



CITY OF CAMBRIDGE
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PERSONNEL DEPARTMENT
MICHAEL P. GARDNER
Director

MEMORANDUM

TO: Robert W. Healy
City Manager

FROM: Michael P. Gardner
Personnel Director

DATE: June 18, 2001

RE: Extended Evening Hours

We convened a small working group from Finance, Human Services, Traffic, and Inspectional Services to meet on this. The License Commission was unable to make the meeting due to a conflict, but submitted extensive written comments. We also had follow-up discussions with the City Clerk.

The general view was extended evening hours on Thursdays, beginning in the fall, on a pilot basis in a few selected City Hall departments was probably the best way to begin. The suggested possibilities include Finance, the Clerk's Office and perhaps one other. The Finance Department could serve those looking to pay fees, taxes, and water bills and deal with liens and holds on licenses, abatement applications and property transfer matter. The Clerk's office would provide general service on birth and death records, marriage and other licenses and the other general public service of the office. The License Commission felt that the clients who might be served include applicants for one-day licenses, night managers of restaurants and taxi cab drivers and applicants. Inspectional Services felt the need for night hours might be limited (and said that the contractors with whom they work would actually prefer opening earlier in the morning to take care of paperwork before beginning at the job site). Human Services felt they already have many evening hours for registering for programs, etc. and that there was little need for them to extend administrative hours. Traffic felt the biggest need might be for street permits (e.g. for moving vans) and perhaps resident permits. Traffic maintained Saturday hours for a time and believes that is actually more useful to the public than evening hours.

Whatever staff was assigned would have to be supervised. There was concern expressed about parking and whether any special arrangements could be made for that, (primarily to avoid later night walks in the dark to the Green Street garage). The lack of parking around City Hall in the evenings was seen as a barrier to many citizens actually visiting City Hall to use services in the evening.

The general view was that citizen needs and demands are so high that closing down on Friday afternoons in customer service areas would be very problematic. Friday afternoons can also be very busy in the Finance office and Licensing (at least certain times of year). Most people thought it not feasible to actually shut down and not provide services on Friday afternoons.

Were we to implement a limited pilot, it could probably be staffed by voluntary flex-time which could be rotated among staff if interest was high. The Clerk's office did express concern about being stretched too thin by the demand for additional hours.

I suggest that as a next step we call the group back together with representatives of the City Manager's office to see if there is sufficient need to proceed with a pilot or perhaps a broader plan.



2.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

June 25, 2001

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 01-151, regarding a report on developing a plan to implement extended evening office hours one night a week and closing early on Fridays, received from Personnel Director Michael P. Gardner.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy". The signature is fluid and cursive, with a large, sweeping "H" and "Y".

Robert W. Healy
City Manager

RWH/mec
Attachment



2655

Consent Agenda #2

Awaiting Report Item Number
01-151, regarding a report on
developing a plan to implement
extended evening office hours
one night a week and closing
early on Fridays.

In City Council June 25, 2001

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