



Boston City Council Committee on Ways and Means

Dockets #0588-0596 FY21 Budget

Docket #0598 PEG Access Fund

Department of Innovation & Technology

Working Session: Monday, May 18, 2020, 11:00 a.m.

Hearing: Thursday, May 28, 2020, 10:00 a.m.

The following is a collection of questions that were asked by the Committee regarding the Department of Innovation & Technology's budget at the Working Session on Monday, May 18, 2020 at 11:00 a.m. Recording here: https://youtu.be/mi_nf4U4e_I

The Administration is requested to respond to all questions in one of three ways:

1. Verbally at the hearing on Thursday, May 28th, at 10AM.
2. For factual questions, through written responses supplied prior to May 28th, including budget book page numbers or other references where appropriate.
3. By deferring to a specific scheduled departmental budget hearing.

Please annotate and return this information request before May 28th, indicating how each question will be answered.

Department of Innovation & Technology Budget Questions

Councilor Kenzie Bok, Chair, asked:

- The 'Who's My City Councilor?' page has been down for months, at a time when many citizens are trying to reach out with COVID-related challenges and questions; what took it down and when will it be back online?
 - *[This page](#) has been up and has provided City Councilor names, Ward, contact information, and photos.*
 - *The specific boundaries for the council were not functioning correctly and providing incorrect information, we are making sure it is completely accurate before restoring this feature.*
- DoIT has been working to connect schools to the City's fiber network. How many schools are remaining to be connected, and are we on track for finishing this coming year?
 - *Schools and more! Four network & fiber projects are bringing our total # of buildings 'on-net' from 130 to 350. (Crown IRU. Lateral Construction, Verizon Cable License, Comcast Cable License.*
 - *The total # of schools's sites connected by year's end will be 112 of the 138 inventory.*



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- *BPS schools are transitioning off expensive leased-line service and onto DoIT's BoNet for more bandwidth and significant cost savings.*

- *Boston's Verizon dark fiber will connect 127, matching Comcast's commitment since 2008. 72 have already been accepted, including 46 schools.*
- *Boston's Crown Fiber IRU will add 173 locations, 36 are connected and ready for test & acceptance and 25 are schools.*

- Please provide an update on adding fiber to other public buildings. One example where free WIFI access is important is our homeless shelters, particularly as the typical spaces that individuals might use for connectivity are currently closed (e.g. libraries, community centers, cafes). It would also be good to have more public WiFi access for our BPS students across the city right now. How is DoIT thinking about civic infrastructure to provide more widespread access to free WIFI?
 - *(See above.)*
 - *Wicked Free WiFi (Cisco/Meraki outdoor & Indoor access points total 444.*
 - *(BPL and BPS managed their Free WiFi independently due to different security protocols.)*
 - *DoIT manages Wicked Free and internal wireless to:*
 - *City Hall, 43 Hawkins St, 26 Court St, 26 Central Ave, 400 Frontage Road, 1010 Mass Ave, Franklin Park Golf Course, George Wright Golf Course, Jamaica Pond BoatHouse, City Archives, City Hall To-Go Truck, Veronica Smith Senior Center, Strand Theater, Faneuil Hall, Parkman House, Kirstein Library, 12 Channel St (BTD), 22 Drydock Ave., 440 Park Drive, Mt Hope Cemetery, PWD District Yards, BCYF locations, 585 Commercial St.*

- The Council has focused a lot this year on increasing digital language access. Can you discuss the technology the City is using for these efforts, especially to make as many parts of our website automatically translatable (or translated) as possible?



