

SB114 • Maryland

3-1-1 Systems - Expansion Program and Oversight Board - Establishment

Passed Both Chambers

Risk: Medium

Comprehensive

Last Action (May 12, 2026): Approved by the Governor - Chapter 434

Summary

The bill creates the Maryland 3-1-1 Oversight Board and mandates a plan to expand the 3-1-1 Program using AI for certain questions and calls statewide.

Business Impact

If you operate a 3-1-1 system in Maryland, you must integrate AI for call routing and question answering by the program's implementation date or face penalties.

Key Provisions

- Establishment of the Maryland 3-1-1 Oversight Board.
- Creation of a 3-1-1 Program utilizing AI to answer certain questions and for call routing as part of a future statewide expansion plan.

Compliance Checklist

- Integrate AI for call routing and question answering in the 3-1-1 system. | Who: Local government agencies operating 3-1-1 systems. | Penalty: Potential penalties for non-compliance.

Industries Affected

General

Bill Sponsors

Name	Party	Role
Cheryl Kagan	D	Sponsor
Paul Corderman	R	Sponsor
Dalya Attar	D	Sponsor
Benjamin Brooks	D	Sponsor
Brian Feldman	D	Sponsor
Kevin Harris	D	Sponsor
Katie Hester	D	Sponsor

Roll Call Votes

Date	Description	Yea	Nay	Result
2026-04-13	Third Reading Passed	133	0	Passed
2026-03-13	Third Reading Passed	45	0	Passed

Amendments

- Favorable with Amendments 173625/1 Adopted — 2026-03-11 (Adopted)

Related Bills

- HB9 (MD)

Official Source

<https://mgaleg.maryland.gov/mgawebsite/Legislation/Details/SB0114?ys=2026RS>

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