

;;;BCC A 200528

>> CALLING THIS MEETING OF THE BOSTON CITY COUNCIL WAYS AND MEANS MEETING TO ORDER.  
I'M KENZIE BOK, THE DISTRICT 8 CITY COUNCILLOR AND THE CHAIRMAN OF THE WAYS AND MEANS.  
THIS IS BEING LIVE STREAMED AT BOSTON.GOV.  
IT WILL BE REBROADCAST ON COMCAST CHANNEL 8, VERIZON CHANNEL 1964.  
WE'VE BEEN HAVING OUR BUDGET REVIEW PROCESS, ABOUT 27 HEARINGS OVER SIX WEEKS.  
TODAY IS THE LAST DAY OF THE INITIAL REVIEW PROCESS.  
WE STRONGLY ENCOURAGE RESIDENTS TO ENGAGE IN THE PROCESS BY GIVING TESTIMONY FOR THE RECORD.  
THE NUMBER OF WAYS TO DO THAT, ONE THAT I WANT TO HIGHLIGHT IS TONIGHT AT 6:00 P.M., WE HAVE A DEDICATED PUBLIC TESTIMONY HEARING ON ANYTHING AND EVERYTHING ABOUT THE BUDGET.  
SO IF YOU HAVE ANY COMMENTS ON THE BUDGET THAT YOU'D LIKE TO SHARE FOR THE RECORD AND YOU HAVEN'T HAD THE OPPORTUNITY TO THIS POINT, COME AT 6:00 P.M.  
THE ZOOM LINK IS ON THE PUBLIC NOTICE AND WE WOULD LOVE TO HAVE YOU COME AND TESTIFY THERE.  
WE'LL BE JUMPING THERE STRAIGHT TO PUBLIC TESTIMONY.  
SO IT'S NOT A SITUATION WHERE YOU HAVE TO WAIT FOR THE HEARING TO CONCLUDE.  
HOWEVER, YOU CAN JOIN US THROUGH THE NOTICE FOR THIS HEARING OR

THE ONE WE'RE HAVING THIS  
AFTERNOON WHERE AT THE END OF  
THE TAIL END OF THE HEARING,  
I'LL TAKE PUBLIC TESTIMONY.  
OR YOU CAN GO TO  
BOSTON.GOV/COUNCIL/FY-21 BUDGET  
TO SUBMIT TESTIMONY AND LEARN  
ABOUT THE BUDGET PROCESS OR  
E-MAIL US YOUR TESTIMONY AT  
CPCC.WM@BOSTON.GOV.  
WE'RE TAKING TWO-MINUTE VIDEOS  
OF TESTIMONY TO PEN TO ONE OF  
THESE COUNCIL VIDEOS AND YOU CAN  
TWEET US YOUR QUESTIONS USING  
THE #BOSBUDGET.  
WE HOPE TO HEAR FROM YOU.  
THIS HAS BEEN A STRANGE TIME TO  
BE DOING OUR BUDGET REVIEW  
PROCESS AND OBVIOUSLY STRANGE TO  
BE DOING IT ON ZOOM.  
BUT IT'S ONE OF THE MOST  
IMPORTANT THINGS THAT WE DO  
TOGETHER AS A CITY, TO SET OUR  
FINANCIAL PRIORITIES AND WE HAVE  
TO DO IT IN COVID-19 TIMES JUST  
LIKE REGULAR TIMES.  
WE'RE GRATEFUL TO EVERYONE  
JOINING US ALONG THE WAY.  
TODAY'S HEARING IS ON DUCT  
0588-0590.  
ORDERS FOR THE FY-21 ANNUAL  
OPERATING BUDGET.  
0591 TO 592 AND 0593 TO 0596.  
THE DOCKETS MAKE UP THE MAYOR'S  
PROPOSED DOCK.  
ALSO LOOK AT 0598, THE  
GOVERNMENTAL ACCESS AND CABLE  
RELATED FUNDS PURSUANT TO 53 F.  
THE RECORDERS OF CHAPTER 44 OF  
THE GENERAL LAWS.  
THAT'S A SPECIAL FUND WHICH  
WE'LL CHAT WITH OUR FOLKS ABOUT.  
SO THE FOCUS AREAS FOR THIS

HEARING TODAY ARE THE DEPARTMENT OF INNOVATION AND TECHNOLOGY, THE INSPECTIONAL SERVICES DEPARTMENT AND THE PEG ACCESS FUND.

I SHOULD SAY THIS IS ABNORMAL IN THE SENSE THAT NORMALLY THE -- IN THE SPECIAL SERVICES DEPARTMENT WOULD GET THEIR OWN HEARING AND WE'VE COMBINED THEM TODAY.

WE'LL HEAR FROM ISD FIRST AND TURNING TO DUIT.

THE FACTS THAT WE GOT THE TWO DEPARTMENTS HERE TOGETHER DOES CREATE AN OPPORTUNITY TO TALK ABOUT SOME OF THE EFFORTS TO STREAM LIGHT AND DIGITIZE THE PROCESS.

WE LOOK FORWARD TO THAT CONVERSATION.

I'M EXPECTING -- TODAY WE'LL HERE FROM DION IRISH, THE COMMISSIONER.

WE'RE JOINED BY CHIEF BRODY AND OTHERS ALL AT ISD AND FROM DUITT, WE HAVE DAVID ELGIS JOINED BY ALEX LAWRENCE, MIKE LYNCH AND EDDIE PINKERTON.

WE'RE GRATEFUL TO THE CITY STAFF FOR JOINING US TODAY.

WITHOUT FURTHER ADIEU, I'LL PASS IT OVER TO CHIEF BROPHY OR COMMISSIONER IRISH WHOEVER WILL LEADOFF.

>> CHIEF BROPHY?

>> THANK YOU VERY MUCH.

I WILL KEEP MY REMARKS VERY BRIEF.

I DO WANT TO THANK YOU, MADAM CHAIR WOMAN AND ALL THE MEMBERS OF THIS BODY FOR LETTING ME TALK TO YOU ABOUT INSPECTIONAL

SERVICES.

INSPECTIONAL SERVICES HAS NOT STOPPED WORKING SINCE DAY ONE OF THE COVID.

THEY HAVE BEEN, YOU KNOW, ON THE FRONT LINES MAKING SURE THAT ALL OF OUR BUSINESSES ARE COMPLYING WITH THE GUY LINES SET FORTH BY THE STATE IN REGARDS TO THE STAY-AT-HOME AND THE GUIDANCE FROM THE MAYOR AND THE DIRECTIVE FROM THE MAYOR.

WE'RE THE FIRST INDUSTRY TO REOPEN AS A CONSTRUCTION INDUSTRY AND THE TEAM INSPECTIONAL SERVICES HAS BEEN WORKING VERY, VERY HARD TO GET THAT BACK UP AND RUNNING IN A SAFE MANNER.

THIS BEING -- OUR OUTLINE FOR RETURNING TO WORK IS BEING USED ACROSS THE COMMONWEALTH AND A NUMBER OF MUNICIPALITIES ABOUT HOW THEY CAN START THEIR WORK BACK UP AGAIN.

I SAID TO COUNCILLOR BOK AT THE BEGINNING OF THE CALL HOW IMPRESSED I WAS AT HER THOUGHT OF COMBINING DUIT AND ISD TOGETHER.

I THINK IT'S A GREAT THING.

WE HAVE BEEN THE -- WE MEANING THE INSPECTIONAL SERVICES DEPARTMENT HAS BEEN THE BENEFICIARY OF A CLOSE COLLABORATION OVER THE LAST 1 1/2 YEARS UNDER COMMISSIONER IRISH'S LEADERSHIP.

WE MADE TECHNOLOGY LONG BEFORE COVID THE TECHNOLOGY PIECE HAS BEEN SOMETHING THAT WE THOUGHT WAS VERY, VERY IMPORTANT.

WE BROUGHT ON A NUMBER OF NEW

STAFF TO COME IN AND HELP BRING TECHNOLOGY TO THE FOREFRONT. WE'VE DONE A NUMBER OF NEW PURCHASES IN TERMS OF HARDWARE AND SOFTWARE TO GET US UP AND READY.

IF IT WASN'T FOR THAT FORWARD THINKING AND COLLABORATION WITH DAVID'S TEAM, WE WOULDN'T HAVE BEEN AS PREPARED AS WE WERE FOR A WORK FROM HOME.

WITH THAT, IT'S BEEN -- HAD A FEW LITTLE BUMPS AT THE BEGINNING BUT WE'RE HAPPY TO SAY EVERYTHING CAN BE DONE REMOTELY AND EVERYTHING IS BEING DONE REMOTELY AND WE'RE PREPARING FOR A RETURN TO WORK AND WELCOMING THE PUBLIC BACK INTO OUR BUILDS AT 1010 MASS AVE.

WE'VE BEEN FIELDING A LOT OF COMPLAINTS OVER THE COURSE OF THE 12 WEEKS AND MRS. MILLER AND THE CONSTITUENT SERVICES HAS BEEN DOING A GREAT JOB.

KELLY MACKEY HAS BEEN OVERSEEING OUR I.T. AND AUTOMATION.

CHRIS ENGLISH HASN'T LEFT 1010 MASS AVE IN THE PAST 12 WEEKS. HE'S BEEN THERE WITH SEAN, OUR DEPUTY BUILDING COMMISSIONER. COMMISSIONER IRISH HAS BEEN PUTTING OUT FIRES LEFT AND RIGHT AND HELP KEEPING THIS PLACE UP AND RUNNING.

