

**THE CITY OF PROVIDENCE**  
STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

**RESOLUTION OF THE CITY COUNCIL**

No. 127

EFFECTIVE ~~APPROVED~~ MARCH 16, 2008

WHEREAS, The 9-1-1 network is a vital part of Rhode Island's emergency response and disaster preparedness system; and

WHEREAS, Placing callers on hold increases emergency response time, hurting law enforcement's effectiveness and endangering the lives of Rhode Islanders; and

WHEREAS, Nearly 17 thousand Rhode Islanders were put on hold when they called 9-1-1 in 2007, which is an increase of 26% over 2006; and

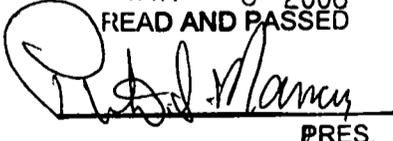
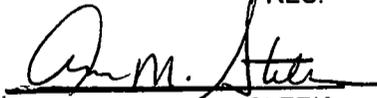
WHEREAS, 1,500 callers hung up before reaching a 9-1-1 operator in 2007, representing 69% more abandoned calls than occurred in 2006; and

WHEREAS, The average hold time last year was 19% longer than it was in 2006.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY OF PROVIDENCE:

That the City Council of the City of Providence requests the Rhode Island Enhanced 9-1-1 Uniform Telephone System provide the City Council with information breaking down the number of calls originating from each ward within the City of Providence and a breakdown listing calls from Rhode Island's cities and towns. This information should include the number of total calls, the number of calls placed on hold, and the number of abandoned phone calls.

BE IT FURTHER RESOLVED that upon adoption a copy of this resolution be delivered to Raymond LaBelle, Executive Director of the Rhode Island Enhanced 9-1-1 Uniform Telephone System.

IN CITY COUNCIL  
MAR 6 2008  
READ AND PASSED  
  
PRES.  
  
CLERK

Effective without the  
Mayor's Signature:  
  
Anna M. Stetson  
City Clerk

City Clerk  
Anna W. Steffen

City Clerk  
Anna W. Steffen