



# City of Cambridge

5.

IN CITY COUNCIL

November 16, 1998

COUNCILLOR REEVES  
COUNCILLOR BORN  
VICE MAYOR GALLUCCIO  
COUNCILLOR RUSSELL  
COUNCILLOR SULLIVAN  
COUNCILLOR TOOMEY  
COUNCILLOR TRIANTAFILLOU

ORDERED: That the City Manager be and hereby is requested to instruct the Community Development Department to prepare a report on the "Business Climate" in Cambridge focussing on new business start ups in Cambridge in 1997-1998 and the extent to which MIT and Harvard generated new business start ups and to what extent the City's Business Development Office generates new businesses and in what volume annually.

In City Council November 16, 1998.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

*D. Margaret Drury*

ATTEST:-

D. Margaret Drury  
City Clerk

Conv. President  
Prof Henry Louis

1. Congratulations to "Miss" Gates  
on receiving recognition in  
the form of a National Humanities  
medal.

2. Congratulations to Professor  
Sianna Eck Harvard Professor  
of Religion and Co-Master of  
~~Advisory~~ House on her receipt  
of a National Humanities award.

Already adopted

3. Request <sup>(5)</sup> City Manager to  
<sup>instruct</sup> ~~have~~ the Community Development  
Department to prepare a report on  
The "Business Climate" in Cambridge  
focusing on new business start  
ups in Cambridge in 1997-1998 and  
the extent to which M.I.T and Harvard  
generate new business start ups  
to what extent the City's Business Development office  
generates new businesses and in what  
volume annually.

and hereby is requested.

2) Code of Conduct and Taxi School course for Radio Operators and Dispatchers

The Commission has voted to approve the following code and registration.

Operators:

- Register name, address, telephone number and company name with the License Commission.-To be completed by April 30, 1999.
- Be courteous and professional when greeting a customer over the phone. A common greeting should be used by each operator, by each company.
- Listen to the customer and pass on all special requirements of the customer to the dispatcher which is then passed on to the driver.
- No cell phones or outside calls are allowed to be made to the drivers. All calls must be over the radio. No operator shall receive payment or use favoritism in which driver shall receive a job.
- Be realistic with waiting times for customers. Be honest if there are no cabs available. Communicate this information to the dispatcher.
- Attend a special class for operators which shall be a part of the taxicab school.

Dispatchers:

- Register name, address, telephone number and company name with the License Commission. To be completed by April 30, 1999
- Be courteous and professional to all drivers.
- Do not use the radio microphone except for giving out jobs.
- Listen to operators at all times for special requirements of customers.
- Be able to give directions or give help to a driver should he/she need it. Be familiar with safety procedures/alert for the drivers safety.
- Meet regularly with drivers and owners of the radio services for comments and questions.
- Attend a special class for dispatchers which shall be a part of the taxicab school.

The fines on violations was suggested to be placed on hold until the new radio computer system is put in place much like the increase in medallions section above.

3) Brochure, Comment Card

The Commission has voted to approve the brochure, "Hey Taxi....wait for me!" and for these brochures to be placed in every cab and around the city at hotels, senior centers, libraries etc:

The brochure listing the hotel, flat rates and information on airlines and the airport was also approved in its rough draft and should be developed in a common design for use in hotels, in cabs and other relevant places.



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Consent Order #5

CM 646

Councillor Reeves re: prepare a report on the "Business Climate" in Cambridge focussing on new business start-ups in 1997-1998.

In City Council November 16, 1998

**ORDER ADOPTED**