



# City of Cambridge

O-7.

**IN CITY COUNCIL**

May 15, 2000

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

ORDERED: That the Government Operations Committee, in conjunction with the City Manager, explore the creation of an Office of Constituent Services which would be a one stop entry point for city services, information and help in navigating this City's bureaucracy; and be it further

ORDERED: That as part of their work, they examine ways to provide greater access to city information and services, including but not limited to extended and Saturday office hours for relevant city departments, a 24 hour information hotline, and expanded use of the city's existing web, cable, consumer and public information capabilities.

In City Council May 15, 2000.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy; *X* *Margaret Drury*

ATTEST:-

D. Margaret Drury  
City Clerk

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JB

To: Melanie Dawes  
PLA - 10269  
For: The Budget

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ORDERED THAT THE COM OF CMTD  
IN CONJUNCTION WITH THE CITY  
MANAGER EXPLORE THE CREATION OF  
AN OFFICE OF CONSTITUENT  
SERVICES WHICH WOULD BE A  
ONE STOP ENTRY POINT FOR  
CITY SERVICES, INFORMATION & HELP IN  
NAVIGATING THE CITY'S BUREAUCRACY

ORDERED THAT AS PART OF THEIR WORK,  
THEY EXAMINE WAYS TO PROVIDE  
greater BARRIERS ACCESS TO <sup>CITY</sup> INFORMATION &  
SERVICES ~~including~~ INCLUDING BUT  
NOT LIMITED TO EXTENDING <sup>TO SATURDAY</sup> OFFICE  
HOURS FOR <sup>relevant</sup> ~~relevant~~ CITY DEPARTMENTS,  
~~and~~ A 24-HOUR  
INFORMATION HOTLINE, AND ~~and~~  
~~expanding~~ ~~the~~ ~~use~~ ~~of~~ ~~the~~  
CITY'S ~~existing~~ ~~web~~ ~~and~~ ~~other~~ ~~resources~~ ~~for~~ ~~the~~  
EXPANDED USE OF  
THE CITY'S EXISTING WEB, CABLE, CONSUMER  
AND PUBLIC INFORMATION CAPABILITY.



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97 CM

**Order #7**

Explore the creation of an office of constituent services and examine ways to provide greater access to city information and services.

**Councillor Braude**

In City Council May 15, 2000

**ORDER ADOPTED**

Copy sent to  
Councillor Braude

5-18-00

MC