

City of Providence
STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

RESOLUTION OF THE CITY COUNCIL

No. 165

EFFECTIVE March 16, 2015

WHEREAS, In calendar year 2011, the administration introduced an online constituent service program called ProvConnex; and

WHEREAS, The ProvConnex program was presented as a way to facilitate constituent service in a number of areas, where constituents would receive electronic mail updates regarding receipt of the request and its performance status; and

WHEREAS, The ProvConnex program was presented as a way to assemble data regarding the submission of requests and the administration's response to those requests; and

WHEREAS, The administration has not yet to date presented a formal report regarding the performance of the ProvConnex program.

NOW, THEREFORE, BE IT RESOLVED, That the Providence City Council hereby requests that the administration prepare a report on the ProvConnex program to present to the City Council and/or a City Council committee designated by the City Council President, on or before April 15, 2015, with such a report to contain, among other things, the following information and data to the greatest practicable extent:

- A. The number of "open" service requests pending as of January 1, 2014 including, if possible, a breakdown of the total by subject matter;
- B. The number of requests submitted during calendar year 2014 including, if possible, a breakdown of the total by subject matter;
- C. The number of requests that were "closed" during calendar year 2014 including, if possible, a breakdown of the total by subject matter and the average number of days required to close these requests (also broken down by subject matter if possible);
- D. The number of "open" requests pending as of December 31, 2014, including, if possible, a breakdown of the total by subject matter area;
- E. An overview of the organizational and personnel systems the administration has developed to implement the ProvConnex program;
- F. An assessment of the efficacy of the ProvConnex program and suggestions for improving its operations; and
- G. Any other information the administration deems relevant and informative in assisting the City Council's evaluation and review of the ProvConnex program.

IN CITY COUNCIL

MAR 05 2015

READ AND PASSED

PRES.

CLERK

Effective without the
Mayor's Signature

Lori L. Hagen
Lori L. Hagen
City Clerk