

**City of Providence**  
STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

# RESOLUTION OF THE CITY COUNCIL

No. 84

EFFECTIVE February 16, 2015

WHEREAS, The residents of Providence depend upon the availability of snow removal; and

WHEREAS, Providence residents have access to critical public safety services (fire and police) on a seven days per week/24 hours per day basis; and

WHEREAS, Other cities and towns have a dedicated "3-1-1" telephone number for non-emergency city services after hours; and

WHEREAS, The City maintains a "snow removal hotline" telephone number for declared snow emergencies, but which is not available the rest of the winter; and

WHEREAS, Outside of declared snow emergencies, the "snow removal hotline" is not available, instead forwarding residents to a prerecorded message urging the caller to try again during business hours; and

WHEREAS, Providence residents often find themselves in need of City services, including but not limited to snow removal, on nights and weekends; and

WHEREAS, These residents are frustrated when they try to call for snow removal on nights and weekends, and have nobody to call; and

WHEREAS, Many other cities have a "3-1-1" telephone service for all City services on nights and weekends.

NOW, THEREFORE, BE IT RESOLVED, That the Providence City Council hereby requests that the City administration develop a round-the-clock services hotline for snow removal during the winter that will:

- (1) receive requests for snow removal on a 24/7 basis,
- (2) review the request within a reasonably short period of time,
- (3) provide a prompt return telephone call to the requester to gather additional information if necessary and to describe the City's response, and
- (4) provide services after hours when necessary or, alternatively, to explain to residents when the service will be provided.

**IN CITY COUNCIL**

**FEB 05 2015**

**READ AND PASSED**

**PRES.**

**CLERK**

Effective without the  
Mayor's Signature

*Lori L. Hagen*  
Lori L. Hagen  
City Clerk