



**City of Phoenix**  
OFFICE OF THE CITY MANAGER



August 25, 2011

The Honorable Hugh Hallman  
Chair  
Maricopa Association of Governments  
302 North 1<sup>st</sup> Avenue, Suite 300  
Phoenix, Arizona 85005

Re: MAG 3-1-1 Business Plan Committee Chair Position

Dear Mayor Hallman:

I am writing to express my interest in serving as Chair of the Maricopa Association of Governments (MAG) 3-1-1 Business Plan Committee.

As the Executive Assistant to the City Manager, I oversee the Public Transit Department, the Office of Arts and Culture, the Office of Environmental Programs and Metro Light Rail coordination. I am also responsible for a number of citywide initiatives, including strategic planning, volunteer program development and the portion of the Citywide Innovation and Efficiency Task Force looking at the potential of 3-1-1.

Please contact me at 602-254-1210 if you have any questions or need additional information.

Thank you for your consideration.

Sincerely,

A handwritten signature in cursive script that reads "Jane Morris".

Jane Morris  
Executive Assistant to the City Manager

c: Dennis Smith, Executive Director, MAG  
Karen Peters, Government Relations Director, City of Phoenix



**Maricopa County**  
Office of Enterprise Technology

[www.maricopa.gov](http://www.maricopa.gov)

David L. Stevens  
Deputy CIO  
301 South 4<sup>th</sup> Avenue  
Phoenix, AZ 85003  
Phone: (602) 506-1179  
Fax: (602) 506-5864

August 25, 2011

The Honorable Hugh Hallman  
Chair, MAG Regional Council  
Mayor of Tempe  
Maricopa Association of Governments  
302 N. First Avenue, Suite 300  
Phoenix, Arizona 85003

Dear Mayor Hallman:

In response to your letter of appointment to the MAG 3-1-1 Business Plan Committee (August 23, 2011) I would like to offer my name in consideration for Vice Chair.

I believe that my knowledge and experience in the IT industry, coupled with my background serving on numerous and varied strategic government committees, well prepares me for this role.

Please let me know if you have any questions concerning my interest in serving as Vice Chair.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Stevens", with a stylized flourish at the end.

David L. Stevens  
Deputy CIO, Maricopa County

cc: Stephen L. Wetzel, Chief Information Officer

City of Tempe  
P. O. Box 5002  
31 East Fifth Street  
Tempe, AZ 85280  
480-350-8909  
www.tempe.gov



Community Relations

August 24, 2011

The Honorable Hugh Hallman  
Chair, MAG Regional Council  
Mayor of Tempe  
302 N. 1<sup>st</sup> Avenue, Suite 300  
Phoenix, AZ 85003

Dear Mr. Hallman:

Thank you for appointing me to the MAG 3-1-1 Business Plan Committee as the representative from Tempe. I look forward to working with other city representatives to study the potential implementation of a 3-1-1 system for the MAG region and providing the Regional Council with viable options for all cities to utilize a system in a manner that best suits their community.

I am interested in being considered for the Vice Chair position for the committee. As you are aware, Tempe established a Customer Relations Center in November and will launch the service to the public in spring 2012. We approached the County to discuss the possibility of utilizing the 3-1-1 number in our Center to provide an easier way for the public to contact City Hall. Through those discussions it became evident to us that use of 3-1-1 throughout the MAG region would provide a higher level of customer service to all Valley residents. Because Tempe has an immediate interest in seeing this program established, a neutral community may be better received to chair the committee. I would welcome the opportunity to lend my expertise and experience toward the effort to develop an approach that would benefit all communities.

As we work through this process, Tempe would be willing to share what we have learned about establishing a center with individual communities who are interested in the concept in order to help foster successful implementation at the local level and work toward building a model system for the region.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shelley Hearn', with a long horizontal line extending to the right.

Shelley Hearn  
Community Relations Administrator  
City of Tempe