

**CITY OF NEWPORT**

**RESOLUTION  
OF THE  
COUNCIL**

**No. 2024-135**

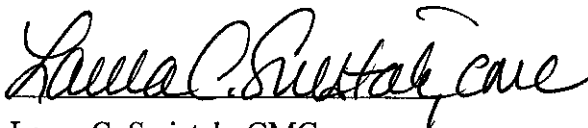
Whereas: the City staff's capacity to answer resident and customer inquiries is known to be extremely limited by available manpower, service hours, telephone line saturation, and language barriers; and

Whereas: City staff recommends a trial period using emerging technologies and automation that allow for 24/7 customer responses to plain language questions through a range of voice, text, or web-based inputs in any language; and

Whereas: the inquiries will be electronically logged for later identification of frequently asked questions and City of Newport website errors that can be targeted by the City staff to improve workflow efficiency. NOW THEREFORE BE IT

Resolved: the award of contract to Polymorphic, Inc. is approved for a trial period of 1/1/2025 through 6/30/2025 for an amount not to exceed \$14,000 and the Council Chair is authorized to sign said contract on behalf of the City, subject to favorable review by the City Solicitor.

IN COUNCIL  
READ AND PASSED  
DECEMBER 11, 2024



Laura C. Swistak, CMC  
City Clerk