

HB9 • Maryland

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

Introduced

Risk: Medium

Comprehensive

Last Action (Jan 28, 2026): Hearing 2/10 at 1:00 p.m.

Summary

The bill establishes the Maryland 3-1-1 Oversight Board and a program using AI for certain call routing and question answering, with expansion to all counties planned.

Business Impact

If you operate a 3-1-1 system in Maryland, you must integrate AI for call handling by a specified date or face penalties.

Key Provisions

- Establishment of the Maryland 3-1-1 Oversight Board.
- Creation of the 3-1-1 Program utilizing AI for certain call routing.
- Mandates expansion of the program to all counties in Maryland.
- Integration of AI for answering certain questions in 3-1-1 systems.

Compliance Checklist

- Integrate AI technology for call handling in 3-1-1 systems | Who: Local governments operating 3-1-1 services | Penalty: To be determined by the oversight board

Industries Affected

General

Public Services

Technology

Bill Sponsors

Name	Party	Role
Anderson		Cosponsor
Chang		Primary
McCray		Primary
Folden		Primary
Pippy		Primary
Hayes		Cosponsor
Guyton		Primary
Kerr		Primary
Reilly		Primary
Hettleman		Primary
Luedtke		Primary
Feldmark		Primary

Roll Call Votes

Date	Description	Yea	Nay	Result
2025-03-20	On Third Reading and Final Passage (Hse concurred)	135	2	Passed
2025-03-16	On Third Reading	47	0	Passed
2025-02-13	On Third Reading	127	9	Passed

Related Bills

- SB114 (MD)

Official Source

<https://mgaleg.maryland.gov/mgaweb/Legislation/Details/HB0009?ys=2026RS>

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