



MAYOR JORGE O. ELORZA  
CITY OF PROVIDENCE

# Providence 101

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A Guide to Basic City Services  
for New Residents



# Welcome to Providence!



Since taking office in January of 2015, my goal as the 38th Mayor of Providence has been driven by the belief that the strength of a community lies in the ability of its residents to share equally in its growth and progress.

City Hall has taken strides in providing equitable access across languages and mediums to high-quality city services that meet residents where they may be. By streamlining processes, providing customer service training and continuously encouraging City staff to look for efficiencies in all transactions, we are making Providence a city that works for all residents and businesses.

We began this administration with great energy and optimism – knowing that the best days of our City are ahead of us, and that with hard work and dedication we will do incredible things for Providence.

Sincerely,  
Mayor Jorge O. Elorza



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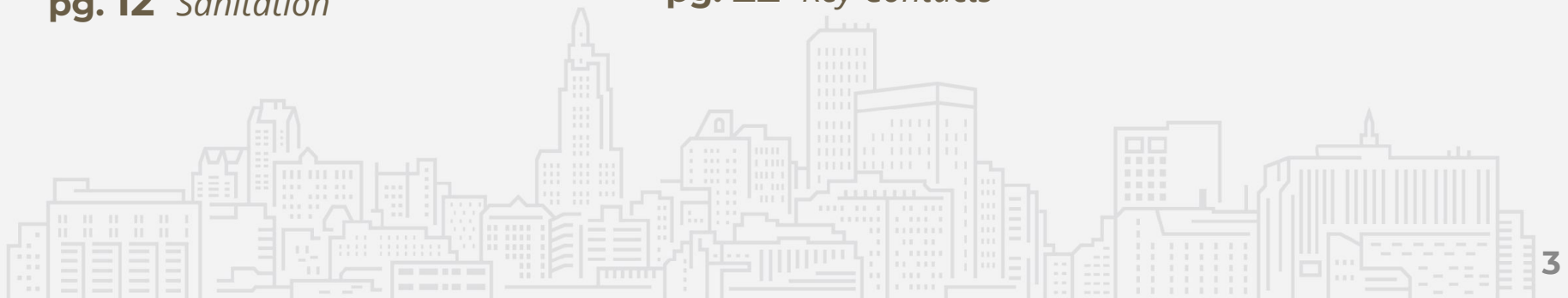
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# Where We Are



## **City Hall, 25 Dorrance Street**

Here, you can:

- Change voter registration
- Get a birth/death/marriage certificate
- Obtain business licenses
- Pay taxes
- Report service requests like potholes or graffiti



## **Joseph A. Doorley Jr. Municipal Building, 444 Westminster Street**

Here, you can:

- Apply for building permits
- Obtain zoning applications
- Plan special events with Art Culture and Tourism

# Where We Are



## **Public Safety Complex,** *225 Washington Street*

Here, you find the Providence Fire and Police Departments and can:

- File a police report
- Pay parking tickets
- Attend Municipal Court



## **Department of Public Works,** *700 Allens Avenue*

Here, you can find All DPW related services including:

- Snow-clearing
- Trash pickup
- Etc.





If you have a neighborhood issue to report or a question regarding city services, contact PVD 311.

PROVIDENCE  
**3-1-1**

## MAYOR'S CENTER FOR CITY SERVICES (MCCS)

*Top issues:*

- Trash/litter on public streets or sidewalks
- Substandard Housing/Code Violations
- Missed Trash/Recycling/Yard Waste pickups
- Graffiti
- Potholes
- Snow Plowing, Salting or Sanding
- Sidewalk repairs
- Street Lights

### Call 3-1-1

*If calling from within Providence - dial 311*



### Visit online

[www.providenceri.com/pvd311](http://www.providenceri.com/pvd311)



### Download app

*Visit iTunes & Google Play Store*



# Additional Supports

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If you or someone you know is in need of food, shelter, or other basic necessities, there a variety of options in the City to help access these. If you identify as low-income, different city departments will have support systems in place to assist you.



Contact the United Way of Rhode Island, your free and confidential resource for assistance with housing, food, childcare, and so much more, by dialing 2-1-1. Call now or click [here](#) to reach their team of specialists 24/7.



