

# Connect with



Our residents, visitors, and business owners deserve the highest quality city services that are responsive and useful. Engaging with our Constituent Representatives through the Mayor's Center for City Services PVD311, we are your link to city departments and services. Our team provides a service that is respectful, patient, responsive, and informative.

## Reporting Methods



### By Telephone

Dial 3-1-1 within the Providence area or 401-421-2489.



### By Our Mobile App

Download the PVD311 mobile app available for Apple and Android.



### By our Website

Visit us at <https://www.providenceri.gov/pvd-311/>



### By Email

Send an email to [pvd311@providenceri.gov](mailto:pvd311@providenceri.gov)



### By Text Message

Text directly with PVD311 at (401) 473-8256.



### By Chat

Connect to [providenceri.gov](http://providenceri.gov) and chat with PVD311.



### By Visiting our Office

PVD311 is located in City Hall, 25 Dorrance Street, Suite 101.



### By Social Media

Follow us @PVD311

## Information to Provide

When reporting any concerns or requesting a service request, be prepared to provide the following information:

- Location -The exact address or intersection where the service is needed.
- Nature of Issue - Describe the type of issue, concern or service needed.
- Contact Information - If you'd like to receive status updates on the progress of your request, we will need an email address.

## Follow-Up

Once you have submitted a service request or reported a concern, you will receive confirmation from PVD311 that your request/concern has been received. It is important to provide as much detail as possible to assist in completing the request.

## Be empowered

By using the reporting methods above, Providence residents are empowered to help maintain a high quality of life for everyone.

Mayor Brett P. Smiley

