

St. Louis City Ordinance 62693

FLOOR SUBSTITUTE

BOARD BILL NO. [92] 60

INTRODUCED BY ALDERMAN MARY ROSS

An ordinance establishing that any telephone line operated by the City that predominately receives telephone inquiries concerning city service, or which when answered electronically refers callers having inquiries of their city government to a written telephone directory as a means of responding to said inquiries is hereby prohibited; establishing that said informational service be manned by human operators; and

WHEREAS, for many years a wide variety of citizens have called their local government to inquire about a myriad of services, personal or individual concerns, or simply to obtain direction and counsel as to how to best deal with the maze of problems that is affectionately known as city government; and

WHEREAS, said parties and they are a diverse and divergent group, have come to rely upon the goodwill, cheerful help and courteous manner city operators have used in the past to divine the specific problems of the individual caller and thereby understand the proper place to direct that party's call; and

WHEREAS, unfortunately the vast majority of said parties calling or making inquiry on a year by year basis are unaware of the ongoing re-organization and realignment of functions that are tried, made permanent, or disregarded depending upon the management evaluation of the function attempting to implement change; and

WHEREAS, the private sector electronic informational referrals upon which the City's information station is now based, is in fact very dissimilar to the wide range of problems and needs usually found in a governmental office; private sector electronic informational referrals have a great deal more focus than the more general governmental inquiries; they are much narrower in scope, much more pin pointed in objective and in the range of possible responses; and

WHEREAS, the City Hall informational number (622-4000) which formally had human operators to field citizen inquiries, is now answered by a computer, an electronic informational referral which simply refers one's inquiry to the "Blue Pages of the Phone Directory", a very unsatisfactory method of dealing with citizens problems.

BE IT ORDAINED BY THE CITY OF ST. LOUIS AS FOLLOWS:

SECTION ONE: There is hereby established a telephone informational service to be assembled and staffed in City Hall and maintained by human operators hired to receive and direct citizen inquiries which shall be operated during regular business hours for the convenience and assistance of Citizens having problems, questions or inquiry as to how they, the concerned citizen, should deal with City government; it is the intent of this ordinance that such informational number (622-4000) now answered electronically be reconfigured so that callers to 622-4000 during regular business hours be afforded an opportunity to speak directly with an operator in the telephone informational service established by this ordinance.

Legislative History				
1ST READING	REF TO COMM	COMMITTEE	COMM SUB	COMM AMEND
05/22/92	05/22/92	PU	07/01/92	
2ND READING	FLOOR AMEND	FLOOR SUB	PERFECTN	PASSAGE
62693				
ORDINANCE	VETOED		VETO OVR	