



City of Cambridge

5.

IN CITY COUNCIL

February 14, 1994

- MAYOR REEVES
- COUNCILLOR BORN
- COUNCILLOR DUEHAY
- COUNCILLOR MYERS
- COUNCILLOR SULLIVAN
- COUNCILLOR TRIANTAFILLOU
- COUNCILLOR WALSH
- VICE MAYOR RUSSELL

WHEREAS: The City of Cambridge has an urgent responsibility to remain responsive to the concerns of city residents; and

WHEREAS: The Central Square Neighborhood Coalition and individual residents have voiced concerns about the ability of citizens to obtain information, lodge complaints, or resolve disputes through official city channels; and

WHEREAS: The City Manager has developed a computerized system for tracking constituent inquiries for the various city departments; now therefore be it

RESOLVED: That the City Manager is hereby requested to ensure that all city departments and agencies review and respond to all citizen inquiries and complaints in a prompt, thorough, and courteous manner.

In City Council February 14, 1994.
 Adopted by the affirmative vote of seven members.
 Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:- *D. Margaret Drury*

D. Margaret Drury
City Clerk



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February 14, 1994

MAYOR REEVES

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RESOLVED: That the City Manager is hereby requested to ensure that all city departments and agencies review and respond to all citizen inquiries and complaints in a prompt, thorough, and courteous manner.

Born, Dechay, Myers, Sullivan,
Consent Order #5
Triantafyllou, CM, Walsh, Russell
Mayor Reeves re: City departments
and agencies respond promptly to
all citizen inquiries and complaints.

Order Adopted

In City Council,

February 14, 1994