

CITY OF NEWPORT

**RESOLUTION
OF THE
COUNCIL**

No. 2025-106

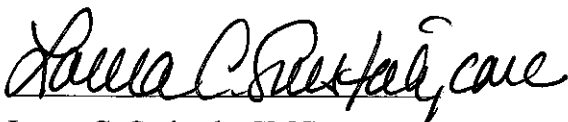
WHEREAS: the City's six-month trial with Polimorphic, Inc. has yielded encouraging results, demonstrating improved access to information for residents and more efficient routing of inquiries to City staff through AI-driven voice and web-based platforms; and

WHEREAS: usage data, staff feedback, and system performance indicate that the service has already delivered measurable improvements, including reduced unanswered calls, digitized workflows, and better insight into constituent needs; and

WHEREAS: City staff believe that extending the partnership for an additional year will provide the opportunity to build on this foundation, enhance system accuracy and responsiveness, and further validate the long-term value of this technology for both the community and City operations, NOW THEREFORE BE IT

RESOLVED: the Council hereby approves the automatic renewal of the contract with Polimorphic, Inc. for an additional one-year term, from July 1, 2025 through June 30, 2026, in an amount not to exceed \$33,600, subject to favorable review by the City Solicitor.

IN COUNCIL
READ AND PASSED
JUNE 11, 2025



Laura C. Swistak, CMC
City Clerk