

CITY COUNCIL  
CITY OF CAMBRIDGE

AGENDA ITEM NO. 4

March 11, 1985

INTRODUCED BY CITY MANAGER ROBERT W. HEALY

AN ORDER CONCERNING AN APPROPRIATION FOR THE FISCAL YEAR BEGINNING JULY 1, 1984

ORDERED: That the following transfer be made in the General Fund of the City of Cambridge:

| FROM               | AMOUNT     | TO                  | AMOUNT     |
|--------------------|------------|---------------------|------------|
| Finance            |            | Finance             |            |
| Salaries and Wages | \$5,500.00 | Travel and Training | \$5,500.00 |

REASON(S)

To provide funds for employee training in the area of public contact and interaction.

In City Council March 11, 1985.

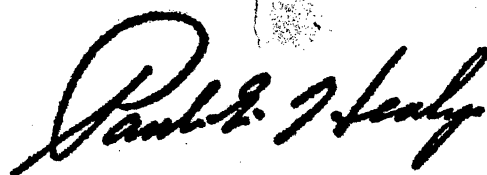
Adopted by a yeas and nays vote:-

Yeas 8; Nays 0; Absent 1.

Attest:- Paul E. Healy, City Clerk.

A true copy;

ATTEST:-



# City of Cambridge

MASSACHUSETTS

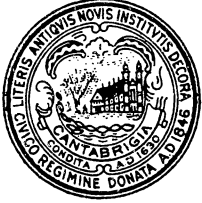
In City Council

March 11, 198 5

AGENDA ITEM NO. 4

RE: TRANSFER OF \$5,500. IN THE FINANCE DEPT.

|                        | YEA | NAY | ABSENT | PRESENT |
|------------------------|-----|-----|--------|---------|
| Mr. Daniel J. Clinton  | ✓   |     |        |         |
| Mr. Thomas W. Danehy   | ✓   |     |        |         |
| Mr. Francis H. Duehay  | ✓   |     |        |         |
| Ms. Saundra Graham     | ✓   |     |        |         |
| Mr. David E. Sullivan  | ✓   |     |        |         |
| Mr. Walter J. Sullivan |     |     | ✓      |         |
| Mr. Alfred Vellucci    | ✓   |     |        |         |
| Ms. Alice K. Wolf      | ✓   |     |        |         |
| Mayor Russell          | ✓   |     |        |         |



## CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139  
Tel. 498-9011

EXECUTIVE DEPARTMENT  
ROBERT W. HEALY  
City Manager

March 11, 1985

To the Honorable, the City Council:

Enclosed please find copy of an order requesting the transfer of \$5,500.00 from the Finance Salaries and Wages account to the Finance Travel and Training account to provide funds for employee training in the area of public contact and interaction.

City Council Order No. 7 of November 5, 1984 requested that the City Manager develop a training program for departments that deal with the public to help employees understand their impact on the public's perception of the City and to improve employee skills in handling the public. The transfer will provide funds for a two-day seminar of up to 60 people to be conducted by Dun & Bradstreet Corporation's Business Education Division. This initial seminar, which will deal with telephone interaction and initial public contact, will be held on two consecutive days with 30 employees in each group, thus allowing whole departments to be trained. Initially, all members of the Treasury and Assessors Departments will be trained, along with selected employees of departments such as Traffic and Parking, Inspectional Services and Rent Control. After the completion of the seminar, employee feedback will be reviewed before a decision is made to expand it.

Passage of this order is recommended.

Very truly yours,

Robert W. Healy  
City Manager

RWH/mbf  
Enc.

Agenda Item No. 4 *F-91*

Re: transfer of \$5,500. in the Finance Dept.

In City Council,

March 11, 1985

*3/11/85*

*MR*

*- Order Adopted*

*8-0-1*

*CWSR*  
*RE*  
*A*