



City of Cambridge

IN CITY COUNCIL^{8.}
February 9, 1976

Councillor Clem

WHEREAS:

Many residents of Cambridge are unable to conduct business with the City during normal business hours, due to their own employment, and

WHEREAS:

The City of Cambridge provides many useful services that are virtually unknown to these people, and

WHEREAS:

Many residents are forced to forego participation in these services and/or forfeit hourly wages in order to conduct business with the City, thereby causing unusual financial hardships in depressed economic times, therefore be it

RESOLVED:

That this City Council hereby requests the City Manager to investigate the options available for providing an ombudsman service on Saturdays, such service to include:

- receive and forward complaints to appropriate City departments,
- receive and transfer requests for forms, filing and billing information to appropriate City departments,
- receive suggestions for improving existing services or effecting savings in their implementation and forward same to the City Manager's Office,
- provide available printed information relative to existing services and ongoing activities in the City, and be it further

RESOLVED:

That the options to be explored include:

- utilizing senior citizens in providing this service,

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- staggering work weeks for existing employees,
- involving teenagers in implementing this service.

City Council Feb 9, 1976

Adopted by the affirmative vote

of 8 members

Richard P. City Clerk

Order #8

S-41

C. Clem resolutions on an ombudsman service
on Saturdays in this City.

In City Council,

Feb. 9, 1976

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