IT'S BEEN NOTHING SHORT OF AMAZING TO SEE WHAT HE'S BEEN DOING UNDER DIFFICULT CIRCUMSTANCES.

WITH THAT, I WILL YIELD MY TIME TO COMMISSIONER IRISH.

I LOOK FORWARD TO ROBUST CONVERSATION AND I THANK

EVERYBODY FOR THEIR TIME AND OPPORTUNITY TO TALK TO. ONE LAST THING I WANT TO MAKE SURE I MENTION AND THANK THE COUNCIL FOR LAST YEAR, YOU WERE GREAT SUPPORTERS OF AUTOMATION AND GREAT SUPPORTERS OF DIGITAL PLANS.

WE'RE IN THE PROCESS OF IMPLEMENTING THAT.

COMMISSIONER IRISH WILL TALK ABOUT THAT.

SO THAT'S SOMETHING THAT HAS BEEN VERY IMPORTANT.

WE'VE HAD SOME GREAT SUPPORT FROM MOST NOTABLY COUNCILLOR BAKER FROM DORCHESTER WHO HAS BEEN VERY, YOU KNOW, FORWARD THINKING IN HIS EFFORTS TO AUTOMATE AND INCREASE THE TECHNOLOGY AND ACCOUNTABILITY.

WE'RE GETTING THERE.

WITH THE TEAM THAT DION HAS BUILT AT ISD AND THE COLLABORATION WITH I.T., WE'RE VERY LUCKY AND VERY BLESSED TO KEEP GOING.

SO THANK YOU VERY MUCH FOR THIS OPPORTUNITY.

I WILL YIELD MY TIME NOW TO COMMISSIONER IRISH.

>> GREAT.

THANK YOU, CHIEF BROPHY.

COMMISSIONER IRISH, IF YOU DON'T MIND BEFORE YOU GO, I WANT TO NOTE MY COLLEAGUES THAT HAVE JOINED US.

I'M JOINED BY COUNCILLOR LIZ BREADON FROM DISTRICT 9, COUNCILLOR ED FLYNN FROM DISTRICT 2.

COUNCILLOR ANISA ESSAIBI-GEORGE AT LARGE, COUNCILLOR EDWARDS,

COUNCILLOR CAMPBELL DISTRICT 4,  
COUNCILLOR KIM JANEY DISTRICT  
SEVEN, COUNCILLOR MATT O'MALLEY  
DISTRICT 6 AND COUNCILLOR FRANK  
BAKER, DISTRICT 3.

THANKS SO MUCH.

COMMISSIONER IRISH.

YOU'RE STILL MUTED.

>> THANK YOU.

THANKS, CHIEF.

THANK YOU, MADAM CHAIR WOMAN.

I'D LIKE TO THANK ALL OF THE  
ESTEEMED MEMBERS OF THE CITY  
COUNCIL FOR YOUR COLLECTIVE  
LEADERSHIP AND MAKING THE CITY  
WHAT IT IS.

WE'RE CERTAINLY IN A TRYING  
TIME.

I CAN SAY IN MY 25 YEARS OF CITY  
SERVICE, I'VE NEVER BEEN PROUDER  
TO BE A PART OF CITY GOVERNMENT  
PARTICULARLY UNDER THE MAYOR'S  
LEADERSHIP.

IT'S BEEN NOTHING BUT STUDY  
DURING THESE CHALLENGING TIMES  
AND FORWARD THINKING.

WITH THE PUBLIC HEALTH CONCERNS  
BEING AT THE FOREFRONT OF THIS,  
I WANT TO THANK MY TEAM PUBLICLY  
BEFORE WE GET INTO THE  
TESTIMONY.

THEY'VE BEEN GREAT DURING THIS  
TIME WHEN UNFORTUNATELY AS OF  
TODAY, WE'RE OVER 100,000 PEOPLE  
THAT HAVE PASSED AWAY FROM  
COVID-19 IN FOUR MONTHS.

IN THE CITY OF BOSTON, WE'VE HAD  
OVER 6,000 PEOPLE THAT HAVE  
RECOVERED FROM THIS.

WE'VE HAD OVER 600 PEOPLE THAT  
HAVE PASSED AWAY.

SO MY CONDOLENCES TO EVERYONE  
THAT HAS LOST SOMEONE OR GOING

THROUGH SOME STRUGGLE OR LOST  
FAMILY OR FRIENDS.

CHALLENGING TIMES.

WE'RE HAPPY AT ISD AT THIS TIME  
WHEN WE'RE NEEDED THAT WE'RE  
ABLE TO SERVE AND WHILE STILL  
KEEPING SAFE.

THANKS TO OUR DEPARTMENT,  
HELPING US TO PROVIDE MORE  
SERVICES IN A REMOTE FASHION AND  
ENABLE US TO GO THROUGH THIS  
TIME.

TODAY WE'RE GOING TO TALK ABOUT  
THE BUDGET.

THIS IS A LITTLE BIT DIFFERENT  
FORMAT.

WE'VE GOTTEN THE QUESTIONS FROM  
YOU.

IT'S GREAT THAT YOU HAD THE  
WORKING SESSION SO WE CAN  
UNDERSTAND THE THINGS THAT YOU  
WANTED TO HEAR ABOUT FROM US.  
WE FOR MATTED THEM IN SUFFER  
BUDGETS TO ANSWER THE QUESTIONS  
FROM DIFFERENT COUNCILLORS ON  
THE SAME TOPIC.

I'LL START TO MAYBE REFERENCE  
THE QUESTIONS AND THEN GO TO  
ANSWERS AND TAKE QUESTIONS.  
IF THAT WORKS.

>> YEAH, THAT WILL BE GREAT.

YEAH.

SO IF YOU WANT TO ADDRESS THOSE  
QUESTIONS IN YOUR PRESENTATION  
AND WHEN WE GET TO Q&A, WE'LL  
AUGMENT WITH ANYTHING ELSE OR  
ANY FURTHER DETAIL THEY'D LIKE.

>> DOES THAT WORK?

>> YEAH, THAT'S GREAT.

>> SO WE HAD -- YOU WANTED MORE  
INFORMATION ABOUT THE SHORT TERM  
RENTAL PROGRAM AND QUESTION WAS  
SPECIFICALLY ABOUT WAS MONEY



ADDED IN THE BUDGET FOR STR AND COVID-19 INSPECTIONS AND HOW MUCH HAS BEEN SPENT SO FAR. THERE HASN'T BEEN ANY FUNDS ADDED FOR COVID-19 INSPECTIONS FOR STR.

THE FUNDING THAT WE HAVE FOR INSPECTION RESOURCES ALLOWS US TO RESPOND AS NEEDED TO COVID-19 OR ANY OTHER THING THAT FALLS WITHIN OUR REALM.

FOR THE SHORT TERM RENTAL PROGRAM, IT WAS INITIALLY FUNDED WITH CLERICAL STAFF AND FUNDED FOR TWO STR HOUSING INSPECTORS. THOSE INSPECTORS -- STR PROGRAM IS PRETTY MUCH A TECHNOLOGY-BASED ENFORCEMENT PROGRAM.

NOT SO MUCH A FIELD REQUIREMENT. SO FOR THAT, WE SHIFTED THOSE RESOURCES, WHICH WERE STILL HELPFUL.

WE SHIFTED THEM TO AID ON THE TECHNOLOGY SIDE.

MOST OF THE WORK WE'RE DOING WITH STR IS MAKING SURE THE PROPERTIES ARE ELIGIBLE.

WE'RE SCRUBBING THE INTERNET, ALL THE SITES TO FIND OUT LISTINGS, MAKE SURE THEY'RE SHOWN IN BOSTON THAT ARE IN FACT ELIGIBLE.

FROM THERE WE DO ENFORCEMENT, USING TECHNOLOGY AS WELL WHEN THEY'RE ELIGIBLE PEOPLE PARTICIPATING IN THE SHORT TERM RENTAL MARKET.

WE ALSO WORK WITH -- WE HAVE A CONTRACT WITH A COMPANY CALLED HOST COMPLIANCE.

THEY HELP US WITH SCRUBBING ALL THE SHORT TERM RENTAL SITES TO

CROSS REFERENCE THAT WITH  
INFORMATION TO SEE WHO CAN BE ON  
THESE SITES IN BOSTON.

WE SPENT \$58,000 ON THAT  
CONTRACT.

THE CLERICAL STAFF FOR THE  
PROGRAM THERE, TWO FOR 80,000  
COMBINED.

THE INSPECTOR POSITIONS WHICH  
WERE CHANGED TO ANALYSTS WERE IN  
THE RANGE OF 54,000 TO 82,000  
EACH.

SHOULD I GO ON TO THE NEXT  
QUESTION?

>> YEAH.

I THINK -- I THINK THAT WHAT  
MAKES MORE SENSE IS FOR YOU TO  
JUST RUN THROUGH THE QUESTIONS  
THAT YOU FEEL EASY FOR YOU TO  
ANSWER UP TOP AND PEOPLE CAN  
JUMP IN WITH ANY THAT YOU  
SKIPPED OR THAT THEY DIDN'T GET  
CLARITY ON.

>> SO THERE'S A QUESTION ABOUT  
WHETHER OR NOT WE'RE CROSS  
REFERENCING THE SHORT TERM  
DATABASE TO MAKE SURE -- TO  
ELIMINATE FRAUD.