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- *To properly translate the critical information the City needs to provide to residents, requires a multi-faceted and collaborative effort. As DoIT publishes most of the information for the City's outreach, we are proactively involved in ensuring we meet our goals for accessibility and quality. There are both technological and employee workflow components involved:*
 - *A close partnership with the Mayor's Office of Language and Communications Access to have a clear understanding of the options and frequent collaborative communication. They maintain the list of approved vendors and volunteer employees and we work with their team to build translation time into our processes whenever possible and support our peer departments.*
 - *A close partnership with our peer departments, to ensure there is time to properly translate the content before publishing.*
 - *For critical information, such as the COVID19 public health guidance and updates, we publish and maintain 10 individual webpages that do not solely rely on machine translation, but instead go through vendors for higher quality assurance. Currently the pages are as follows:*
 - *Spanish: boston.gov/covid19-es*
 - *Haitian Creole: boston.gov/covid19-hc*
 - *Cape Verdean: boston.gov/covid19-cv*
 - *Portuguese: boston.gov/covid19-pt*
 - *French: boston.gov/covid19-fr*
 - *Chinese: boston.gov/covid19-zh*
 - *Vietnamese: boston.gov/covid19-vi*
 - *Russian: boston.gov/covid19-ru*
 - *Somali: boston.gov/covid19-so*
 - *Arabic: boston.gov/covid19-ar*
 - *We now also use Google Translate across Boston.gov and are confident that it is a service that will continuously improve through community feedback.*



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- In looking at the actual expenditures year to date for FY20, it looks like the equipment budget was fully expended by March. Is this due to increased needs due to COVID-19 or something else?
 - *No, throughout the fiscal year DoIT worked to upgrade our Department and the other City departments desktop operating systems. Most of our equipment expenditures were driven from this work.*
- DoIT seemed to be on-pace to overspend its department budget, and indeed the Mayor transferred \$2 million to the department in April – can you please provide detail on the FY20 budget adjustments you have had to make?
 - *This appropriation was to help fund additional COVID related expenses as well as provide us with additional support to enhance the security of our internal systems.*
- Looking ahead to FY21, how may DoIT need to expand its budget in order to support new work-from-home and constituent service functionality, given the current public health measures and what we expect for the year ahead?
 - *Right now, we have been able to leverage our existing resources to meet the demands of our present challenge. Nearly everything we have had to do has been aligned with our existing projects and budget asks. As we continue to ramp up services, we will work collaboratively with the A&F Cabinet and Council to determine any additional services we need to provide in the year ahead.*
- Can you provide a background on DoIT’s efforts in regard to cyber security? Please discuss recent efforts in general, and in particular any new concerns as we shift more business online.
 - *In 2009, The Department of Innovation and Technology (DoIT) implemented a Cyber Security Team to continually increase the security posture of the City and reduce organizational cyber risk. The Cyber Security Team is tasked with providing secure, convenient and reliable access to information and technology resources.*
 - *The Cyber Security team has a multi-layered defense in-depth security approach and has adopted security best practices from industry standards such as NIST (National Institute of Standards and Technology) Cyber*



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Security Framework and CIS (Center for Internet Security) 20 Critical Controls.

- *The nature of cyber security is to adjust to the rapidly changing threats that face the City of Boston. When shifting more business functions online we need to continue to follow industry standards and best practices and not hastily implement new technology.*

- Was the goal of conducting 600 IT trainings set pre- or post-COVID? Are there plans to increase trainings beyond that target due to increased need for employee support as more processes are transitioned online?
 - *The goal was set pre covid. We believe the number you are looking at reflects our partner Tech Goes Home, in addition to internal trainings we provide. Both numbers are on track. We are working closely with the Office of Human Resources to increase our training offerings for FY21.*

- As City business and ancillary activities shift online, can the City provide a portal of training resources for civic associations, neighborhood groups, and others who play essential roles in certain processes but may not have full technological understanding or capabilities?
 - *We are in the process of gathering low to no-cost resources, tips, and security recommendations for organizations who have transitioned to remote learning and operations. There are some cross- agency working groups working to compile all the resources we have. Our initial goal was to create this for our internal workforce, but we can to make this available to the public.*

- Is there an opportunity to grow Tech Goes Home? Can you explain the relationship between DoIT, Tech Goes Home, and the BPL?
 - *Tech Goes Home is a 501(c)3 founded and funded by the City.*
 - *The Admin doubled it's annual funding five years ago and has sustained that commitment with the support of the City Council through the PEG Access Fund.*
 - *Meanwhile, TGH has done a great job of soliciting expanded support from new partners and has been able to match and exceed the support provided by the City.*