# Elected Officials

Every Providence Citizen has four elected officials within the City and State.

Jorge O. Elorza is the **Mayor** of Providence.

Each Ward, seen on the right, has a **City Councilmember** who represents their needs. Find yours [here](#).

You also have two state officials - a **State Representative** and a **State Senator**, who represent you in the Rhode Island General Assembly. Find yours [here](#).





# Getting Involved



## Voting

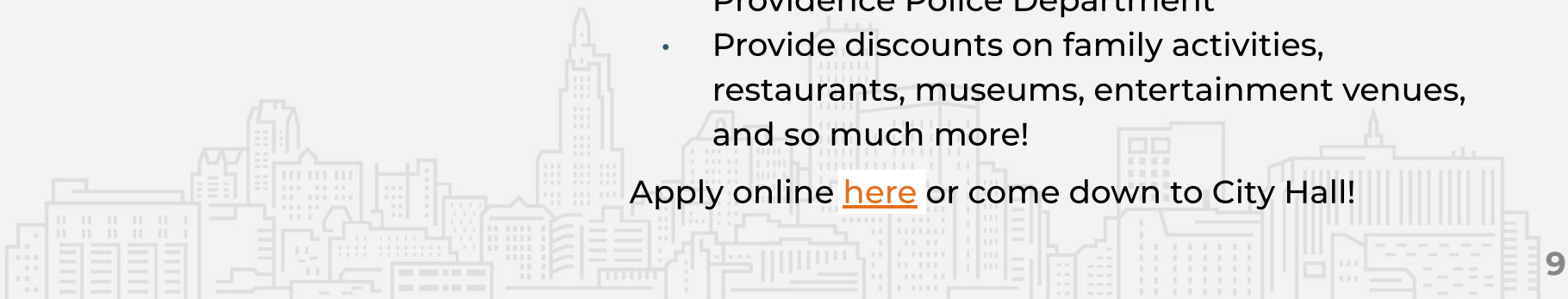
The City of Providence is committed to ensuring eligible residents' access to voting. Our Canvassers' Office can help you get registered and direct you to your voting location. More information [here](#).

## IDPVD

In 2017 Providence established its own municipal ID program, IDPVD. IDPVD can be used to:

- Serve as proof of identity and residency
- Engage with City Departments, including the Providence Police Department
- Provide discounts on family activities, restaurants, museums, entertainment venues, and so much more!

Apply online [here](#) or come down to City Hall!



# Community Resources

## Community Relations

The Mayor's Community Relations (CR) Department is here to help connect City Hall with the communities we serve! If you have concerns in your community that you feel the Mayor's Office can address, we are who you should talk to. The CR Department can connect you to your local Neighborhood Association, Crime Watch and other community groups. Learn more [here](#).

## Schools

The Providence Public School District (PPSD) serves approximately 24,000 students and their families among 41 schools. Learn more about your child's school [here](#).



# Severe Weather



## Snow Removal

When it snows in Providence, the City will treat and plow all city-maintained streets. Homeowners are required to clear the public sidewalks in front of their home. Call to connect to the Mayor's Center for City Services by dialing 3-1-1 if you have any issues. Find more information and snow readiness tips [here](#).



## Other Weather-Related Resources

It's important that every resident in Providence is prepared for all weather. Make sure that you make an Emergency Kit, and also have a plan for what you would do during a severe weather event. More information [here](#). You can also call to connect to the Mayor's Center for City Services by dialing 3-1-1 if you have any issues.

**Always use extreme caution near wires and power lines.** If you see a downed line, keep everyone away and report it to National Grid at **1-800-465-1212**.

# Sanitation

## Trash

Trash pick-up in Providence is done Monday-Friday and is handled by Waste Management. Contact Waste Management by dialing 800-972-4545 to report a missed pick up or to schedule a bulk-item pick up. Contact The Mayor's Center for City Services by dialing 3-1-1 if the problem persists or if you have other trash related concerns. More information [here](#).



### Recycle Your Plastic, Paper, Glass, and Cans



Recycle all clean plastic containers up to 2 gallons, paper, glass and cans in designated city recycling bins. Learn more about what can be recycled at **Rhode Island Resource Recovery Corporation (RIRRC)**.

