



City of Cambridge

41.

IN CITY COUNCIL

February 10, 1997

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

WHEREAS: There has been recent concern relative to informing both residents and businesses of permits or other applicable procedures they may need to do when planning to do some work in this city; and

WHEREAS: There has been orders filed and discussions relative to the possibility of creating a position whereby a resident or business could speak to this individual and receive some guidance; and

WHEREAS: Because of the nature of the location of various departments being scattered around this city, one stop inquiry is not possible; and

WHEREAS: We are appreciative that meetings have been taking place on this topic; and

WHEREAS: The City of Leominster recently received an award from the MMA for creating the Mayor's Office of Business Assistance, whereby the city took a customer service approach to the business community with a 24 hour phone network to help existing and potential businesses find their way around City Hall; and

WHEREAS: An Office of Customer Assistance at City Hall could be useful to both businesses and residents to understand what appears at some times, the maze of city government and Cambridge in particular; now therefore be it

ORDERED: That the City Manager be and hereby is requested to consider, develop and report back to this City Council prior to the FY98 budget submittal with a proposal to develop an Office of Customer Assistance at City Hall.

In City Council February 10, 1997
Adopted by the affirmative vote of nine members.
Attest:- D. Margaret Drury, City Clerk.

A true copy;

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

ATTEST:-

D. Margaret Drury
City Clerk

RECEIVED BY
OFFICE OF CITY CLERK

97 FEB -6 PM 4: 03

CAMBRIDGE MA.

February 10, 1997

41

COUNCILLOR SULLIVAN

WHEREAS: There has been recent concern relative to informing both residents and businesses of permits or other applicable procedures they may need to do when planning to do some work in this city; and

WHEREAS: There has been orders filed and discussions relative to the possibility of creating a position whereby a resident or business could speak to this individual and receive some guidance; and

WHEREAS: Because of the nature of the location of various departments being scattered around this city, one stop inquiry is not possible; and

WHEREAS: We are appreciative that meetings have been taking place on this topic; and

WHEREAS: The City of Leominster recently created received an award from the MMA for creating the Mayor's Office of Business Assistance, whereby the city took a customer service approach to the business community with a 24 hour phone network to help existing and potential businesses find their way around City Hall; and

WHEREAS: An Office of Customer Assistance at City Hall could be useful to both businesses and residents to understand, what appears at some times, the maze of city government and Cambridge in particular. Now therefore be it

ORDERED: That the City Manager is hereby requested to consider, develop and report back to this City Council prior to the FY98 budget submittal with a proposal to develop an Office of Customer Assistance at City Hall.



City of Cambridge

41.

IN CITY COUNCIL

February 10, 1997

COUNCILLOR SULLIVAN

- WHEREAS:** There has been recent concern relative to informing both residents and businesses of permits or other applicable procedures they may need to do when planning to do some work in this city; and
- WHEREAS:** There has been orders filed and discussions relative to the possibility of creating a position whereby a resident or business could speak to this individual and receive some guidance; and
- WHEREAS:** Because of the nature of the location of various departments being scattered around this city, one stop inquiry is not possible; and
- WHEREAS:** We are appreciative that meetings have been taking place on this topic; and
- WHEREAS:** The City of Leominster recently received an award from the MMA for creating the Mayor's Office of Business Assistance, whereby the city took a customer service approach to the business community with a 24 hour phone network to help existing and potential businesses find their way around City Hall; and
- WHEREAS:** An Office of Customer Assistance at City Hall could be useful to both businesses and residents to understand what appears at some times, the maze of city government and Cambridge in particular; now therefore be it
- ORDERED:** That the City Manager be and hereby is requested to consider, develop and report back to this City Council prior to the FY98 budget submittal with a proposal to develop an Office of Customer Assistance at City Hall.

Consent Order #41

CM-80

BORN, Davis, Dushay, Galbreath
Reeves, Russell, Toomey

Councillor Sullivan re: Development of
an Office of Customer Assistance at
City Hall.

In City Council February 10, 1997

ORDER ADOPTED