THE ANSWER TO THAT IS YES.  
THAT'S WHY IT'S A TECHNOLOGY  
BASED TYPE OF ENFORCEMENT TOOL.  
WE'RE LOOKING AT A LOT OF DATA.  
WE KNOW WHAT PROPERTIES ARE  
ELIGIBLE, THAT TYPE OF THING.  
SO WE'RE USING THAT TO SEE WHAT  
IS OUT THERE ON THE WEB BEING  
MARKETED FOR SHORT-TERM RENTALS.  
WE HAVE ON OUR WEBSITE THE DATA  
SET THAT ONE CAN GO ON TO  
DETERMINE WHETHER OR NOT YOUR  
PROPERTY WOULD BE ELIGIBLE AND  
PROPERTIES THAT ARE ELIGIBLE ARE  
SHOWING ON THAT SITE AS WELL.

MENTIONED BEFORE ENFORCEMENT.  
THERE'S OCCASIONS WHEN THIS --  
SOME CHALLENGES THAT WE HAVE  
FOLKS THAT SAY THEY'RE OWNER  
OCCUPANTS WHEN THEY'RE NOT.  
SOMETIMES IT REQUIRES SOME FIELD  
WORK, SOME INVESTIGATIONS, SOME  
INTERVIEWS TO ADD TO THE  
TECHNOLOGY.

OVERALL, WE'VE HAD 1,990  
APPLICATIONS FOR SHORT-TERM  
RENTALS.

WE APPROVED 967.

WE'VE DENIED 1,045.

WE'VE ISSUED 449 FINES FOR  
FAILED TO REGISTER OR  
REGISTERING INELIGIBLE UNITS.  
TOTAL FINES HAVE BEEN OVER  
\$90,000 IN FINES.

I'M GOING TO PIVOT TO THE  
QUESTION, THE UPDATE ON THE  
RENTAL REGISTRATION PROGRAM.  
THAT PARTICULAR PROGRAM WE'VE  
REGISTERED 827,266 RENTAL UNITS  
IN THE FIVE YEARS THE PROGRAM  
HAS BEEN UP AND OPERATING.  
INSPECTED OVER 65,000 UNITS.  
THAT NUMBER INCREASES EVERY  
YEAR.

THIS YEAR WE'RE LOOKING TO  
INCREASE THE NUMBER OF RENTAL  
INSPECTIONS THAT WE WERE ABLE TO  
DO IN A PARTICULAR YEAR.

BUT THAT'S NOT GOING TO HAPPEN  
BASED ON THE PANDEMIC.  
REVENUE FOR OUR REGISTRATIONS  
HAS BEEN OVER \$7 MILLION.  
FOR INSPECTIONS, ABOUT \$2.5  
MILLION.

NEXT WE HAD A QUESTION ABOUT THE  
ADUs, ADDITIONAL DWELLING UNITS.  
I'M GOING TO ASK MY CHIEF OF  
STAFF, CHRISTOPHER ENGLISH, TO

GIVE AN UPDATE ON THE ADU PROGRAM.

>> THANKS, COMMISSIONER.

GOOD MORNING, EVERYONE.

SO FOR THE ADDITIONAL DWELLING UNIT PROGRAM IN FY-20 TO PRESENT, WE'VE HAD 28 TOTAL APPLICATIONS, 17 HAVE BEEN ISSUED PERMITS.

FIVE APPLICATIONS.

ISD IS AWAITING ADDITIONAL INFORMATION.

ANOTHER FIVE APPLICATIONS, PERMITS READY TO ISSUE.

ONLY ONE APPLICATION HAS BEEN ABANDONED.

SO OVERALL, THROUGHOUT THE ENTIRE PROGRAM, WE'VE HAD 61 TOTAL APPLICATIONS, WHICH NINE OF THOSE FULLY COMPLETE.

28 IN CONSTRUCTION RIGHT NOW.

THE AVERAGE COST PER UNIT FOR THESE IS JUST OVER \$80,000.

BUT WORKING WITH DND, THE HOUSING INNOVATION LAB OFFERS A HOMEOWNER ASSISTANCE PROGRAM FOR DESIGN AND CONSTRUCTION WITH IT TO \$30,000 LOANS.

OVER THE LIFE OF THAT PROGRAM, WE'VE HAD FIVE LOANS ISSUES THAT HAVE GONE ON TO RECEIVE ISD PERMITS FOR CONSTRUCTION.

OVER THE PAST YEAR, WE'VE BEEN WORKING WITH THE FIRE DEPARTMENT AND DND AND THE DPDA ON SOME TRAINING SEMINARS AND SOME APPLICATION REVIEW MEETINGS WITH POTENTIAL APPLICANTS.

WE'VE ADVISED JUST OVER 300 FOLKS, PRIMARILY SINGLE FAMILY HOMEOWNERS AND ARCHITECTS AND CONTRACTORS HAVE PARTICIPATED AS WELL OVER THE COURSE OF THIS

PAST FISCAL YEAR.

DURING THESE SITUATIONS,  
APPLICANTS PRESENT IDEAS TO US  
AND THE OTHER AGENCIES AND  
RECEIVE FEEDBACK ON DESIGN AND  
PROCESS.

WE ALSO HAVE THIS POSTED ON OUR  
YOUTUBE CHANNEL SO FOLKS CAN  
WATCH SOME OF THESE SESSIONS.  
MOVING FORWARD, WE'RE CURRENTLY  
WORKING WITH THE FIRE DEPARTMENT  
AND THE HOUSING INNOVATION LAB  
ON EXPANDING THE ADU PROGRAM  
INTO BACK YARD SPACES AND TO  
CONVERTED STRUCTURES.

WE'RE TRYING TO ROLL THAT OUT.  
AS OF THIS POINT, WE DON'T  
REALLY ANTICIPATE COVID-19  
HAVING AN IMPACT ON THE ADU  
PROGRAM.

I KNOW THAT WAS ONE OF THE  
QUESTIONS THAT CAME UP DURING  
THE WORKING SESSION.

WE'VE SEEN A STEADY APPLICATION  
PROCESS AND INTEREST IN IT.

SO AT THIS POINT WE DON'T FEEL  
THERE'S GOING TO BE MUCH OF AN  
IMPACT.

>> I THINK THE ONLY IMPACT WOULD  
BE MAYBE HOW WE OPERATE INSTEAD  
OF HAVING THE IN-PERSON SESSIONS  
TO HELP ADVISE FOLKS IN A REMOTE  
FASHION.

SO BEFORE I GO TO THE NEXT  
BUCKET, THIS BUCKET BUNDLED THE  
UPDATES AND INITIATIVES.

DO YOU HAVE ANY QUESTIONS BEFORE  
WE TALK ABOUT THE NEXT BUCKET OF  
THINGS?

>> NO, I THINK PROBABLY MOVE TO  
THE NEXT BUCKET AND THEN GO  
THROUGH THE COUNCILLOR'S  
QUESTIONS.

THEY MIGHT HAVE QUESTIONS IN A FEW DIFFERENT CATEGORIES.

SO WE SHOULD -- WHY DON'T YOU KEEP GOING FOR NOW.

>> SO NOW WE'LL TALK ABOUT THE QUALITY OF LIFE BUNDLE I CALL IT.

THERE WAS A QUESTION ABOUT WHAT ISD, HOW WE'LL BE OPERATING WITH THE PHASING OF CONSTRUCTION.

I THINK IT'S BEEN WIDELY BROADCAST TO OPERATE CONSTRUCTION SITES IN THE CITY OF BOSTON THAT WE ARE REQUIRING COVID-19 SAFETY PLANS AND AFFIDAVITS FOR EVERY PERMITTED. WE PUT EXTENSIVE EFFORT TO EDUCATING THE CONTRACTORS AND THE PUBLIC AS TO WHAT THAT PLANNING ENTAILS.

IT ENTAILS WHAT STEPS ARE TAKEN TO KEEP OUR WORKERS HEALTHY AND WHAT WILL BE ON SITE TO MAKE SURE THAT WE HAVE PHYSICAL DISTANCING, WHAT TYPE OF HYGIENE WILL BE ON SITE.

WILL THERE BE PPE PROVIDED AS NEEDED.

WHAT IS THE COMMUNICATION AND TRADING PROTOCOL?

WHAT MEASURES WILL BE TAKEN IF SOMEONE BECOMES SICK ON SITE.

SO THOSE ARE THE BASIC ELEMENTS.

WE UNDERSTAND THAT WE NEED TO DO MORE THAN THAT TO HELP CONTRACTORS.

SO WE TEAMED WITH THE OFFICE OF ECONOMIC DEVELOPMENT.

WE'VE HAD SEVERAL WORKSHOPS FOR OVER 500 CONTRACTORS FOR ABOUT 90-MINUTE SESSIONS AND WE WENT INTO DETAIL ON HOW TO DO THAT.

WE CREATED EDUCATIONAL VIDEOS

THAT ARE PUBLISHED THROUGH SOCIAL MEDIA CHANNELS THAT ARE HELPFUL WITH THAT AS WELL AS WORKSHOPS THAT WE'VE HAD FOR THOSE 500 CONTRACTORS ARE ALSO AVAILABLE ON THE WEB AS WELL AS A CHECKLIST AND BEST PRACTICES AND GUIDANCE ON HOW TO CREATE THOSE GUIDES.

WE'VE HAD OVER 3,000 AFFIDAVITS AND PLANS SUBMITTED BY ISD AND BEING REVIEWED.

BEFORE WE ALLOW SITES TO OPEN UP AND CHECKING ON SITES IN THE FIELD, THAT IS GOING WELL.

PROBABLY A GOOD MODEL FOR OTHER TYPES OF THINGS THAT ARE OPENING UP THAT WILL BE EXTENSIVE EDUCATION REQUIRED AND GUIDANCE REQUIRED FOR THINGS THAT ARE BEING ALLOWED TO OPEN UP.

