



CITY OF CAMBRIDGE
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EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

RICHARD C. ROSSI
Deputy City Manager

May 19, 1997

To the Honorable, the City Council:

In response to Awaiting Report #5 regarding the proposal to develop an Office of Customer Assistance at City Hall, please be advised of the following:

As the City Council is aware, an interdepartmental group has been working over the past year to streamline the City's permitting and licensing process. The working group reviewed the approximately 100 permits and licenses required by the City and made recommendations to streamline them and improve public information regarding permits and licenses. The group also initiated cross training between departments to improve the quality of information from the staff. In addition, a map has been distributed to inform the public about the City departments involved in the permitting system. The next steps of this process involve the development of a comprehensive step-by-step guide to City permits to be available to City staff, businesses and residents.

Also, as the City Council is aware, the FY98 budget included funds in the Executive budget to develop a Public Information Program for the City. This office will engage a consultant to assess the City's needs and make recommendations for the development of a comprehensive program appropriate to this city. Recommendations will be sought on the optimal methods for the City to communicate information to the public at all levels (city-wide to individual), for the best mechanisms for receiving feedback on services and needs.

In the mean time, the City Manager's Office has always and will continue to be the City's Office for Customer Assistance.

Very truly yours,

Robert W. Healy
City Manager

Consent Agenda #7

S-298

Relative to Awaiting Report Item Number
Five, regarding the proposal to
development an Office of Customer
Assistance at City Hall.

In City Council May 19, 1997

Referred to
Government
Operations
Committee

Copies

sent

5-21-97

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