



CITY OF CAMBRIDGE

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EXECUTIVE DEPARTMENT

ROBERT W. HEALY

City Manager

RICHARD C. ROSSI

Deputy City Manager

April 26, 1993

To The Honorable, The City Council:

In response to Awaiting Report Item No. 19, regarding ways of making the Inspectional Services Department more efficient and user-friendly, please be advised of the following:

In view of the short time frame between the date of the order and the reporting date of March 1 of the new Inspectional Services Department (ISD) Manager, it would not have been practical for the interim manager and his deputies to develop meaningful recommendations for future change. Also, the interim manager, Mr. Maloney, was assigned in an additional duty capacity and for this reason could not have devoted the necessary time required to develop a useful report.

Mr. Maloney has provided detailed briefings to Mr. Bersani, the new ISD Manager, of his observations during the interim period and this information will be considered by him in his formulation of long term objective for that Department.

It is my observation that the interim team led by Mr. Maloney did a remarkable job in enhancing services provided by the Inspectional Services Department. A complaint tracking system within the City's data processing network is firmly established and coordination among the ISD and other City departments is excellent. I have confidence that Mr. Bersani will continue this positive trend.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy", is written over a horizontal line.

Robert W. Healy
City Manager

RWH/mev

Consent Agenda # 1

S-204

Awaiting Report Item No. 19 regarding
ways of making the Inspectional Services
Dept. more efficient and user-friendly.

*for original order see
1993 City Manager
Requests # 36.*

In City Council,

April 26, 1993

Placed on file