SO ISD IS INVOLVED IN A LOT OF OTHER AREAS WHERE WE'RE PROVIDING GUIDANCE TO MAKE SURE THAT AS THINGS ARE OPENING UP THAT WE ARE COMMUNICATING WHAT IS NECESSARY FOR THEM TO OPEN UP SAFELY.

THE LAST THING ANY OF US WANT IS TO HAVE A HUGE SPIKE AND SET THINGS BACK.

THAT'S WHAT WE'RE DOING WHEN IT COMES TO CONSTRUCTION.

A QUESTION CAME UP ABOUT ROAD CONTROL.

EVERY CONSTRUCTION SITE HAS TO HAVE A RODENT CONTROL PLAN.

THAT'S A PART OF HOW THE OPERATORS OPERATE.

WE'RE ADDING THAT IN WITH THE COVID-19 SAFETY.

THERE'S A QUESTION ABOUT WHAT WOULD HAPPEN IF WE FIND SITES

ARE NOT SAFE.

OF COURSE WE'RE GOING TO EDUCATE FOLKS AND GIVE THEM OPPORTUNITIESES.

ULTIMATELY FOR SITES THAT ARE NOT SAFE, WE'LL CLOSE THEM DOWN UNTIL WE'RE CONVINCED THAT THEY CAN OPERATE IN A SAFE WAY THAT THEY HAVE, HYGIENIC PRACTICING, PPE IN PLACE TO KEEP WORKERS SAFE.

THIS WAS RODENT CONTROL QUESTIONS.

A LOT ON THE CDC AND THE NEWS THAT THERE'S AN UPTICK IN RAT SIGHTINGS.

WE'RE SEEING AN UPTICK HERE.

WE'VE HAD ABOUT 33 MORE COMPLAINTS COMPARED TO THE SAME TIME FRAME LAST YEAR.

I THINK THE REASON WHY WE'RE GETTING MORE SIGHTINGS, PEOPLE ARE SEEING RATS AND THINGS THAT YOU DIDN'T SEE BEFORE BECAUSE OF THE CLOSED RESTAURANTS AND THINGS LIKE THAT.

THE LACK OF FOOD SOURCES.

SO MY TEAM, LUCKY TO SAY IN BOSTON, WE HAVE A TEAM THAT ALSO DOES PEST CONTROL.

MOST CITIES AND TOWNS, THEY DO ENFORCEMENT AND REQUIRE -- ENFORCE THE REQUIREMENTS TO KEEP PESTS OUT OF OUR COMMUNITY.

BEYOND THAT, WE DO OUR OWN PEST CONTROL.

SO DAILY BASIS STARTING AT 4:00 A.M., WE HAVE TEAMS OF INSPECTORS DOING AROUND THE CITY, DOING OUR OWN BAITING IN PUBLIC SPACES, PARKS, PUBLIC WAYS.

WE'RE ON TOP OF IT.



WE'RE GOING TO LOOK TO DO MORE EDUCATION AND OUTREACH TO MAKE SURE THAT EVERYONE IN THE COMMUNITY UNDERSTANDS THAT WE A SHARED ROLE IN HOW WE TAKE CARE OF CRASH TO REDUCE THE INCIDENTS OF RODENTS.

THERE'S A QUESTION ABOUT CAN WE EXPAND RODENT CONTROL TO VARIOUS NEIGHBORHOODS.

WE PROVIDED RODENT CONTROL THROUGHOUT THE CITY AND MONITOR IT.

WE HAVE A DEDICATED TEAM IN OUR ENVIRONMENTAL SERVICES DIVISION. SOME OF OUR OTHER DIVISIONS ALSO PLAY A PART IN RODENT CONTROL. OUR HEALTH DIVISION, THEY'RE PRACTICING RODENT CONTROL AND REQUIRING AROUND FOOD ESTABLISHMENTS, HOUSING DIVISION IS DOING THE SAME WHEN IT COMES TO RESIDENCES.

AS RESTAURANTS PHASE IN AND BEGIN TO OPEN UP, THAT IS A PRIORITY.

ALWAYS A PRIORITY FOR US AROUND FOOD ESTABLISHMENTS AND WILL CONTINUE TO ENSURE THAT AS ESTABLISHMENTS OPEN UP, THEY'LL MITIGATE PESTS AND RODENTS.

THERE WAS A QUESTION ABOUT TRASH REMOVAL.

WE WORK CLOSELY WITH CODE ENFORCEMENT, AS PART OF THE PUBLIC WORKS.

WE WORK CLOSELY AND WORK TOGETHER BECAUSE WE'RE TRYING TO ADDRESS THE SAME ISSUES OFTEN.

ISD ENFORCES THE SITE CLEANLINESS ORDINANCE, WHICH REQUIRES THAT ESTABLISHMENTS THAT DON'T HAVE A CITY PICKUP,

THAT WE WANT TO -- KNOW WHAT THEIR PLAN IS FOR TRASH REMOVAL AND HAVE TO SUBMIT SITE PLANS AND REVIEW THEIR PLANS AND TAKE A LOOK AT THE SITE BEFORE THEY'RE ALLOWED TO OPERATE. WE HAVE HAD AN INCREASE IN THE PREMISE ISSUED.

THERE WAS A QUESTION ABOUT HOW WE DEPLOY OUR INSPECTOR RESOURCES AND WHETHER OR NOT -- PARTICULAR NEIGHBORHOODS LIKE EAST BOSTON, THE NORTH END REQUIRED MORE THAN ONE BUILDING INSPECTOR.

THE ANSWER IS THAT WE ROUTINELY EVALUATE DEMAND FOR SERVICES AROUND THE CITY AND LOOK AT HOW WE SHOULD PROPERLY DEPLOY INSPECTORS.

THAT WE DO CHANGE OUR STAFFING PATTERN BASED ON THAT FROM TIME TO TIME.

I'M HAPPY TO REPORT THAT WE'RE GOING TO ADD AN ADDITIONAL INSPECTOR TO EAST BOSTON IN PARTICULAR BECAUSE THERE IS A LOT OF CONSTRUCTION ACTIVITY THERE BUT IT'S VERY HIGH VOLUME OF COMPLAINTS THAT COME IN. SO A LOT OF DEMAND FOR INSPECTION RESOURCES THERE. YOU KNOW, WE'RE UP TO STAFF NOW. WE BROUGHT ON SOME NEW INSPECTORS.

ONE OF THE NEW INSPECTORS WILL BE IN ADDITION TO OUR CURRENT INSPECTOR, PETER KENNY WAS IN EAST BOSTON.

IF ANY OF YOU HAVE NOT SEEN THE COVID-19 INSPECTION VIDEO, YOU NEED TO SEE THAT.

WE'LL HAVE AN ADDITIONAL

INSPECTOR THERE.

THE NORTH END, WARD 3, WE HAVE TWO OR THREE INSPECTORS ASSIGNED.

WE CHANGE OUR STAFFING TO MAKE SURE IT MEET THE NEEDS OF THE CITY.

HOW IS ISD POSITIONING ITSELF TO RESPOND TO THE NEW RESPONSIBILITIES THAT GO WITH COVID-19 TYPES OF COMPLAINTS OR INSPECTIONS?

SO WE'VE BEEN DOING THAT.

HONESTLY, WE'VE HAD TO SHIFT QUICKLY TO CONTINUE THE INSPECTIONS THAT WERE PART OF OUR ROUTINE AND TAKE ON NEW THINGS.

WHEN WE HAD RESTAURANTS AND FOOD ESTABLISHMENTS, WE HAD TO ASSIST THEM AND GIVE THEM GUIDANCE ON OPERATIONS.

WE'VE HELPED RESTAURANTS SHIFT TO KNOWING HOW TO PROPERLY DO -- SELL GROCERIES.

WE'VE BEEN GIVEN GUIDANCE TO SUPERMARKETS AND ALL TYPE OF ESTABLISHMENTS.

SOME ESTABLISHMENTS THAT WE DIDN'T REGULARLY VISIT BECAUSE THEY'RE NOT LICENSED OR PERMITTED BY US.

BUT THEY NEED GUIDANCE.

IF THEY'RE OPEN UNDER THE ESSENTIAL ORDERS OR THE PUBLIC HEALTH ORDERS, WE WANT TO MAKE SURE THEY'RE FOLLOWING THE REQUIREMENTS AS REQUIRED.

SO AS WE RULE MORE THINGS OUT, PHASING IN NEW OPERATIONS, WHERE WE'LL BE INVOLVED IN HELPING WITH GUIDANCE AND HELPING WITH ENFORCEMENT AND LIKELY BRINGING

IN ADDITIONAL PARTS OF ISD AS NEEDED AND WE'RE ALSO WORKING CLOSELY WITH THE PUBLIC HEALTH COMMISSION.

WE COMMUNICATE ON THE NEW THINGS THAT OPEN UP AND HOW WE CAN COORDINATE OUR ENFORCEMENT STRATEGIES.

WE'RE CONFIDENT THAT WE HAVE THE RESOURCES AND TO HANDLE WHAT IS COMING OUR WAY AND OUR COMMUNICATIONS AND COLLABORATION IS IMPECCABLE.

WE'RE COMFORTABLE WITH WHERE WE ARE.

A BIG FOCUS FOR US AS MENTIONED WITH CONSTRUCTION IS THE FACT THAT MORE GUIDANCE IS NEEDED. PEOPLE WANT TO OPEN UP, THEY WANT TO CONTINUE TO BE SAFE. WHEN PEOPLE AREN'T COMPLYING, THEY WANT TO KNOW THAT ISD WILL BE THERE OR THE CITY AS A WHOLE WILL BE THERE TO ADDRESS THESE CONCERNS.

