



# City of Cambridge

O-8.

IN CITY COUNCIL

September 9, 2002

VICE MAYOR DAVIS  
COUNCILLOR GALLUCCIO  
COUNCILLOR MAHER  
COUNCILLOR MURPHY  
COUNCILLOR REEVES  
COUNCILLOR SIMMONS  
MAYOR SULLIVAN  
COUNCILLOR TOOMEY

WHEREAS: It is a goal of this City Council to provide high quality ongoing services to residents of the City of Cambridge; and

WHEREAS: A policy guideline for this goal is to support appropriate programming and services; monitor current levels for feedback on their appropriateness and quality; and

WHEREAS: It is also a goal of this City Council to improve and simplify public access to city services and provide more and better opportunities for the public to participate in governing; and

WHEREAS: Hansen, the City's system for tracking and monitoring inquiries and complaints, is currently being reviewed for its effectiveness, and since its implementation new, more advanced monitoring systems have become available; now therefore be it

ORDERED: That the City Manager be and hereby is requested to report back to the City Council on CitiStat, a tool for improving operational efficiency and staff accountability, as well as the "311" phone system, used to enhance and facilitate constituent services.

In City Council September 9, 2002.  
Adopted by the affirmative vote of seven members.  
Attest:- D. Margaret Drury, City Clerk.

A true copy;

A handwritten signature in cursive script that reads "D. Margaret Drury".

ATTEST:-

D. Margaret Drury  
City Clerk

CM-192

**ORDER # 8**

Requesting the City Manager to report back to the City Council on CitiStat, a tool for improving operational efficiency and staff accountability, as well as the "311" phone system, used to enhance and facilitate constituent services.

**Vice Mayor Davis**

**In City Council September 9, 2002**

**ORDER ADOPTED.**