systems like Salesforce. Ben Sanders added that data is not shared outside the agency or jurisdiction and that their team is experienced with government-specific security needs.
 - Addressing Information Inquiries and FAQs Dartanion Swift-Williams asked how the platform could integrate with city or county-specific FAQs to provide conversational, automated responses for general information. Josh Wright confirmed the platform's capability to draw information from mission statements and create customized Standard Operating Procedures (SOPs) for specific

inquiries. Ben Sanders added that their system could act as a local tour guide for attendees, demonstrating its flexibility for various jurisdictions.

Subgroups reports & discussion notes

- **Technology Standards Subcommittee Update:** Jack Markey, Chair of the Technology Standards subgroup, reported on a case study from Arlington County, Virginia, which implemented AI automation in their 9-1-1 center for calls like towing and fire alarms. Arlington County prioritized workflow management tools over a traditional 3-1-1 system due to existing infrastructure. The subgroup discussed three potential models for a statewide 3-1-1: an opt-in collaborative approach, a hybrid state-owned model, and a state-architected broader approach, with the Maryland 9-1-1 system serving as a collaborative example.
- **Marketing and Outreach Subcommittee Update:** Sen. Cheryl C. Kagan, leading the marketing subgroup, highlighted the importance of effective marketing for a 3-1-1 system. They shared insights from Washington D.C.'s "Make the Right Call" campaign, which used signage, radio ads, and streaming ads in multiple languages to reduce 9-1-1 calls and increase 3-1-1 usage. The subgroup emphasized multilingual support, grassroots partnerships, community engagement, and transparency through survey data to improve awareness and use of 3-1-1.
- **Governance and Feasibility Subcommittee Update:** Senator Paul Corderman presented findings from the governance and funding subgroup, including a presentation on Montgomery County's 3-1-1 system (Monty 2.0, an AI-generated chatbot). The subgroup received cost estimates from Citybot, ranging from a few hundred thousand to half a million dollars, which were considered surprisingly affordable for a statewide service. They discussed a phased rollout, potentially starting with a pilot program involving a mix of urban and rural counties, and those with or without existing 3-1-1 systems.

Next steps

- Sen. Cheryl C. Kagan outlined the critical timeline for the 3-1-1 initiative, with a report due to the governor and general assembly by November 1st. The plan involves discussions and potential voting on language in September, followed by final approval of the report in October. Matthew Juler presented initial scenarios for routing calls to a statewide 3-1-1, which would be location-based and include an immediate emergency disclaimer.



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

- The group will have a substantive meeting with workgroup members to discuss potential recommendations prior to the 9/25/25 meeting.

Meeting minutes drafted by: Sara Elalamy - DoIT

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