WE'RE GOING TO SHIFT TO FINANCE AND STAFFING.

GOING TO ASK ASSISTANT COMMISSIONER MACKAY TO HELP WITH THAT TOPIC.

>> THANK YOU.

THE FIRST QUESTION WAS ABOUT REVENUE FROM PERMITTING.

ISD BRINGS IN APPROXIMATELY \$70 MILLION A YEAR FOR THE PAST TWO YEARS.

SO FAR IN FISCAL YEAR 19, WE HAVE ALREADY HIT THAT NUMBER.

A FEW MONTHS REMAINING.

OUR BUDGET IS CLOSER TO \$20 MILLION, A LITTLE UNDER THAT.

WE DO RETURN A SUBSTANTIAL AMOUNT TO THE GENERAL FUND.

ALSO A QUESTION ABOUT THE ANTICIPATED IMPACT ON COVID-19 REVENUE.

WE SAW A DECREASE IN THE MONTH OF APRIL WITH CONSTRUCTION REOPENING NOW.

IT'S TOO SOON TO SAY THE EXTENT THE IMPACTS WILL BE.

WE WILL CLOSELY BE MONITORING THAT.

ALSO A QUESTION ABOUT EXPENSES RELATED TO COVID-19.

SO FAR OUR EXPENSES HAVE BEEN FAIRLY LOW, FOR OVER TIME, WE'VE INCURRED UNDER \$10,000.

IN TERMS OF ADDITIONAL INVESTMENTS, AGAIN, UNDER \$10,000 A MONTH.

SMALL COSTS HAVE COVERED STANDARD ITEMS, EQUIPMENT AND SOME TRAINING.

FINALLY A QUESTION ABOUT THE INCREASE IN OVERTIME.

THAT IS RELATED TO A CHANGE IN OUR PROCESS FOR AFTER HOURS INFECTIONS.

CURRENTLY TODAY WE PROVIDE THAT SERVICE AND BILL OUT TO THE CONTRACTOR DIRECTLY AFTER THE SERVICE IS DELIVERED AT AN HOURLY RATE.

THAT IS A LARGE BURDEN FOR OUR SMALL STAFF TO MANAGE THAT OVERTIME AS WELL AS THE INVOICES AND COLLECTION OF THAT REVENUE. WE WORKED WITH COUNCIL LATE LAST YEAR TO MOVE THAT TO A FLAT FEE, WHICH WILL ALLOW US TO COLLECT THAT FEE PRIOR TO SERVICE, INCREASE OUR COLLECTION RATES AND JUST MINIMIZE THAT BURDEN ON OUR STAFF IN TERMS OF COLLECTION.

WHAT THAT DOES MEAN, IT WILL SHOW IN OUR OVERTIME BUDGET BUT ALSO A PARALLEL IN INCREASE IN REVENUE.

WITH THAT, COMMISSIONER, I CAN SWITCH IT BACK TO YOU AND LET YOU TOUCH ON ANY OF THOSE QUESTIONS IN MORE DEPTH.

>> I KNOW THAT CAME UP AS A QUESTION TO WHY OVERTIME WAS INCREASED.

IT'S NOT BEING INCREASED.

JUST REFLECTED DIFFERENTLY.

WE'LL TALK ABOUT THE COMMUNITY ENGAGEMENT, PARTICULARLY THE BOARD OF APPEAL.

QUESTION FOR A PROGRESS REPORT ON THE EXECUTIVE ORDER SIGNED ON FEBRUARY 24.

THE MAYOR SIGNED AN ORDER TO MODERNIZE THE FUNCTIONS OF THE BOARD OF APPEAL TO INCREASE PUBLIC CONFIDENCE AND MAKE IT MORE TRANSPARENT, TO INCREASE THE EFFICIENCY OF THE BOARD, WE'RE -- WE INTEND ON HAVING ELECTRONIC SUBMISSIONS, STREAMLINE OPERATIONS, ENABLE ONLINE APPLICATIONS AND PAYMENTS FOR PERMITS AND PETITIONS, ELECTRONIC SUBMISSION OF PLANS.

WE'LL GET MORE DETAIL ON THAT WHEN WE TALK ABOUT E PLANS.

E-MAIL, DEFERRALS, NEW HEARING DATES, ET CETERA.

THE ORDER INCLUDED NEW STRICT STANDARDS FOR CONFLICT OF INTEREST, FINANCIAL DISCLOSURE, ETHICAL DISCLOSURES.

TRAINING FOR STAFF, APPOINTMENTS AND RENEWALS.

ALSO BOLSTERS OUR TRANSPARENCY BY REQUIRING DISCLOSURES OF

MEMBERS TO PARTICIPATE IN PROJECTS THAT THEY HAVE INTEREST IN OR PROHIBITING MEMBERS FROM HAVING SUBSEQUENT BUSINESS DEALINGS WITH ANY PROJECT THAT THEY VOTED ON.

SO ESTABLISHES VERY STRONG STANDARDS AND FOR TRAINING AS WELL.

IT EMPHASIZES THE IMPORTANCE OF MAKING SURE THAT HEARINGS ARE ACCESSIBLE TO RESIDENTS AND HAVING ASSISTANCE FOR FOLKS THAT MAY NOT BE FAMILIAR WITH THE PROJECT -- WITH THE PROCESS TO UNDERSTAND THEIR RIGHTS AND HOW TO NAVIGATE THE BOARD OF APPEAL PROJECTS AND ALSO TO ENSURE THAT WE HAVE -- WE'RE MAKING ACCOMMODATIONS FOR LANGUAGE ACCESS.

AS YOU KNOW, THIS ORDER WAS SIGNED ON THE 24th WITH HELP FROM MANY MEMBERS OF THE CITY COUNCIL.

SHORTLY AFTER THAT ON MAY -- ON MARCH 10, THE EXECUTIVE ORDERS WERE ISSUED TO DECLARE PUBLIC HEALTH EMERGENCIES, WHICH SHIFTED OPERATIONS TO REALITY OF DEALING WITH THE PANDEMIC AND NOW WE'RE IN THE RECOVERY.

THE FIRST DEADLINE THAT WOULD HAVE COME UP WOULD BE THE APRIL 8 DEADLINE, WHICH WOULD BE TO HAVE -- HAVE A PERSON TO PROVIDE ASSISTANCE WITH UNDERSTANDING YOUR RIGHTS AND LANGUAGE ACCESS AT A BOARD HEARING.

WE HAVE NOT HAD A FULL BOARD HEARING SINCE THE SIGNING OF THIS EXECUTIVE ORDER.

WE HAVE RECENTLY UNDER MAY 14,

WE DECIDED THAT IT WAS APPROPRIATE TO TEST THE WATERS. AT SOME POINT WE NEED HEARINGS IN A REMOTE FASHION. SO WE HAD A SUBCOMMITTEE HEARING ON MAY 14 TO TEST THE WATERS AND ALSO UNDERSTANDING THAT SUBCOMMITTEE VOTES LEAD TO A RECOMMENDATION THAT STILL NEED TO GO TO A FULL HEARING. SO IN FACT, WE HAVEN'T HAD A FULL HEARING. WE INTEND TO HAVE A FULL HEARING LOOK INTO HAVE SOMETHING BEFORE THE MONTH OF JUNE ENDS WHERE WE WOULD ONLY TAKE UP SOME MATTERS THAT WERE RECOMMENDED AT THE SUBCOMMITTEE HEARING AND OTHER SUBCOMMITTEE-TYPE PROJECTS THAT SMALL HOMEOWNER-TYPE PROJECTS, DECKS, THINGS LIKE THAT THAT WE NEED TO ADDRESS BUT ALSO NOT -- THINGS THAT HAVE ALREADY BEEN VETTED, BEEN THROUGH A COMMUNITY PROCESS. GOING FORWARD, WE UNDERSTAND THAT THE COMMUNITY PROCESS NEEDS TO BE -- WE NEED TO FIGURE OUT THE DETAILS ON THAT. WORKING ON THAT WITH NEIGHBORS SERVICES AND WORKING ON THAT WITH THE CITY COUNCIL. WE WANT TO MAKE SURE -- ALSO WITH THE COMMUNITY WE WANT TO MAKE SURE THAT WE DO RE-ESTABLISH THE PROCESS AND WE'RE HEARING THINGS THAT ARE CONTROVERSIAL, THAT EVERYONE IS COMFORTABLE AND HAS CONFIDENCE IN WHATEVER PROCESS WE USE. SO WE'RE LOOKING TO MAKE THE FIRST MEETINGS THAT WE HAVE, FULL MEETING THAT WE HAVE IN



JUNE, PROBABLY NEAR THE END OF THE MONTH AN OPPORTUNITY TO REALLY IMPLEMENT THESE NEW THINGS, TO HAVE AN AMBASSADOR THAT IS AVAILABLE TO FOLKS THAT WANT TO TESTIFY BEFOREHAND SO THEY CAN UNDERSTAND THEIR RIGHTS.

ALSO, TO KNOW WHAT LANGUAGE ASSISTANCE IS NEEDED TO PROVIDE THAT ACCOMMODATION.

WE'RE ALSO LOOKING AT NEW ACCOMMODATIONS THAT WE NEED TO PROVIDE, NEW THINGS TO THINK ABOUT OPERATING IN A VIRTUAL ENVIRONMENT.

