



## CITY OF CAMBRIDGE

### INTEROFFICE CORRESPONDENCE

To Robert Healy, City Manager

Date Jan. 28, 1982

From *G. Teso*  
George Teso, Traffic Director

Reference

Subject City Council Order #4 of Jan. 11, 1981 - "Staggered Issuance of Parking Permits"

The Traffic and Parking Department does have a plan for staggered issuing of parking permits. This plan was designed to start issuing the permits by neighborhood on a weekly basis from November 1 - December 31 of each year. The plan also included keeping the office open during the evening hours and Saturdays. It is our opinion after many years of issuing these permits that this would shorten the waiting time considerably. This program was also designed for computer operation and when our people are trained completely in its operation will tend to cut down the waiting time.

The main reason for the waiting lines this year which were shorter than in previous years was that the computer was not ready for November 1 and we started issuing them on December 1 with an inexperienced crew operating the computer consoles. As of now our personnel are trained and the computer is functioning properly and the time it takes to issue a permit has been cut in half. We also believe that we did not give the public enough information on how and what they should do to receive their permits.

Putting all these factors together I believe you can see why there were long lines during the last two weeks of the year and by implementing our plan along with a good public information program we can solve this problem. To implement a month by month issuing program would create a workload tripled with paper work plus the problems that would arise for the police and traffic departments in their tagging operations.

As for issuing the permits by mail, we have tried it and we do now mail to the elderly, handicapped persons and under special circumstances where it is impossible for someone to come to the office. In all cases where we have mailed these permits there has been a good percentage that never reach their

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destination for what reasons we have not been able to determine. The Postoffice is investigating this fact. There were also a lot of requests by mail of questionable registrations which led to a considerable cost and time in investigating the legitimacy of the photostatic documents and last of all we have tied our computerized resident sticker program into our excise tax collection program and when a person comes to the office for their sticker and the computer shows they owe excise taxes we inform them of this fact and suggest they pay their taxes before we issue them a sticker.

The policy of the Department on rental cars that any resident renting a car based in the City of Cambridge is issued a citywide permit and those that are rented from out of the city are issued neighborhood permits. This is giving the vehicle that pays an excise tax to the City the privilege of parking citywide and those that pay their excise tax elsewhere only limited privileges.

GT:rd



## CITY OF CAMBRIDGE

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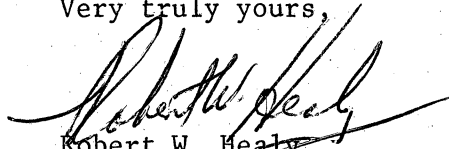
EXECUTIVE DEPARTMENT  
ROBERT W. HEALY  
City Manager

February 1, 1982

To the Honorable, the City Council:

With respect to Awaiting Report Item No. 9 relative to the issuance of residential parking stickers on a staggered basis throughout the year, enclosed please find copy of a report from George Teso, Traffic Director.

Very truly yours,



Robert W. Healy  
City Manager

RWH/mbf  
Enc.

Agenda Item Number Eight

Re: response to Awaiting Report Item No. 9  
regarding the issuance of residential park-  
ing stickers on a staggered basis throughout  
the year.

In City Council,

February 1, 1982

2/1/1982

Placed  
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File