



# City of Cambridge

O-6.

## IN CITY COUNCIL

January 29, 2001

COUNCILLOR SULLIVAN  
COUNCILLOR BORN  
COUNCILLOR BRAUDE  
COUNCILLOR DAVIS  
COUNCILLOR DECKER  
MAYOR GALLUCCIO  
VICE MAYOR MAHER  
COUNCILLOR REEVES  
COUNCILLOR TOOMEY

- WHEREAS: The Cambridge City Council has designated the goal of making city services more user/customer friendly as one of its top priorities; and
- WHEREAS: Many Massachusetts municipalities have adopted extended evening office hours as one way to improve customer service; and
- WHEREAS: These municipalities, which include Malden, Medford, Lynn and Woburn, among others, typically keep offices open one evening until 7:00 p.m. or 7:30 p.m., and close early on Friday afternoon; now therefore be it
- ORDERED: That the City Manager be and hereby is requested to report to the City Council on development of a plan to implement such an adjustment of hours in Cambridge.

In City Council January 29, 2001.  
Adopted by the affirmative vote of nine members.  
Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:- *D. Margaret Drury*

D. Margaret Drury  
City Clerk

MS

O-6

w/A The Cambridge City Council has designated  
the goal of making city services more <sup>to user/</sup> customer  
friendly <sup>as</sup> one of its top priorities, and  
many Massachusetts <sup>municipalities</sup> have adopted

w/A An approach to increasing user  
friendliness <sup>at the</sup>  
extended evening ~~hours~~ office hours  
as one way to ~~increase~~ improve  
customer service; and Medford,

w/A <sup>such as</sup> ~~these~~ Malden, Lynn, Woburn  
Municipalities <sup>that</sup> typically ~~open~~ key offices  
open <sup>one evening</sup> until ~~at~~ 7:00 p.m. ~~to~~ 7:30 p.m., and  
close early on Friday afternoon; now therefore  
be at

Q : That the CM be + he is requested  
to report to the City Council ~~as to how~~  
on development of a <sup>Plan to implement</sup>  
such an adjustment of hours ~~could~~  
be ~~implemented~~ in Cambridge ~~and what~~  
~~the stage~~



Order #6

31 CM

Develop a plan to implement extended evening hours of operation of City Hall.

**Councillor Sullivan**

In City Council January 29, 2001

**ORDER ADOPTED**