WE'RE TESTING -- WANT TO MAKE SURE THAT WE FIND A PLATFORM THAT WE FEEL CONFIDENT IN, THAT IS SECURE AND SOMETHING THAT IS USER FRIENDLY AND WE UNDERSTAND THAT ONCE WE DO SELECT THAT, WE NEED TO EDUCATE AS WELL SO EVERYONE UNDERSTANDS HOW THEY USE IT IN DIFFERENT WAYS, NOT REQUIRING A COMPUTER, MAKING SURE THAT NEXT CAN PARTICIPATE BY TELEPHONE AND ALSO MAKING SURE THAT WE ACCOMMODATE RESIDENTS THAT CAN ONLY ATTEND IN-PERSON FASHION.

I THINK WE CAN MAKE AN ACCOMMODATION TO PROVIDE IN-PERSON OPPORTUNITY TO PARTICIPATE EVEN IF IT'S A VIRTUAL HEARING.

SO WE'RE LOOKING TO -- WE HAVE SOME WHAT WE THINK ARE GOOD IDEAS THAT WE WANT TO GET OUT SOON AND HAVE A MEETING AND HOPEFULLY BUILD CONFIDENCE THAT WILL BE NECESSARY SO WE CAN TAKE ON MORE CHALLENGING THINGS AND

MOVE THINGS FORWARD IN THAT FASHION.

THE OTHER DEADLINE THAT I WANT TO KNOW FOR THE EXECUTIVE ORDER, IT REQUIRED THAT WE HAVE A BUSINESS MEETING BY JUNE 22 TO -- AND THE PURPOSE OF THAT IS THAT WE ALSO WANT THE BOARD TO HAVE WRITTEN POLICIES AND PROCEDURES SO THAT WE'RE CONSISTENT AND PUBLICLY KNOWING HOW THE BOARD OPERATES AND HOW THINGS ARE DONE.

SO WE'RE GOING TO BE HOLDING A MEETING BY PROBABLY THE WEEK OF JUNE 15.

WE'LL HAVE A PUBLIC MEETING WITH THE BOARD TAKING UP AN AGENDA ITEM TO ADOPT WRITTEN POLICIES AND PROCEDURES.

SO WE'LL BE MEETING THE DEADLINES.

WE EXPECT TO MEET ALL THE OTHER DEADLINES THAT ARE OUTLINED IN THE EXECUTIVE ORDER WITH THE UNDERSTANDING THAT TRAININGS THAT WE'RE WORKING ON FOR BOARD MEMBERS, WITH THE INSPECTOR GENERAL'S OFFICE FROM THE STATE, THAT THEY'RE WORKING REMOTELY NOW.

THEY'RE NOT WORKING ON BUSINESS AS USUAL LIKE WE'RE NOT.

WE'RE FOCUSED ON THE PANDEMIC.

IF THINGS PROGRESS AND MOVE FORWARD IN A FASHION THAT WE CAN CONTINUE TO REOPEN THINGS, WE EXPECT TO MEET THE DEADLINES.

I THINK WE'RE CLOSE TO MEETING THE TECHNOLOGY DEADLINES THAT WE SET FURTHER OUT, PROBABLY MEET THEM SOONER.

WHEN WE TALK MORE DETAIL ABOUT E

PLANNING IN PARTICULAR, WE CAN GET MORE INTO THE WEEDS ON THAT, IF THAT'S OKAY.

THERE WAS A QUESTION ABOUT ISD, THE NEIGHBORHOOD SYSTEM, SOME OF THE THINGS THAT WE'RE DOING IN HOUR CONSTITUENT SERVICES DIVISION.

COMMUNITY ENGAGEMENT IS IMPORTANT TO US.

I'D LIKE TO ASK THE ASSISTANT COMMISSIONER, COMMISSIONER MILLER, TO TALK ABOUT THAT.

>> MORNING, EVERYONE.

SOME OF THE QUESTIONS THAT WERE PRESENTED NUMBER 1 WAS WHAT IS THE ENVISION THROUGH NEIGHBORHOOD WALKS.

SO THE INTENTION IS TO IDENTIFY THE QUALITY OF LIFE ISSUES THROUGHOUT THE CITY OF BOSTON. WE USE THESE WALKS TO ASCERTAIN ABANDONED AND UNSECURED BUILDINGS THAT COULD BE UNSAFE AND AN EYE SORE TO THE COMMUNITY.

THERE'S BEEN PEOPLE WORKING OUTSIDE THE SCOPE OF THEIR PERMIT.

CONCERNS RELATED TO THE UP KEEP OF PRIVATE BUILDINGS AND PRIVATE PROPERTIES.

DEPENDING ON THE CIRCUMSTANCES, ISD CONSTITUENT SERVICES WILL COORDINATE OTHER AGENCIES TO ADDRESS THESE CONCERNS.

THE SECOND QUESTION, HOW OFTEN DO THEY HAPPEN?

NEIGHBORHOOD WALK THROUGHS ARE SCHEDULED WEEKLY BY THE CONSTITUENT LIAISONS.

MORE OFTEN IN THE SPRING AND SUMMER MONTHS.

HOWEVER, SCHEDULING IS IN THE WINTER AS REQUESTED.

THIRD, ARE THEY DONE WITH COMMUNITY NEIGHBORS AND OUR CIVIC NEIGHBORHOOD LEADERS? SO WALK THROUGHs ARE TYPICALLY REQUESTED BY A COMMUNITY OR CIVIC GROUP.

ANYONE FROM THAT NEIGHBORHOOD IS WELCOMED AND ENCOURAGED TO ATTEND ALONG WITH ANY INTERESTED PARTY.

COMPLAINTS CAN PROPEL THE NEED FOR A NEIGHBORHOOD WALK THROUGH. COMPLAINTS I MEAN COMING THROUGH ISD THROUGH PHONE.

OR 311.

HOW IS OUTREACH DONE?

IT'S DONE BY THE NEIGHBORHOOD GROUP NORMALLY REQUESTING THE WALK.

THE NEIGHBORHOOD GROUP WILL SEND OUT THE INFORMATION TO THEIR MEMBERS VIA SOCIAL MEDIA OR E-MAIL AND WE ALSO PARTNER WITH OUR ONS COORDINATORS TO ALSO GET THE WORD OUT IF NEED BE.

AND THAT WAY WE CAN RECEIVE A LOT OF INPUT FROM OUR COMMUNITY MEMBERS AND WHAT'S GOING ON IN THAT NEIGHBORHOOD.

WE'RE INTENTIONAL IN MAKING SURE AND ENCOURAGING FOLKS TO COME OUT TO THESE NEIGHBORHOOD WALKS WHERE WE FACILITATE AND FEEL LIKE IT MAXIMIZES THE CITIZEN INPUT IN PARTICIPATION DURING THE NEIGHBORHOOD WALKS FOR THE BEST RESULTS.

THANK YOU.

>> THANK YOU.

WE ALSO HAVE A QUESTION ABOUT LANGUAGE ACCESS AND WHAT SCHISM

SD DOING BEHIND TRANSLATING DOCUMENTS FOR LANGUAGE ACCESS. ISD WORKS CLOSELY WITH THE CITY'S OFFICE OF LANGUAGE ACCESS.

WE'RE COMMITTED TO IMPROVING LANGUAGE ACCESS.

SOME OF THE THINGS WE DO BEYOND TRANSLATING DOCUMENTS, WE HAVE LANGUAGE LINES.

PARTICULARLY WITH THE ZBA PROCESS GOING FORWARD, I NOTICE THAT WE'RE GOING TO BE ASKING FOLKS THAT NEED LANGUAGE ACCOMMODATIONS TO LET US KNOW TO MAKE THAT ACCOMMODATION AVAILABLE FOR THEM AT THE MEETING.

WE -- OUR BILINGUAL STAFF IS PART OF THE PROCESS AS WELL.

WE'RE INVESTED IN OUR TECHNOLOGY, OUR SMART PHONES, MOBILE DEVICES ARE ENABLING GREATER LANGUAGE ACCESS TO OUR STAFF.

NOT ONLY USING TRANSLATION APPs AS NECESSARY, ALSO USING IT TO USE OUR INTERNAL TRANSLATORS AND BEING ABLE TO USE A SPEAKER PHONE FUNCTION, WHICH AS SIMPLE AS IT MAY SOUND, IF OUR STAFF DIFFERENT HAVE A SPEAKER PHONE, IT LIMITS HOW WE CAN HAVE A CONVERSATION WITH SOMEONE ELSE TO HELP TRANSLATE.

THOSE ARE ALL THINGS THAT WE'RE DOING.

LIKE I SAID, WE'RE WORKING WITH THE OFFICE OF LANGUAGE ACCESS AND WE'RE GETTING BACK TO FOCUSING ON OTHER REOPENING TYPE OF THINGS.

THAT IS A PART OF OUR REOPENING

FOCUS, TO MAKE SURE THAT WE REOPEN AND STAY HEALTHY AND ALSO IMPROVING THESE OTHER THINGS THAT ARE NEEDED TO IMPROVE OUR SERVICE.

SAME GOES WITH THE FACT THAT WE'RE HAVING REMOTE MEETINGS. WE WANT TO HAVE OUR REMOTE MEETING IN A WAY THAT WE WANT TO HAVE THE ABILITY FOR FOLKS TO BE IN A ZBA MEETING, FOR EXAMPLE, AND GO INTO A ROOM WITH EVERYTHING IN THE ROOM, THE LANGUAGE IS TRANSLATED TO MEET YOUR NEEDS.

SO WE'RE EXPLORING THOSE TYPE OF THINGS.

WE KNOW THE TECHNOLOGY IS AVAILABLE.

WE'RE WORKING TO ROLL THOSE THINGS OUT IN THE COMING MONTHS.

QUESTION ABOUT ISD OUTREACH. ASSISTANT COMMISSIONER MILLER TALKED ABOUT THAT.

