

**CITY OF CAMBRIDGE
MASSACHUSETTS**

**CAMBRIDGE CONSUMER ADVISORY COMMISSION
CAMBRIDGE CONSUMERS' COUNCIL**

JAMES CARAGIANES
Chairman

NANCY LAZARUS
Vice-Chairman

ROBERT K. LAFFIN
Treasurer

FAITH BARROW
Secretary

GEORGE E. BYARS

ALAN R. BUTLER
Executive Director

1983 ANNUAL REPORT

During 1983, the Cambridge Consumer Advisory Commission operated the Consumers' Council full-time with a budget of \$15,700.

The Consumers' Council received 1709 telephone requests for consumer rights information and 126 were referred to other City and State agencies for additional information or action. 283 formal consumer complaints were received and investigated by the Council staff resulted in a documented savings of \$12,309 for consumers.

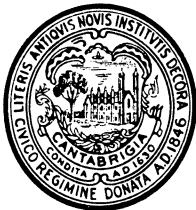
9,500 educational brochures were distributed in Cambridge. Approximately 1/3 of the brochures were provided by the Massachusetts Executive Office of Consumer Affairs at no cost to the Council. In the Spring, consumer educational spot announcements were prepared and sent to 42 Greater Boston Radio and Television Stations and the Executive Director recorded one spot announcement for a local radio station. Also, Consumers' Council public service notices were sent to 12 Greater Boston Newspapers in the Fall as part of the Council's pre-holiday consumer education program.

During October and November, the Consumers' Council implemented a new and detailed computerized information reporting system in compliance with operational directives received from the Office of the Attorney General.

FUNDING

In 1983, the Council received \$10,700 from the Office of the Attorney General, Local Consumer Aid Fund (L.C.A.F.) and \$5,000 was received from the City of Cambridge.

In December, the Executive Director was pleased to report that the Consumers' Council had been granted level funding (\$10,700) through calendar 1984 by the Office of the Attorney General despite reduction in state money available through the Local Consumer Aid Fund. Factors cited by the Attorney General in the awarding of 1984 L.C.A.F. funds included, credibility of the agency, quality of its services, and the number of complaints handled by the local consumer group.



CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139

Tel. 498-9011

EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

June 25, 1984

To the Honorable, the City Council:

I transmit herewith for your information a
copy of the 1983 Annual Report of the Cambridge Con-
sumer Advisory Commission.

Very truly yours,

Robert W. Healy
City Manager

RWH/b

Agenda # 16

S- 436

1983 Annual Report of the Cambridge Consumer
Advisory Commission.

In City Council,

June 25, 1984

6/25/84
Placed on File-