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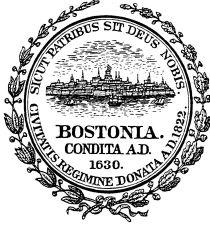
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- *Tech Goes home courses are run in partnership with many organizations across Boston. Boston Public Library and TGH partner to offer courses to library users.*

- Please discuss data security. What is the City's agreement with Google in terms of City data? (E.g. some undocumented residents may not feel safe inputting info in a Google form if Google could share that information with outside agencies or in response to subpoena.) How does DoIT think through, and contractually manage, the rights of Google to our City data?
 - *Google is a cyber security leader and takes the security of their services very seriously. They make every effort to ensure the confidentiality, integrity and availability of the information stored in their various platforms.*
 - *Any department collecting residence data via any electronic form should avoid requesting the respondent identify their immigration status.*
 - *Legally speaking, if any company receives a valid subpoena, or a similar valid court order, then they would be required by law to turn over the documents sought by the order. Google does claim to scrutinize the orders closely to ensure they conform to applicable law and if they believe a request is overly broad, they will seek to narrow it. Link: [Requests to Google for Information](#)*

- Please provide an update on the executive order and implementation of reforms at the ZBA, including especially the necessary technical support for better electronic public access to documents and notices, etc. It's my understanding there is funding in this budget for these efforts; please discuss the plans moving forward. *(Joint question with ISD)*
 - *DoIT and ISD have been working in close collaboration to implement these reforms and are confident that we will meet the requirements of the executive order. Right now we are working to upgrade the core technology that supports everything ISD does which will enable us to provide better online services and better access to public documents. While we do this upgrade, we are working with ISD to push out incremental improvements including electronic notifications for residents to get updates on projects.*



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We will provide more detailed updates on this in collaboration with ISD at the hearing.

Councilor Liz Breadon asked:

- A topic that has come up in conversations and hearings is the technology needs of the City Clerk's office, in terms of the support needed for lobbyist registration to function efficiently. Is DoIT involved in updating these systems, and is there a proposal for additional resources to update this resource?
 - *The process we set up was one that could accommodate the requirements of the executive order quickly, and make all the necessary data available to the public. We will continue to make improvements to this technology.*

Councilor Ed Flynn asked:

- Now that many of us are becoming more reliant on technology for work, does DoIT feel adequately resourced to respond to the need? Please provide updates on this point regarding technology, personnel, and plans for outreach to people without technology or internet, or with language access issues.
 - *Right now, we have been able to leverage our existing resources to meet the demands of our present challenge. As we continue to ramp up services, we will work collaboratively with the A&F Cabinet and Council to determine any additional services we need to provide in the year ahead.*
- Please provide information about outreach about access to technology to seniors, people with disabilities, and residents of public housing.
 - *The solution we are providing during the COVID-19 crisis is a combination tablet/wi-fi/hotspot, with paid service for 90 days.*
 - *The overall emergency hotspot connectivity over the last three months includes a total of 6,000 devices:*
 - *4,000 Jetpacks through BPS with 90 days of connectivity.*
 - *2,000 Samsung Tablets w/hotspot/Wi-Fi built-in & 90 days of service delivered through 65 City (Age Strong, BPHC, BHA) and social service agencies to vulnerable populations.*
 - *Tablets and services are a short term solution to connect Boston residents for whom broadband connectivity is not attainable during the current*



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COVID-19 pandemic. These resources place resources in the hands of eligible recipients with minimal additional digital literacy support required. including:

