

1                                   **RESOLUTION URGING EXECUTIVE BRANCH**  
2                                   **PROVIDING TOLL FREE NUMBERS**

3                                   1999 GENERAL SESSION

4                                   STATE OF UTAH

5                                   **Sponsor: Beverly Ann Evans**

6 A JOINT RESOLUTION OF THE LEGISLATURE URGING THE INSTALLATION AND  
7 ADVERTISEMENT OF TOLL-FREE NUMBERS TO SERVE RURAL UTAH; AND  
8 REQUESTING THAT THE GOVERNOR PREPARE AN OUTREACH PLAN TO HELP  
9 RURAL UTAHNS USE TOLL-FREE NUMBERS TO ACCESS STATE SERVICES.

10 *Be it resolved by the Legislature of the state of Utah:*

11           WHEREAS, it is the policy of the Legislature and the Governor to encourage economic  
12 development in rural parts of the state;

13           WHEREAS, when compared with similar costs to urban, Wasatch Front businesses, phone  
14 service for rural Utah businesses is costly due to necessary long distance charges;

15           WHEREAS, rural citizens frequently experience the frustration of having to pay for calls  
16 to state agencies and then be placed on hold, thereby adding to the expense;

17           WHEREAS, rural Utah residents, acting as entrepreneurs, find these additional barriers to  
18 starting or operating a business particularly difficult to overcome;

19           WHEREAS, state agencies having regulatory powers or providing information related to  
20 business, commerce, taxation, agriculture, mining, manufacturing, public assistance, and related  
21 activities are created to serve all business, whether located in rural or urban areas;

22           WHEREAS, state agencies created to serve Utah businesses and citizens regardless of  
23 where they are located need to be phone-accessible and not cost-prohibitive in order to provide  
24 their services; and

25           WHEREAS, the Information Highway, Virtual University, and Digital State offer  
26 tremendous potential assistance to rural Utahns but cannot replace toll-free access to basic  
27 information and the opportunity to talk with a knowledgeable person who can help with questions:

28           NOW, THEREFORE, BE IT RESOLVED that the Legislature of the state of Utah request  
29 that the Governor and executive branch agencies install and advertise toll-free numbers to serve  
30 rural Utah residents and businesses.

31           BE IT FURTHER RESOLVED that the Legislature urge that, beginning in July 1999, state  
32 agency directors submitting budgets to the Utah Legislature inventory their services and staffs to  
33 determine whether toll-free numbers are available and widely known in rural Utah.

34           BE IT FURTHER RESOLVED that the Legislature request that the Governor devise an  
35 outreach plan for rural Utah featuring toll-free numbers to access state agency services, including  
36 the Governor's Office.

37           BE IT FURTHER RESOLVED that a copy of this resolution be sent to the Governor and  
38 each state agency director.

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**Legislative Review Note**  
**as of 2-2-99 10:20 AM**

A limited legal review of this legislation raises no obvious constitutional or statutory concerns.

**Office of Legislative Research and General Counsel**