



# City of Cambridge

AMENDED ORDER

2.

IN CITY COUNCIL

February 27, 1978

COUNCILLOR PREUSSER

- WHEREAS: The Council on Aging, the RENT-A-KID Program, among other citizens' service groups, were unavailable to the general public during the recent storm emergency because City Hall was closed, and
- WHEREAS: Citizens desiring help and information were denied the services of the above and related City offices because of the telephone communication system existing within City Hall, and
- WHEREAS: Cambridge citizens rightfully look to City Hall as a base of help and information in time of emergency and experience frustration, unnecessary inconvenience and possible adverse mental and physical health consequences when they are unable to make telephone contact with an appropriate City department or agency, now therefore be it
- RESOLVED: That the City Manager be and hereby is requested to institute a telephone communication system within City Hall that allows for direct dialing to individual departments and agencies and upon completion of the new communication system, be it further
- RESOLVED: That the City Manager advise the citizens of Cambridge, via the media and appropriate departments and agencies, that their local government has learned from the recent storm emergency the need for direct communication between citizens and government, and be it further
- RESOLVED: That the City Manager be and hereby is requested to advertise telephone numbers via the media in order to inform the general public how best to contact their city government, and be it further
- RESOLVED: That the City Manager be and hereby is requested to inform all city employees to identify themselves when answering the telephones, and be it further
- RESOLVED: That the City Manager be and hereby is requested to report back to this Council within two weeks the action taken by him pursuant to this order.

In City Council February 27, 1978  
 Adopted as amended by the affirmative vote  
 of 9 members.

Attest: Paul E. Healy, City Clerk

A true copy,  
 ATTEST:

*Paul E. Healy*



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C. Preusser re: telephone communication system within City Hall.

*R.P.  
A 2/27/78*

*Adopted as  
Proposed by  
C. Preusser on order  
Class as identification*

In City Council,  
Feb. 27, 1978

*[Faint handwritten notes and signatures]*