# Environmental Sustainability

Providence is committed to being a leader in urban sustainability. The City has set ambitious goals to curb the effects of climate change, including becoming a carbon-neutral City by 2050, through a variety of actions and policies outlined in our [Climate Justice Plan](#). To find out how you can help make Providence greener visit [here](#).

## Plastic Bag Ban

In October 2019, Providence banned single use plastic bags at the point of sale. Customers are encouraged to bring their own reusable bags with stitched, and not heat-fused, handles. Retailers can also use paper bags. More information [here](#).





# Homeowner Resources

## Property Tax Exemptions

In addition to the homestead exemption, the City of Providence currently offers various property tax deductions for older adults, veterans, disabled, and indigent residents. Visit our [website](#) for more details.

# Homeowner Resources

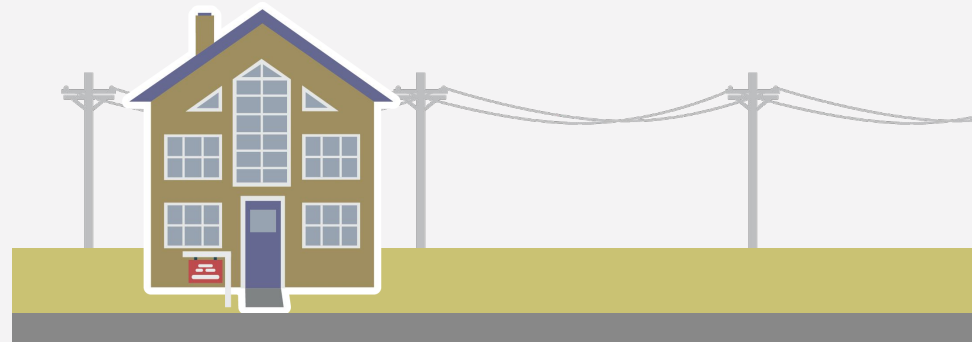
## Did you recently purchase a home in the City of Providence?

Providence believes in supporting our homeowners who reside in the City. We currently offer a 40% tax reduction if you own and occupy your own residence. This exemption is available from the date you apply. To prove residency, you will need a copy of your updated driver's license and motor vehicle registration (or confirmation from the DMV that it has been updated), accompanied with your homestead application found [here](#).

Don't have a car registered? No worries! You can provide a copy of your State- or City-issued ID and a copy of your homeowners insurance policy.

Applications are accepted electronically and can be emailed to [assessor@providenceri.gov](mailto:assessor@providenceri.gov)

Visit The [City Assessor](#) for more information on your property or the [City Collector](#) for tax payment info.



# Jobs & Economic Opportunity

## Starting a Business

Providence is a City that believes in supporting small business and those trying to start them! Find information on starting a business in the City or growing your existing business [here](#).

## Looking for Employment

If you or someone you know is actively looking for employment, the Office of Economic Opportunity is a helpful resource. The OEO supports residents through a self-employment program, and can also connect you to First Source, an employment resource program. Access to these resources and more starts [here](#).

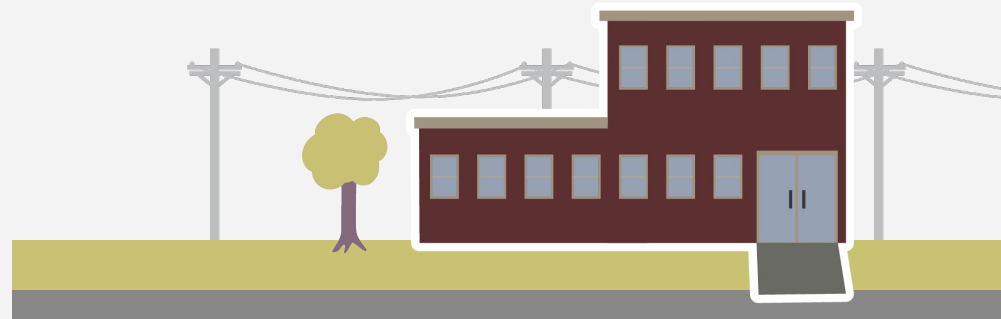


# Jobs & Economic Opportunity

## Youth Employment

Mayor Elorza is committed to giving youth and young adults a pathway to learn new skills and build upon existing skills in inclusive, interactive, and well-structured work-based learning and job opportunities. All summer employment candidates must be at least 14 years old and must apply online at

[www.pvdsummer.com](http://www.pvdsummer.com).