I WOULD LIKE TO ADD THAT WE'VE HAD A LOT OF PLANS TO -- THINGS THAT WE WERE HOPING TO HAVE DONE AT THIS POINT THAT WILL CHANGE LIKE EVERYONE ELSE'S PLANS WILL CHANGE.

WE'RE LOOKING TO LAUNCH MONTHLY ZONING WORKSHOPS.

WE'RE GOING TO CONTINUE ON THAT EFFORT.

WE'RE GOING TO READJUST HOW WE DO IT.

IT'S NOT IN-PERSON MEETINGS AT THIS POINT.

WE'RE COMMITTED TO HAVING WORKSHOPS LIKE WE HAD FOR THE CONTRACTORS.

WE WANT TO DO IT FOR DIFFERENT INDUSTRIES AND DO IT FOR

COMMUNITY IN PARTICULAR AROUND ZONING BECAUSE WE UNDERSTAND THERE'S A LOT OF QUESTIONS AND I THINK SOME OF IT CAN BE RESOLVED.

WE CAN GAIN SOME CONFIDENCE IF FOLKS HAD A CLEARER UNDERSTANDING AS TO HOW THESE DECISIONS WERE MADE AND KNOW THAT THEY'RE MOST OFTEN VERY OBJECTIVE DECISIONS THAT ARE BEING MADE USING CRITERIA. WE LEADERSHIP A QUESTION ABOUT

TECHNOLOGY.

COMMISSIONER MACKEY WILL ADDRESS THAT.

>> FROM THE ISD PERSPECTIVE, WE HEAR A LOT IN THE COURSE OF DUIT PARTICIPATION AS WELL.

VERY CLOSE COOPERATION WITH DUIT, WE'VE MADE SIGNIFICANT INVESTMENTS AND IMPROVING THE TECHNOLOGY HERE AT ISD.

WE'RE WORKING TO BETTER LEVERAGE OF EXISTING TOOLS AND UPDATE OUR TECHNOLOGIES TO MEET OUR CURRENT NEEDS.

WE'RE WORKING CLOSELY WITH DUIT FOR TECHNOLOGIES ON NEW PROGRAMS.

THINGS LIKE STR IS A PLACE THAT WE WORKED CLOSELY WITH THEM.

WE'RE ALSO WORKING WITH THEM AND PROCUREMENTS.

SO ITEMS LIKE OUR E PLAN ARE THINGS THAT WE WILL LOOK FOR SUPPORT TO DETERMINE WHETHER OR NOT TO GO OUT ON OUR OWN OR MEET SOMETHING THAT MEET OUR NEEDS OR WORK WITH THEM ON A CITYWIDE APPROACH.

SOME OF THE ADDITIONAL PLACES

FOR INVESTMENT ARE IN STAFFING.  
WE'RE IN THE PROCESS OF  
INCREASING OUR RESOURCES AROUND  
TECHNOLOGY AND PROCESS  
IMPROVEMENT AT ISD.

THAT INCLUDE TWO MANAGEMENT  
ANALYSTS THAT WE'RE LOOKING TO  
EXPECT ON BOARD IN EARLY FISCAL  
YEAR 21.

WE'RE WORKING WITH DUIT ON 2  
PROJECT MANAGERS.

ONE IN FISCAL YEAR 21.

THE ANALYST AND PROJECT MANAGERS  
WILL HELP TO OVERSEE AND PUSH  
ADOPTION OF MOBILE TECHNOLOGIES  
AND NEW ONLINE APPLICATIONS.  
FINALLY, WE ALSO HAVE ADDITIONAL  
SERVICE TECH THAT WILL JOIN OUR  
TEAM.

WE HAVE A FAIRLY SMALL TEAM OF  
I.T. SUPPORT HERE TODAY.

THEY DO A FANTASTIC JOB.

AS OUR TECHNOLOGY GOES, IT'S  
EXCEEDED WHAT WE'RE ABLE TO DO  
WITH THE CURRENT STAFF.

SO HAVING THAT ADDITIONAL TECH  
WILL BE GREAT TO SUPPORT STAFF  
HERE AND PROVIDE BETTER SUPPORT.

WE ARE ALSO INVESTING IN NEW  
HARDWARE.

WE'RE OPERATING ALL OF OUR  
TECHNOLOGY TO WINDOWS 10.

WE'VE BEEN ABLE TO GO FROM DESK  
TOP TO LAPTOPS AND TABLETS TO BE  
ABLE TO KEEP OUR STAFF MOBILE  
AND FLEXIBLE BOTH DURING THIS  
PANDEMIC.

WE HAVE HAD A LOT OF OFF SITE  
NEEDED.

WE'RE LOOKING TO STAY AS MOBILE  
AS POSSIBLE.

THAT'S A QUICK OVERVIEW OF SOME  
OF THE AREAS THAT WE'RE



INVESTING IN.

WE'RE VERY EXCITED ABOUT THESE INCOMING RESOURCES AND WHAT WE CAN TAKE HOME THIS YEAR IN TERMS OF IMPROVING OUR TOOLS FOR OUR STAFF AND CONSTITUENTS.

WE ASK ANSWER ADDITIONAL QUESTIONS LATER.

>> I'M LOOKING TO SEE IF THERE'S ANY OTHER QUESTIONS THAT WE -- I THINK WE COVERED THE QUESTIONS. ACTUALLY, THERE WAS A QUESTION THAT I RECALL.

I DON'T HAVE A NOTE HERE.

THERE WAS A QUESTION ABOUT WHAT DOES ISD MEAN WHEN WE TALK ABOUT ETHICS TRAINING.

ONE OF THE GOALS FOR ISD IS BUILD UPON THE CITY'S ALREADY-STRONG ETHICS COMPLIANCE IN TRAINING REQUIREMENTS.

RECOGNIZING THAT ISD STAFF, WITH THE WORK THAT THEY DO, IT WOULD BE BENEFICIAL JUST TO HAVE AN ANNUAL WORKSHOP TRAINING WHERE WE CAN GET INTO MORE DETAILS ABOUT SITUATIONS THAT OUR STAFF CAN ENCOUNTER AND UNDERSTANDING HOW TO MAKE THE RIGHT ETHICAL DECISIONS.

IT'S NOT ALWAYS BLACK AND WHITE. SO WHERE WE CAN GIVE ENHANCED TRAINING TO OUR TEAM WITH THE WORK THAT WE DO IS VERY IMPORTANT TO US.

IN ADDITION TO THAT, WE'RE LOOKING FOR OTHER OPPORTUNITIES TO IMPROVE OUR TRAINING IN OTHER WAYS SO THE TRAINING MAY NOT BE JUST ABOUT ETHICS BUT ETHICS WILL BE A STRONG PART OF IT. CULTURAL COMPETENCY WAS MENTIONED.

WE HAVE TO GIVE OUR DEPARTMENT THE TOOLS TO BE THE BEST THAT THEY CAN BE AND ALSO TO UPDATE ISD'S ETHICS POLICY THROUGH OUR COMMISSIONS BULLETIN.

WE HAVE AN ETHICS POLICY THAT IS MORE STRINGENT THAN THE STATE ETHICS LAWS REQUIREMENT.

ALWAYS GOOD TO UPDATE OUR STAFF FOR CHAPTER 268 SAYS YOU CAN DO IN ADDITION TO WHAT ISD REQUIREMENTS ARE AND HOW WE WANT THEM TO CONDUCT THEMSELVES. SO I'LL LEAVE IT THERE.

I THINK WE COVERED MOST IF NOT ALL AND HAPPY TO ANSWER ANY QUESTIONS.

>> GREAT.

THANK YOU, COMMISSIONER.

I APPRECIATE YOU TAKING SO MANY QUESTIONS THAT COUNCILLORS SENT OVER IN THE WORKING SESSION.

SO I'LL JUST -- IMPOSING THE QUESTION ORDERED IN THE CHAT FOR COUNCILLORS.

I WANT TO KNOW THAT WE WERE JOINED BY COUNCILLOR FLAHERTY AT LARGE, COUNCILLOR MEJIA AT LARGE, COUNCILLOR WU AT LARGE AND COUNCILLOR ARROYO OF DISTRICT 5.

MEANING WE HAVE THE ENTIRE COUNCIL IN ATTENDANCE AT THIS HEARING.

SO I THINK WHAT WE'LL DO NOW, WE'LL JUMP INTO A ROUND OF QUESTIONS FOR ISD AND THEN WE'RE GOING TO GO TO THE PRESENTATION FROM DUIT.

A COUPLE OF NOTES, I WOULD ENCOURAGE COLLEAGUES, COMMISSIONER IRISH AND HIS TEAM JUST ANSWERED A BUNCH OF

QUESTIONS.

IF THEY ANSWERED YOUR QUESTION,  
DON'T REACT.

WE WANT TO MOVE SINCE WE HAVE 13  
OF US ON THE LINE HERE.

AND THEN MOVE TO SORT OF THE  
SECOND PART OF THE HEARING  
FOCUSED ON DUIT.

THAT SAID, I'M GLAD THAT WE HAVE  
THE DUIT FOLKS ON THE LINE.

IF THERE'S FOLLOW UP TECHNOLOGY  
QUESTIONS RELATED TO ISD, I HOPE  
THE TEAM CAN TAKE THEM.

I'LL DEFER MY QUESTIONS AND GO  
TO COUNCILLOR BREADON.

>> THANK YOU, COUNCILLOR BOK.  
THANK YOU, COMMISSIONER IRISH  
AND ALL OF YOUR STAFF.

VERY THOROUGH PRECIPITATION --  
PRESENTATION.