- *Senior citizens in isolation*
- *Seniors in support programs (meals, well-being, etc.)*
- *Adult learners of English as a Second Language (ESOL) programs*
- *People living in homeless or transitional shelters and recovery homes and the field hospitals.*
- o *We're encouraging the agencies receiving tablets/hotspots to work with TGH to get recipients to pursue more permanent, self-pay affordable options for internet access in Boston, such as Internet Essentials. (See a summary of these from Tech Goes Home and on our City website at: www.techgoeshome.org/tghconnect www.boston.gov/news/internet-connectivity-and-technology-supports-during-covid-19-response or www.boston.gov/departments/broadband-and-cable/broadband-options-departments*
- *Do BHA residents have access to technology in their buildings to facilitate participation in civic activities online?*
 - *The City's fiber projects previously mentioned will provide the platform for expanding the BHA's network capabilities for operations and for residents through public Wi-Fi.*
 - *Within the next year, the BHA's family and elderly housing developments will all be connected to the City network, BoNet.*
 - *BHA, like BPS and BPL, is working closely with TGH and DoIT to engage and connect public housing residents with technology training and resources.*
- *Public access television has an important place in society for residents to get access to information and to share their voices.*
 - o *Federal measures could potentially reduce funding for cable access stations, what are we doing if that happens?*
 - o *What are the ways that PEG stations are funded?*



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- *Today's Docket #0598 - An Order authorizing an appropriation from the 21st Century Fund, also known as the Public, Educational, or Governmental (PEG) Access and Cable Related Fund, pursuant to Section 53F ³/₄ of Chapter 44 of the General Laws.*
- *The City funds BNN-TV and Tech Goes Home with grants through this Fund, adopted after recent changes in state law.*
- *The source of revenue for Public, Educational and Government (PEG) Access has been dwindling over time due to changes in cable consumers' purchase habits for broadband and cable products.*
- *Local government only receives a portion of cable TV revenue and no broadband revenue due to an FCC decision years ago.*
- *As a revenue source, PEG funding has dropped 5-7% in each of the last three years, 18% overall. (Even this is deceptive, because some of the payments in the last 2-3 years were one-time payments that will not be repeated.)*
- *Until now, we've been spending down some of the reserve or unencumbered revenue in the Fund. That no longer exists.*
- *The uncertainty is more for FY22 and FY23. It's not likely that full funding will be available for FY22 and FY23 funding years.*
- *It's almost a certainty that funding will drop 10 - 25% in years 2 and 3 due to the FCC's latest 621 Franchise Fee Order. First, the cable companies didn't pull the trigger on this yet, but that was probably due to two things:*
 - *The COVID19 impact and a local gov court challenge. The COVID19 crisis put some Congressional and FCC attention on cable, telco and broadband companies in order to prevent any further negative impact on consumers. And, in the same time frame,*
 - *Local governments lost a federal court appeal to stay/stop the Order, but the local governments' court challenge still moves on.*



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- How can we work to ensure all residents have the technology necessary to participate in activities and opportunities that have shifted online during the public health emergency?
 - *Our approach to this is multifaceted as described in many of the other answers. We are working on transitioning all of our virtual public meetings to make them as secure, accessible and efficient as possible. We have also worked on distributing technology to many of our communities. We have continued to move processes and payment types online. We are now focused on creating training materials both for our internal workforce and external audiences.*

Councilor Lydia Edwards:

- Please provide an update on the technology upgrades for ISD's ZBA reforms. There was a 45-day deadline for many of these upgrades; what is the timeline now? *(Joint question with ISD)*
 - *See above answer to Councillor Bok, we will provide more detailed updates on this in collaboration with ISD at the hearing.*
- If the ZBA is having virtual hearings in June, how is the City equipping civic associations with the tools needed to be compatible with this process and make it accessible to all (especially for older neighbors, people who don't speak English, and others)? *(Joint question with ISD)*
 - *DoIT has been working closely with City departments like ISD on choosing the right platform to safely and effectively engage constituents. Many of our efforts at the beginning of the City's COVID-19 response were focused on creating documentation and guidelines to help City staff get comfortable on virtual meeting platforms. Now that we've done our research and can confidently recommend a select number of platforms (namely, Webex Events for public meetings), we can effectively turn our attention to making sure the public is comfortably and effectively engaging with these platforms. There are two ways we're currently working on this:*
 - **1. Public documentation on how to engage with virtual public meetings.** *Now that we've mostly narrowed down our recommended platforms, the public will ideally only have to learn one virtual meeting platform as opposed to multiple. We have the opportunity to put together step by step instructions that can live on Boston.gov and be accompanied in the*



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invitation of any public meeting we put out. We can also leverage our neighborhood newsletters to make sure that constituents understand how to engage with virtual public meetings. We additionally have the opportunity to translate these instructions to make them accessible to all communities (would need to partner with LCA on this).

