



City of Cambridge

35.

IN CITY COUNCIL

July 31, 1995

- COUNCILLOR SULLIVAN
- COUNCILLOR BORN
- COUNCILLOR DUEHAY
- COUNCILLOR GALLUCCIO
- COUNCILLOR MYERS
- MAYOR REEVES
- VICE MAYOR RUSSELL
- COUNCILLOR TOOMEY
- COUNCILLOR TRIANTAFILLOU

WHEREAS: Numerous members of the community come to City Hall to pay their bills; and

WHEREAS: Many of these people come and discover that these bills need to be paid at other locations, i.e. Water Department, Traffic, Parking and Transportation, etc.; and

WHEREAS: City Hall is the most visible sign of our City government; and

WHEREAS: The City Manager is presently considering to make the City Government more user friendly; now therefore be it

ORDERED: That the City Manager be and hereby is requested to develop a plan by which members of the community wishing to pay their bills will be able to make all their payments, or as many as possible, at City Hall, in addition to the other sites already available.

In City Council July 31, 1995
 Adopted by the affirmative vote of nine members.
 Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-

D. Margaret Drury
 City Clerk

Added to CS #35

Last Order

Whereas: Many residents are frustrated by the lack of a central place in the city to pay bills, including property tax and excise tax bills, parking tickets and other fines, and water bills including those for new water services, and

Whereas: People who come to City Hall to pay bills are often greatly inconvenienced by having to go to Inman Street, not an easy walk in winter weather, and even more inconvenienced by having to go the Water Department at Fresh Pond, a subway and a bus ride from City Hall, and

Whereas: It appears that for many payments cash is not an acceptable form of payment, presenting particular difficulties for people who may not have the resources, abilities or inclination to obtain or manage a checking account, let alone secure a credit card, therefore be it

Ordered: That the City Manager be and hereby is requested to look into a new system for citizens to make payments for a variety of city fines and services with a view to making this more customer-friendly, and to report on this issue to the City Council.



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WHEREAS: City Hall is the most visible sign of our city government; and

WHEREAS: The City Manager is presently considering plans to make the City Government more user friendly. Now therefore be it

ORDERED: The City Manager is hereby requested to develop a plan by which members of the community wishing to pay their bills will be able to make all their payments, or as many as possible, at City Hall, in addition to the other sites already available.

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1995 JUL 24 AM 11:44
CAMBRIDGE MA...

Entire membership

CM-314

Consent Order #35

Councillors Sullivan and Born re:
Develop a plan so citizens can pay
all their bills at City Hall.

In City Council July 31, 1995

Order adopted.