



City of Cambridge

Executive Department

YI-AN HUANG
City Manager

CMA 2026-287
IN CITY COUNCIL
October 19, 2026

To the Honorable, the City Council:

I am writing in response to Awaiting Report 26-14 of January 26, 2026, which requested that the City Manager conduct a comprehensive review of existing safety and security measures at Cambridge City Hall.

The City of Cambridge recognizes the need to ensure that our public buildings are welcoming for all community members so that they can fully and freely participate in local government and obtain services. At the same time, we understand that openness must be balanced with maintaining the safety and security of all staff and visitors.

At City Hall we have numerous physical security measures, including electronic door locks (interior and exterior), an alarm system, and security cameras (covering entrances/ exits, lobbies, and sensitive infrastructure). We also have protocols for staffing public events and closing the building at the end of the day. Additionally, a police officer is stationed in the building during operating hours.

The concept of security continues to evolve. While we continue to work to protect the City Hall community from violent and non-violent crime, we also need to consider new threats like cybersecurity and illegal federal civil immigration enforcement. Therefore, we have been working on a program to consider security more broadly.

Starting in City Hall and expanding to other City offices, we will work to ensure that City employees are easily identifiable, access control of all spaces is closely managed, building operating protocols are tightened, and employees are well-trained to respond to a variety of potential security threats. At the same time, we will continue to work to make City Hall feel open and welcoming through modifications to the physical environment. Specific initiatives include:

- *New Employee IDs.* By March 1, 2027, City employees will be issued new credentials that serve as an ID and provide door access. Staff working in City office buildings will be required to visibly display their ID while working. This will allow the public and staff to be able to quickly identify legitimate City employees.



- *Strengthened Access Control.* As part of the roll out of new credentials, access control of all locations within City office buildings will be reviewed. While buildings remain public, certain rooms may make sense to lock during operating hours because of security needs. By wearing their credentials, employees will be able to fob into locations where they have access. This review of access controls will include the installation of standard signage.
- *Enhanced Training.* Starting this month, employees at City Hall will be offered the chance to attend a series of trainings that look at safety and security from a variety of angles. This includes Critical Incident Response, Fire Evacuation Protocols, Emergency Communications and Community Safety/ CARE as a resource, De-Escalation Skills, and CPR. These trainings will eventually roll out to other City office buildings. More broadly, the City continues to require all employees to participate in annual Cybersecurity Training, which includes the category of Physical Security. The City has also offered Bystander Intervention Training Related to ICE Operations in collaboration with immigrant rights organizations.
- *Modifications to CPD operations.* Cambridge Police recently revised the operating protocol for the officer stationed at City Hall, with the goals of strengthening relationships with staff and increasing overall visibility and responsiveness. New protocols include more frequent walk-throughs of shared spaces and check-ins with employees, support for employees leaving the building after late meetings, and final sweeps of the building at closing time to ensure all unauthorized individuals have exited and the building is secure. These efforts are supported by officers stationed in Central Square, who conduct routine exterior sweeps of the grounds surrounding City Hall every 2 hours to help reduce unsafe behaviors outside the building.
- *Adjustments to building operations.* The City Manager's Office, Public Works, the Capital Buildings Department, ITD, and other departments coordinate closely with staff from the City Council and Mayor's Office in order to adjust building operations to address safety and security concerns.
- *Improved signage and wayfinding.* A project has begun to restore the City Hall entryway, which will include the installation of a Land Use Acknowledgement, interpretive signage related to the text on the building facade, and a recognition of women's roles in the military. As a part of that work, the City will also start planning for updated wayfinding signage that will make the building easier for all visitors to navigate.

Security is a shared responsibility –when everyone participates, we create a safer and more connected workplace. I look forward to continuing to collaborate with the City Council to ensure that City Hall remains a place where everyone feels safe participating in civic life.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Yi-An Huang', with a stylized flourish at the end.

Yi-An Huang
City Manager