- o 2. **Live interpretation at public meetings.** DoIT and ISD have been involved in discussions with the Engagement Working Group on how we can support multiple languages for public meetings. We have not completely solved this problem yet, but have discussed how we could implement multiple audio streams (through separate call-in numbers) to replicate how interpretations are done during in-person public meetings. The public would essentially get a link to one visual feed, but would have the option to call in to separate numbers based on what language they would like to hear the meeting in.*
- o **Additional notes:** all meetings will have call-in numbers for members of the public who may not be able to interact on a laptop or smartphone. To effectively engage constituents prior to a public meeting, a lot can be done during the initial promoting of the meeting by the department hosting it to make sure that the audience has clear instructions beforehand and understands the different ways to access it. We also have the opportunity to record meetings and provide transcripts (which can be translated as well) after the meeting has ended.*

Councilor Michael Flaherty asked:

- Please speak to DoIT's role in facilitating the transition to and continuation of remote work and online constituent services. Is additional funding needed to keep up with this increased responsibility?
 - o We are working closely with the Administration & Finance Office to determine what the post covid work environment looks like and what additional IT services will be needed to support that.*
- Much of ISD's role, in terms of what they've been doing lately, dovetails a lot with DoIT, as technology plays a greater role in ISD's work. Is ISD up-to-date with all the technology they need, especially in regard to making building plans accessible for review? *(Joint question with ISD)*



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- o *See above answer to Councillor Bok, we will provide more detailed updates on this in collaboration with ISD at the hearing. Building plans are an important part of our ongoing plans and response to the executive order. We currently accept plans via PDF, but are working diligently and collaboratively to leverage a tool which will make this process less cumbersome.*

Councilor Kim Janey, President, asked:

- Please speak to the department's capacity in light of the increased reliance on technology over the past few months and years - both due to the public health measures resulting from COVID-19 and also in growing the ways the City engages with constituents.
 - *Right now, we have been able to leverage our existing resources to meet the demands of our present challenge. As we continue to ramp up services, we will work collaboratively with the A&F Cabinet and Council to determine any additional services we need to provide in the year ahead.*
- For contracted services, how much is the spend and how much is going to MWBEs/locally-owned businesses?
 - *Our MWBE spend in Fy20 was \$2,254,280. We work closely with the Office of Economic development to make sure any public procurement we do is inclusive of MWBEs/locally-owned businesses.*
- Please provide an update on replacing the Council's SIRE technology, which is due to sunset later this year.
 - *In the third quarter of FY20, DoIT issued an RFP for a new Legislative Information Management System (LIMS), soliciting two responses,*
 - *The last 2 months have taught us that the video/online legislative meeting format demands vastly expanded civic engagement and governmental transparency tools.*
 - *DoIT is exploring with stakeholders that we quickly re-issue a Request for Proposal to incorporate more online meeting elements, and engage our internal partners in this process.*
- As public engagement has moved online, the Council has been using Zoom as a platform. We've heard that the Administration would like to move all City users