# Getting Around



## Rhode Island Public Transit Authority

The Rhode Island Public Transit Authority (RIPTA) services Providence and all of Rhode Island. The main RIPTA hub is in Kennedy Plaza downtown, where buses can connect you to all areas of the city and state. find routes, schedules and other busing information [here](#).



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# Investing in Our Neighborhoods

The Capital Improvement Plan (CIP) is a five-year program of planned improvements to Providence's public infrastructure including roads, bridges, sidewalks and stormwater infrastructure throughout all of our 25 neighborhoods. The purpose of the CIP is to facilitate and coordinate future capital improvements within the City's current and future financial framework.

Learn more about investments coming to your neighborhood [here](#).



Over the next five years, Providence will invest...

**\$102,685,000**  
in Public Works

**\$62,160,831**  
in Public Property

**\$27,625,500**  
in Neighborhood Parks

**\$29,760,000**  
in City Connectivity

# Public Events

## Events Calendar

Providence is home to many exciting cultural celebrations, holiday festivals, and other public events. Visit the City's event calendar frequently for new and exciting experiences [here](#).

## Hosting your own Event

If you are looking to host a block party, a small concert in a park, or another small group event in public spaces, please contact the City. In order to host a public event, applications must be submitted well in advanced of the actual event. More information, including the application form [here](#).



# Places To Go

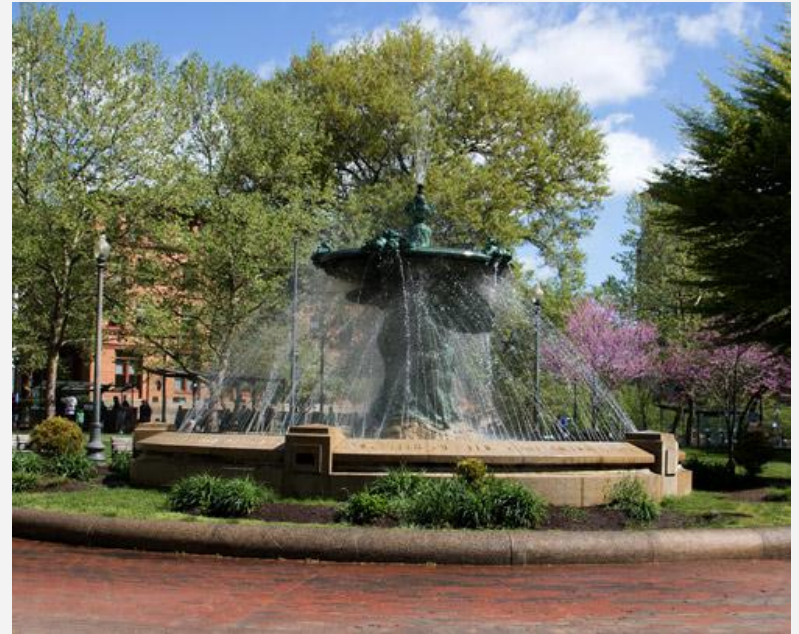
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## Parks in Every Neighborhood

Providence is proud to offer accessible public parks to every neighborhood! These parks are great places to get fresh air, exercise, and otherwise enjoy the outdoors. Find information about the closest park to you [here](#).

## Go Providence

If you are ever looking for new places to visit in the City, [this](#) is your place to go! The Providence/Warwick Visitors & Convention Bureau's website has information about restaurants, theaters, hotels, and much more in every Providence neighborhood.



# Key Contacts

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**2-1-1** | United Way

**3-1-1** | Mayor's Center for City Services

**(800) 972-4545** | Waste Management - Trash Concerns

**(401) 272-3121** | Providence Police Non-Emergency Line

A City Hall Department Directory can be found [here](#).





# THANK YOU

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City of Providence

