



City of Cambridge

57.

IN CITY COUNCIL

November 18, 1996

COUNCILLOR DAVIS
COUNCILLOR DUEHAY
VICE MAYOR BORN
COUNCILLOR GALLUCCIO
COUNCILLOR REEVES
MAYOR RUSSELL
COUNCILLOR SULLIVAN
COUNCILLOR TRIANTAFILLOU

ORDERED: That the City Manager be and hereby is requested to authorize an evaluation of the customer service aspects of the "911" dispatch service.

In City Council November 18, 1996
Adopted by the affirmative vote of nine members.
Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-

D. Margaret Drury
City Clerk

A handwritten signature in cursive script that reads "D. Margaret Drury".

H Davis

57.

F Duchay

Ordered: that the CM authorize
an evaluation of the customer
service aspects of the 911 dispatch
service.

In particular that
the evaluation examine whether
callers receive appropriate and
courteous service and whether
they are routed through to the
business offices of the fire and police
departments



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November 18, 1996

COUNCILLOR DAVIS
COUNCILLOR DUEHAY

ORDERED: That the City Manager be and hereby is requested to authorize an evaluation of the customer service aspects of the "911" dispatch service.

Born, Galluccio, Reeves
Consent Order #57

Russell, Sullivan +
Trantafillon

Councillors Davis and Duehay re: An
evaluation of the customer service
aspects of the "911" dispatch
service.

CM-551

In City Council November 18, 1996

ORDER ADOPTED