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- to a single platform, like WebEx. Please discuss the thinking behind one vendor over the other – benefits, tradeoffs, etc.
- *DoIT has been working with departments to direct people towards the use platforms that we as a city have invested in and can provide technical support for (Ex: WebEx and Google Meet).*
 - *Some potential security concerns with the Zoom platform have been identified, and other Cities have taken action.*
 - *We are working on offering recommendations on the cities' use of Zoom with the goal of helping all departments across the city to continue to conduct accessible and secure online meetings. We will continue to keep city council in the loop as these discussions move forward.*
- Please discuss the current efforts to bridge the digital divide.
 - Many residents may be unable to work remotely even if that option is available through an employer. How do we get free WIFI out to more residents? What are the plans for extending/expanding free WIFI?
 - *Wicked Free Wi-Fi(WFWF) and Free Wireless access have been expanding pre-COVID19, as mentioned above.*
 - *Bridging the digital divide is hugely important, but WFWF isn't designed and spec'd out for remote work ---- it's designed to allow folks in public places to quickly go online, check emails, research websites, etc.*
 - *WFWF is throttled to restrict gaming, video-streaming and video-conference in order to allow the most simultaneous users.*
 - Please provide an update on the digital equity fund.
 - Where are we in the process?
 - Have any organizations received funding?
 - *Prior to the COVID-19 emergency DoIT aimed to release the call for proposals for FY20 Digital Equity Fund grants in mid-March. We have not released the call at this point.*
 - *We anticipate placing an emphasis on supporting non-profits as they leverage technology to adapt their programming to the realities presented by COVID-19.*



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- There is a technology piece that could help in BPS trauma response. When a violent incident occurs in a neighborhood, can we ensure that schools are notified if there are kids attending a school that live near the incident? What would be needed for this to happen?
 - *This question is better to be answered by police and schools. We will support any platform they desire.*
- What possibilities/capabilities are available to the Council in terms of technology, as the council builds on efforts to engage more constituents (in different languages, etc.)?
 - *DoIT is happy to work collaboratively with the council as we continue to explore tools. We are working with your fabulous IT staff, Kerry Jordan to get city council trained up on video conference tools, and explore feature sets there. We are also working with Kerry to help select a vendor for City Council's CRM that best meets the council's needs.*

Councilor Matt O'Malley asked:

- DoIT is relatively level funded for FY21, with the exception of line 52900, contracted services, which is seeing a \$2.2 million decrease. Do you anticipate needing increased funding in the resubmission in order to build and/or maintain platforms for remote constituent services?
 - *The \$2.2m was moved into our line 54900 for FY21. We are working closely with the Administration & Finance Cabinet to determine what the post covid work environment looks like and what additional IT services will be needed to support that.*

Councilor Annissa Essaibi-George asked:

- 311 (phone and app) could be enhanced by the addition of more service-oriented resources. Could we add online voter registration and SNAP applications, locations of sharps collection kiosks, location of open recovery and detox beds, substance use resources and supports, resources for domestic violence, and mental health supports?
 - *We are excited to continue to explore options for additional services on 311, these are all great ideas. We will continue to work with the engagement cabinet on what services we are able to make available on the app. We do have to be careful about any services where personally*



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identifiable information could be compromised. We also want to ensure we can deliver on the promise of the service types we offer. We will explore all of these suggestions with the engagement cabinet.

- Are there any resources to help 311 operators respond to some of the mental health calls they may be getting?
 - *The Constituent Engagement cabinet would be better suited to answer this question.*
- We have had a persistent request for the stenographic record of our public meetings. Can you speak to this possibility?
 - *We provide closed captioning within video records, but stenography has traditionally been a role of the city clerk's office.*

