

**A JOINT MEMORIAL**  
**REQUESTING A FEASIBILITY STUDY FOR ESTABLISHING A STATEWIDE**  
**CENTRAL INFORMATION AND REFERRAL SYSTEM**

**WHEREAS, consumers, providers and government officials frequently voice the need for a comprehensive information and referral system at both the state and regional levels; and**

**WHEREAS, such a system could be available both on the internet and via telephone, and include education, housing, health, welfare and economic development information, among other subjects; and**

**WHEREAS, the federal government has set aside the number 211 to be used for information and referral, as 911 is set aside for emergency assistance; and**

**WHEREAS, such a system would be available twenty-four hours a day three hundred sixty-five days a year; and**

**WHEREAS, a 211 information and referral system would cross traditional political and geographic boundaries, such as city, county and state government limitations; and**

**WHEREAS, such a system would not only benefit New Mexicans but would be of help to visitors and persons from out of state considering moving to New Mexico;**

**NOW, THEREFORE, BE IT RESOLVED BY THE LEGISLATURE OF THE STATE OF NEW MEXICO that the telecommunications bureau of the utility division of the public regulation commission lead**

a study of the feasibility of establishing a statewide and regional 211 information and referral system available through the telephone and internet; and

BE IT FURTHER RESOLVED that the department of public safety, the information technology management office, the department of health, the human services department, statewide groups representing municipal and county interests, as well as consumers from the four quadrants of the state and the Albuquerque metropolitan area, participate in the study; and

BE IT FURTHER RESOLVED that copies of this joint memorial be sent to the various departments and interest groups described.