



City of Cambridge

27.
IN CITY COUNCIL

April 2, 1990

VICE MAYOR REEVES

- ORDERED: That the City Manager be and hereby is requested to review current telephone answering procedures in all City Departments. With too great frequency, telephone answering at the general switchboard and in various departments does not occur within 3-5 rings of the telephone. On Tuesday, March 28, 1990, three separate calls of 25 rings each were made to the Police Department, without a pick-up. Calls have also been made to the switchboard and calls routed to City Departments which have not been answered in a timely manner; and be it further
- ORDERED: That even though it is understood that a new telephone system may soon be installed by the City, however, pending installation of a new system, current telephone answering requires attention; and be it further
- ORDERED: The City Manager be and hereby is requested to review the issue of telephone answering within the City and determine a policy which will assure reasonable telephone answering times for Cambridge citizens who telephone the City.

In City Council April 2, 1990.
Adopted by the affirmative vote of nine members.
Attest:- Joseph E. Connarton, City Clerk.

A true copy;

ATTEST:-

A handwritten signature in cursive script, reading "Joseph E. Connarton".

Joseph E. Connarton, City Clerk.



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APR. . 2 1990

City Council

Adopted by the affirmative vote

of 9 members

Joseph E. Conorton

City Clerk

Order # 27 F-157

Vice-Mayor Reeves re: issue of telephone
answering within the city.

In City Council,

April 2, 1990

*Order adopted
by 9 members*