Councilor Julia Mejia asked:or a

- What is DoIT's role in setting up language access components for the City website? How is boston.gov compatible with the voices and realities of people who don't speak English?
- *To properly translate the critical information the City needs to provide to residents, requires a multi-faceted and collaborative effort. As DoIT publishes most of the information for the City's outreach, we are proactively involved in ensuring we meet our goals for accessibility and quality. There are both technological and employee workflow components involved:*
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 3. *Cape Verdean: boston.gov/covid19-cv*
 4. *Portuguese: boston.gov/covid19-pt*
 5. *French: boston.gov/covid19-fr*
 6. *Chinese: boston.gov/covid19-zh*
 7. *Vietnamese: boston.gov/covid19-vi*
 8. *Russian: boston.gov/covid19-ru*
 9. *Somali: boston.gov/covid19-so*
 10. *Arabic: boston.gov/covid19-ar*
- o *We now Google Translate and are confident that it is a service that will continuously improve through community feedback.*
 - One of DoIT's initiatives is a cybersecurity study. How will the information on and results from this study be shared with the Council?
 - o *There will be a final report produced by our assessment partners. The findings will be instrumental in identifying future fiscal year budget requests. Additionally, we would be happy to provide a briefing to the Council when it becomes available.*
 - How is DoIT working to ensure the City's online forms and applications are more secure?
 - o *The Cyber Security team has a multi-layered defense in-depth security approach and has adopted security best practices from industry standards such as NIST (National Institute of Standards and Technology) Cyber Security Framework, CIS (Center for Internet Security) 20 Critical Controls and Open Web Application Security Project (OWASP) Top 10.*
 - o *Additionally, we focus on 3 broad areas:*
 1. *People: building a community of experts and improve employee and constituent competency through security education, training and awareness;*
 2. *Process: creating the appropriate governance and policy structures;*



Boston City Council

Committee on Ways and Means

Dockets #0588-0596 FY21 Budget

Docket #0598 PEG Access Fund

Department of Innovation & Technology

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3. *Technology: implementing robust, resilient and scalable security architecture and solutions.*

- How is DoIT working to ensure that MWBEs, and locally-owned small businesses are included in contracts and other opportunities?
 - *We are working alongside the office of economic development and the administration and finance cabinet to support the implementation of the executive order on inclusive procurement. We also work as a department to search far and wide for the most diverse vendor pool we can find. This includes doing specific outreach to diverse vendors, holding individualized Q&A sessions for all of our procurements, and dramatically increasing our numbers of competitive bids over the past years. Additionally, as part of our contract renewal process we are asking vendors if they are a MBWE to get certified with the City.*

Councilor Ricardo Arroyo asked:

- Out of about 103 contracts, 5 are MBEs (4.7%), 2 are SBEs (1.9%), and none are WBEs.
 - What efforts is DoIT making to increase MWBE representation in these contracts, especially since most of them expire this year?
 - *Our department will continue to be inclusive in our outreach efforts of local MWBE. Additionally, we are working with the Office of Economic development to make sure all of our public procurements are following the City's guidelines.*
- Has the COVID pandemic had any impact on DoIT in terms of unexpected expenses you have incurred in FY20?
 - *Yes, two of our biggest expenditures were to purchase laptops and to expand our VPN capabilities.*
- Are there any plans to expand “Wicked Free WiFi” access points to Mattapan?
 - *Yes. As we continue to grow the city network outward, we anticipate a minimum of 17 locations over the next 18 mos. to be connected to City fiber, thereby making them available to host Wi-Fi. (Three sites missing*



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from this list are locations being finalized at or near Wellington Hill, Harambee and Mt. Hope.)

1111	Gallivan	115 Standard St	Mattapan	BHA
243	Taylor Elementary	1060 Morton Street	Mattapan	BPS
147	Chittick Elementary	154 Ruskindale Road	Mattapan	BPS
199	Young Achievers K-8	20 Outlook Road	Mattapan	BPS
210	Mattahunt Elem	100 Hebron Street	Mattapan	BPS
245	Ellison/ Parks ELC	108 Babson Street	Mattapan	BPS
9	Gallivan BCYF/BHA	61 Woodruff Way	Mattapan	BCYF
198	Lee Elementary	155 Talbot Avenue	Mattapan	BPS
236	P.A. Shaw Elementary	429 Norfolk Street	Mattapan	BPS
73	AREA B-3 STATION	1165 Blue Hill Ave	Mattapan	BPD
217	MILDRED AVENUE K-8	5 Mildred Avenue	Mattapan	BPS
501	Mattapan Branch	1350 Blue Hill Ave	Mattapan	BPL
512	Bldg M (Station 12)	205 River St	Mattapan	EMS
1129	Hassan	705 River Street	Mattapan	BHA
610	Groveland	15 Mary Moore Beatty Circle	Mattapan	BHA