



**City Of San Diego  
COUNCIL PRESIDENT PRO TEM MARTI EMERALD  
DISTRICT NINE**

**M E M O R A N D U M**

**DATE:** March 10, 2015 **Reference:** M-15-03-03

**TO:** Councilmember Mark Kersey

**FROM:** Council President Pro Tem Marti Emerald 

**SUBJECT:** 3-1-1/ Centralized Customer Service System presentation at the March 18 Public Safety and Livable Neighborhoods Committee

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I would like to express to you my shared support for improving communications between San Diegans and their local government. A single point of entry to local government information and services through the use of a simple and recognizable number has many positive implications for the City of San Diego. My district, where dozens of languages are spoken, would benefit greatly from such a service.

For the past several weeks my staff has been preparing a presentation regarding 3-1-1, a centralized customer service system, and will be sharing the presentation at the Public Safety and Livable Neighborhoods committee during our March 18, 2015 meeting. The report will include a definition and intended implications of the system, a comparative overview of other municipalities using the system, and the necessary steps to implement a 3-1-1 program in the City of San Diego.

I value your shared support and interest in this issue and invite your office to join our discussion during the upcoming PS&LN Committee Meeting. If you are interested in having a staff member join in presenting this item please do not hesitate to contact Ralph Dimarucut of my office.

ME/rd

cc: Honorable Mayor Kevin Faulconer  
Honorable City Attorney  
Independent Budget Analyst  
Council President Sherri Lightner