

THE CITY OF WARWICK
STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

RESOLUTION OF THE CITY COUNCIL

NO..... DATE.....

APPROVED.....MAYOR

**RESOLUTION REQUESTING THE DEPARTMENT OF PUBLIC WORKS AND MIS
TO STUDY THE CITY OF PROVIDENCE POTHOLE REPORTING SYSTEM AND
DEVELOP A SIMILAR SYSTEM FOR THE CITY**

Resolved that,

WHEREAS, the health, safety and welfare of the citizens of the City of Warwick are matters of paramount importance to the City Council; and

WHEREAS, the City of Warwick is responsible for over 400 miles of road, comprised of approximately 1900 streets; and

WHEREAS, the City of Warwick is subject to numerous pothole claims as a result of potholes that are known but not immediately filled, the cost of which are ultimately paid for with taxpayer dollars; and

WHEREAS, the abundance of potholes negatively affects the civic pride of residents as well as the perceptions held by non-residents about the state of the City and its neighborhoods; and

WHEREAS, due to the limits prescribed by Rhode Island law regarding pothole claim for damage payment and the fact that not all residents with potential claims file such claims against the City of Warwick, residents and other local drivers and vehicle owners bear costs of pothole damage both directly and indirectly; and

WHEREAS, the City of Warwick's system for reporting and tracking pothole repair requests and various other requests is partially paper-based and complete data on requests, both in the particular and in the aggregate, is not immediately available electronically; and

WHEREAS, the City of Warwick utilizes a pothole reporting form (via Google Docs) on its web site, but does not provide a similar electronic means of reporting other common requests to the Department of Public Works; and

WHEREAS, the City of Providence has implemented reforms to enable it to electronically

1 track over 10,000 pothole reports annually; and

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3 WHEREAS, the City of Providence typically fulfills pothole requests within four business
4 hours and has thus greatly reduced the number of pothole damage claims since implementing
5 reforms to its electronic reporting and tracking system; and

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7 WHEREAS, the City of Providence makes available a mobile smart phone application
8 known as "PVD 311" which allows persons to report potholes and other common requests to the
9 Department of Public Works in a quick and convenient manner.

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11 NOW THEREFORE, BE IT RESOLVED, the City Council requests that the City of
12 Warwick's Departments of Public Works and Municipal Information Systems study the systems
13 utilized by Providence and other municipalities to report and track pothole requests and other
14 common requests to municipal departments and make findings regarding the costs and benefits of
15 feasible upgrades to the City of Warwick's current system, with a recommendation regarding the
16 same.

17 The City Clerk is hereby directed to forward a copy of this Resolution to the Directors of the
18 Public Works and MIS departments.

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20 This Resolution shall take effect upon passage.
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28 SPONSORED BY: COUNCILMAN RIX

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30 COMMITTEE: HEALTH, EDUCATION AND WELFARE