



# City of Cambridge

5.

IN CITY COUNCIL

May 8, 1995

- COUNCILLOR DUEHAY
- COUNCILLOR BORN
- COUNCILLOR GALLUCCIO
- COUNCILLOR MYERS
- MAYOR REEVES
- VICE MAYOR RUSSELL
- COUNCILLOR SULLIVAN
- COUNCILLOR TRIANTAFILLOU

WHEREAS: Recipients of parking and traffic tickets who appeal the issuance of those tickets are notified of action on their appeal by computer-generated letter issued by the Department of Traffic, Parking and Transportation, a document which addresses the person appealing in the third person (e.g. "Dear Sir/Madam"); and

WHEREAS: A penalty amount is sometimes added to the ticket amount while the appeal is pending; and

WHEREAS: Persons receiving tickets are often angry regardless of whether the citation is or is not correct; and

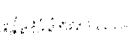
WHEREAS: The policy of the City of Cambridge in handling appeals ought to reflect sensitivity to individual circumstances; and

WHEREAS: All city personnel should realize that citizen attitudes toward city government are formed on the basis of how they interact with the public; and

RESOLVED: That the City Manager be and hereby is requested to review the policies and procedures of the Department of Traffic, Parking and Transportation in handling appeals to determine whether they can be made more personalized and less bureaucratic.

In City Council May 8, 1995  
 Adopted by the affirmative vote of nine members.  
 Attest:- D. Margaret Drury, City Clerk.

A true copy: 

ATTEST:   
 D. Margaret Drury  
 City Clerk

Duehay

5/8  
5,

Whereas recipients of parking and traffic tickets who appeal the issuance of those tickets are notified of action on their appeal by a computer-generated letter issued by the Department of Traffic, Parking and Transportation, a document which addresses the person appealing in the third person (e.g. "Dear Sir/Madam");

Whereas a penalty amount is sometimes added to the ticket amount while the appeal is pending;

Whereas persons receiving tickets are often angry regardless of whether the citation is or is not accurate;

Whereas the policy of the City of Cambridge in handling appeals ought to reflect sensitivity to individual circumstances;

Whereas all city personnel should realize that citizen attitudes toward city government are formed on the basis of how they interact with the public;

Resolved that the City Manager be and hereby is requested to review the policies and procedures of the Department of Traffic, Parking, and Transportation in handling appeals to determine whether they can be made more personalized and less bureaucratic.

May 8, 1995

**COUNCILLOR DUEHAY**

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**WHEREAS:** A penalty amount is sometimes added to the ticket amount while the appeal is pending; and

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**WHEREAS:** All city personnel should realize that citizen attitudes toward city government are formed on the basis of how they interact with the public; and

**RESOLVED:** That the City Manager be and hereby is requested to review the policies and procedures of the Department of Traffic, Parking and Transportation in handling appeals to determine whether they can be made more personalized and less bureaucratic.

Born, Galluccio, Myers Reves  
Russell Sullivan Guantafello

Consent Order #5

CM-194

Councillor Duehay re: Review the policies  
and procedures of the Traffic, Parking and  
Transportation Department in handling appeals  
to determine whether they can be made more  
personalized and less bureaucratic.

In City Council May 8, 1995

Order adopted.