THE CITY OF PROVIDENCE

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

RESOLUTION OF THE CITY COUNCIL

No. 282

Effective: ~~Approved~~ April 30, 1984

WHEREAS, It has been a practice over the years in the City Assessor's Office to furnish information, by telephone, relative to property, such as lots, plats and assessed valuations, and

WHEREAS, This courtesy has been curtailed, thereby necessitating individuals to come into the City for public information that can be obtained by telephone,

NOW, THEREFORE, BE IT RESOLVED, That the City Assessor is hereby requested to restore the services of giving information relative to property within the City of Providence to persons requesting same, by telephone, upon passage of this Resolution, and

BE IT FURTHER RESOLVED, That if in the opinion of the City Assessor he is unable to comply with this Resolution, that he report back to the City Council, in writing, his reasons for same.

IN CITY COUNCIL
APR 19 1984
READ AND PASSED

PRES.

Rose M. Mendonca CLERK

Effective without the Mayor's signature April 30, 1984.

Rose M. Mendonca

Council President Paulino (By request)

THEODORE C. LITTLER
CITY ASSESSOR

VINCENT A. CIANCI, JR.
MAYOR

FINANCE DEPARTMENT
CITY ASSESSOR

MEMORANDUM

TO: Mrs. Rose Mendonca
City Clerk

FROM: Theodore C. Littler
City Assessor

RE: Resolution of the City Council No. 282

DATE: May 1, 1984

I am in receipt of the subject Resolution requesting that this office reinstate certain practices of distributing wide-ranging information over the telephone.

Some time ago changes were effected by this department for several reasons:

1. the concern as to the scope of information being given out over the telephone to unidentified callers;
2. the creditability of information given based on the caller's sketchy details
3. demands on limited office personnel

Years ago when the department was giving out such information, the staff numbered 32. Today we have 18 people on staff and we feel thatour primary responsibility is to prepare the taxroll to the best of our ability along with meeting the needs of our residents and taxpayers as it relates to their own bills and problems.

While we find that we would like to be more cooperative with the local real estate brokers in their requests for over-the-phone information, we are not able to re-assign the current staff schedule without jeopardizing the quality of the upcoming tax roll.

In anticipation of this and other needs of the department, we have for the last several years requested additional clerical positions. We have again this year requested two additional clerical positions, and will be more than pleased to reinstate the requested policy change upon approval and filling of these two additional clerical slots.

Sheldon P. Lutsky
CITY ASSESSOR

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