

ULCT Resolution 2016-005

Encouraging the Utah State Legislature to support local government use of 311 for non-emergency use

We, the Members of the Utah League of Cities and Towns find that:

1. In 1996 the Federal Communications Commission (FCC) reserved the use of 311 for national non-emergency use.
2. The 311 non-emergency system allows citizens to access their local government for such non-emergency calls issues as loss of water service, potholes, street light outages, and graffiti.
3. The 311 number is intended as a one-call approach for communication between residents and municipalities.
4. The 311 moves citizens away from using the emergency service number, 911, and instead provides a non-emergency option to report issues and receive information by increasing access to government services.
5. Over 100 major cities and counties nationwide are currently using the 311 option as their non-emergency, customer service contact line. Other cities and counties, including some in Utah, are considering adopting the number.
6. For consistency purposes, it's important to have a predictable phone number.
7. The 311 service provides detailed reporting of concerns which then creates a more accurate tracking system.
8. The 311 service was specifically reserved for municipal purposes and not for emergency hotlines.

Now, therefore, we the members of the Utah League of Cities and Towns recommend that:

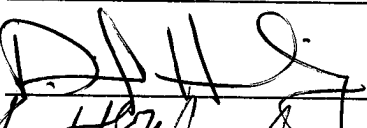
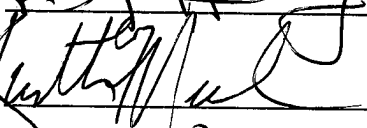
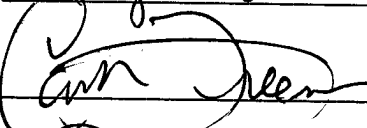

1. The 311 service continues as an option for non-emergency calls and municipal customer service.
2. The State of Utah utilize other phone numbers or tools for emergency hotlines.

Submitted by,

John Curtis
Mayor, Provo City
Immediate Past President, Utah League of Cities and Towns

Signatures supporting ULCT Resolution 2016—005

Per Section II (5) of the Utah League of Cities and Towns bylaws, a resolution submitted after the close of the Resolutions Committee but before the beginning of the ULCT business meeting must have the supporting signatures of twenty voting delegates. The ULCT Resolutions Committee met on Tuesday, September 13 and discussed the concept of the 311 resolution (2016—005). In support of the 2016—005 resolution, Provo City provides the following twenty signatures of voting delegates:

	NAME	CITY	POSITION
1.	Jewel Allen	Grantsville	City Council
2.	Steve Hight	Kaysville	Mayor
3.	Bob Stevenson	Laurel	Mayor
4.	Tony Mileski	Pleasant View	Mayor
5.	Beth Holbrook	Bountiful	City Council
6.	Debby Laurent	Orem	City Council
7.	Greg Norman	Provo	Deputy Mayor
8.	Jon Pike	St. George	Mayor
9.	CHIP DAWSON	SOUTH JORDAN	STAFF
10.		Provo	City Council
11.		Washington City	Mayor
12.	Maile Nelson	Cedar City	Mayor
13.	Marilyn O. Anderson	Idaho Falls, UT	Council Member
14.		Herriman	Mayor
15.		Orem	City Council

- 16. Kim Santiagos Provo City Council
- 17. Wendy Pyle WVC MANAGER
- 18. Tom Stroh MIDVALE CITY CITY MGR.
- 19. John De Pina HURON COUNCIL.
- 20. JR 9M BOVNIIFVL CITY MANAGER

Per Article X Section 1 of the Utah League of Cities and Towns constitution, an introduction of new resolution shall require a two-thirds majority vote of the Convention during the business session.