

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