B.C. IS LOOKING TO BRING THEIR  
STUDENTS BACK IN AUGUST.

I WAS WONDERING ABOUT CONCERNS  
ABOUT HOW WE OUR INSPECTIONAL  
SERVICES WILL RESPOND TO  
OVERCROWDED SITUATIONS IN  
RENTALS.

IT'S ALWAYS A CRAZY TIME OUT  
HERE FOR MOVING DAY.

IN THE CONTEXT OF COVID-19, IT  
SEEMS MORE COMPLICATED AND IF  
YOU HAVE ANY THOUGHTS ON THAT  
ISSUE.

>> WHEN YOU SAY OVERCROWDING,  
YOU'RE REFERRING TO THE STUDENT  
OVERCROWDING ORDINANCE THAT  
LIMITS STUDENTS TO NO MORE THAN  
FOUR FULL TIME UNDERGRAD  
STUDENTS LIVING TOGETHER.

WE'LL STILL ENFORCE THAT.

YOU'RE CORRECT.

WE ARE MONITORING WHAT IS GOING  
ON, THE CONVERSATION WITH THE

SCHOOLS AND TRYING TO UNDERSTAND THEIR PLANS AND GIVING OUR INPUT WHILE DEVELOPING THEIR PLANS. IF ALL STUDENTS ARE COMING BACK TO CAMPUS, WE HAVE TO MAKE SURE THERE'S PLANS IN PLACE TO MAKE SURE IT'S DONE IN ORDERLY SAFE AND PHASED-IN FASHION.

>> VERY GOOD.

WE'LL KEEP YOU POSTED.

I'M SURE I'M GOING TO BE ON THE PHONE TO YOU OVER THE NEXT FEW MONTHS.

THE OTHER ISSUE IS IN TERMS OF A NOISE ORDINANCE.

WE'VE HAD SEVERAL COMPLAINTS ABOUT CAR WASHES.

I DON'T KNOW IF THERE'S A WAY IN TERMS OF ENFORCEMENT.

IS THERE WAYS TO -- TECHNOLOGY TO MEASURE NOISE FROM YOUR DEPARTMENT AND ANYTHING THAT WE CAN DO TO ADDRESS THOSE ISSUES?

>> YEAH.

I HOPE I'M NOT GIVING THE INCORRECT ENVIRONMENT.

I BELIEVE THE ENVIRONMENT DEPARTMENT HAS THE ABILITY TO DO ENFORCEMENT ON THAT.

I THINK THEY'RE ABLE TO TAKE -- GO OUT AND TAKE READINGS.

I'LL BE HAPPY TO GET BACK WITH MORE INFORMATION.

IT'S NOT SOMETHING THAT ISD HAS DIRECTED ENFORCEMENT ON IN TERMS OF NOISE LEVELS UNLESS RELATED TO A CONSTRUCTION SITE.

WE CERTAINLY HAVE INFLUENCE IN HOW WE CAN LET PEOPLE DO -- REQUIRE CERTAIN THINGS ARE DONE AT A CERTAIN TIME MORE APPROPRIATE BASED ON THE NOISE. OVERALL, OPERATION NOISE AT THE

CAR WASH DOES NOT FALL WITH US.

>> VERY GOOD.

IT'S AN ISSUE THAT WE HAVE  
FORMALLY LOW LIGHT INDUSTRY  
AREAS WHERE THEY HAVE CAR WASHES  
AND NEW THEY'RE DEVELOPING THEM  
CLOSE BY.

WE'RE HAVING ALL SORTS OF  
ISSUES.

THANKS SO MUCH.

THAT'S ALL MY QUESTIONS FOR NOW.

>> THANKS, COUNCILLOR BREADON.

NEXT UP, COUNCILLOR FLYNN AND  
THEN COUNCILLOR ESSAIBI-GEORGE  
AND COUNCILLOR EDWARDS.

>> THANK YOU, COUNCILLOR BOK AND  
THANK YOU TO COMMISSIONER IRISH  
AND THE DEDICATED AND  
PROFESSIONAL TEAM, INSPECTIONAL  
SERVICES.

WE APPRECIATE THE WORK THAT YOU  
HAVE DONE ESPECIALLY DURING  
COVID-19, THE DEPARTMENT REALLY  
STEPPED UP AND WORKED HARD AND  
WERE HAVE PROFESSIONAL.

I WANT TO ACKNOWLEDGE THE WORK  
THAT YOUR DEPARTMENT HAS DONE  
OVER THIS DIFFICULT PERIOD OF  
TIME.

WORKED CLOSELY WITH THE HEALTH  
DIVISION AND ASSISTANT  
COMMISSIONER MILLER AND  
MR. LIDEN AND THE CONSTRUCTION  
FIELD AND BUILDING FIELD.

I WANT TO HIGHLIGHT WHAT GREAT  
WORK THAT YOUR STAFF IS DOING,  
COMMISSIONER.

>> THANK YOU.

>> ONE THING I WANT TO FOCUS  
ON -- I HAVE ONE QUESTION.

ALL MY QUESTIONS WERE ANSWERED.  
AIR B&B ENFORCEMENT HAS INVESTED  
UNITS.

I STILL SEE A LOT OF ABSENTEE INVESTORS TRYING TO USE A LOOP HOLE TO SAY THAT THEY'RE LIVING NEAR AND THEY HAVE COME UP WITH A UTILITY BILL OR COME UP WITH SOME OTHER TYPE OF BILL TO COVER THEMSELVES.

IT'S BASICALLY A HOTEL.

THEY'RE TRYING TO BE CUTE.

THEY'RE TRYING TO GET AROUND THESE LOOP HOLES.

AND I KNOW WE TALKED ABOUT IT BEFORE.

BUT I JUST WANT TO SEE WHAT WE CAN CONTINUE DOING, COMMISSIONER, TO MAKE SURE THAT, YOU KNOW, IF YOU HAVE AN AIR B&B, IT'S PROPERLY REGULATED AND PEOPLE ARE NOT USING IT AS A HOTEL AND THEY PROVIDE ONE DOCUMENT OR TWO DOCUMENTS. EVERYBODY IN THE NEIGHBORHOOD KNOWS IT'S NOT LEGIT.

>> YEAH.

THANK YOU, COUNCILLOR.

YOU'RE CORRECT.

I KNOW THERE'S ONE PARTICULAR CASE IN PARTICULAR WHERE SOMEONE DID PROVIDE THE DOCUMENTS THAT WOULD MEET THE CRITERIA OF OWNER OCCUPANCY.

UPON FURTHER INVESTIGATION AND UPON CLOSE COMMUNICATION WITH THE MEMBERS OF THE COMMUNITY, YOU KNOW, WE GOT ENOUGH INFORMATION TO TRIGGER US TO DO ADDITIONAL VISITS AND ADDITIONAL INFORMATION.

IT WILL TAKE THAT TYPE OF PARTNERSHIP WHEN SOMEONE IS THAT INVESTED IN SKIRTING THE LAW.

FOR THE MOST PART, I THINK THE SYSTEM IS WORKING, SCREENING OUT

FOLKS THAT ARE NOT ELIGIBLE.  
THOSE FOLKS LIKE WHAT WE'RE  
TALKING ABOUT NOW WILL REQUIRE  
ADDITIONAL EFFORT FROM US AND  
WE'RE CERTAINLY HAPPY AND  
WILLING TO PROVIDE THAT.

>> THANK YOU, COMMISSIONER.

I APPRECIATE THE RESPONSE.  
ALSO APPRECIATE THE WORK YOU DID  
IN HELPING US ON THAT ISSUE.  
I THINK WE'LL HAVE MANY OF THESE  
ISSUES UNFORTUNATELY GOING  
FORWARD.

MY FINAL COMMENT IS ONE OTHER  
ISSUE.

I AM CONCERNED WITH IT AND YOU  
HIGHLIGHTED IT DURING YOUR  
PRESENTATION.

THE PROPER ROLE OF PEST CONTROL  
IN AN AROUND CONSTRUCTION SITES.  
YOU KNOW, IS THERE -- WHEN PEST  
CONTROL TAKES PLACE BY THE  
DEVELOPER, IS THERE A PERIOD OF  
TIME THAT THEY NEED TO CONTINUE  
WITH THEIR PEST CONTROL OUTREACH  
OR HOW LONG DOES THAT GO FOR AND  
HOW DO WE DOCUMENT THAT TO MAKE  
SURE THAT THEY ACTUALLY DID IT  
AND MAYBE WE HAVE TO STRENGTHEN  
THAT PROGRAM AS WELL.

BECAUSE THAT'S A QUALITY OF LIFE  
ISSUE THAT I OFTEN HEAR ABOUT IN  
SOUTH BOSTON AND THE SOUTH BEND  
AS WELL.

>> SO THEY'RE REQUIRED TO HAVE  
PEST CONTROL IN PLACE DURING THE  
ENTIRETY OF THE PROJECT.

YOU'RE CORRECT.

THAT'S SOMETHING THAT WE'RE  
TAKING A CLOSER LOOK AT.

I'VE HEARD NUMBER THIS WEEK THAT  
I SCHEDULED A MEETING NEXT WEEK  
TO SEE WHAT MORE CAN BE DONE.

WE'RE GOING TO STEP UP AND SEE  
IF THERE'S ANYTHING MORE THAT WE  
CAN DO ON THAT.

THEY ARE REQUIRED TO HAVE PEST  
CONTROL IN PLACE.

SO WE'LL HAVE TO SEE WHAT WE CAN  
DO ON TOP OF THAT.

>> THANK YOU, COMMISSIONER.

THANKS FOR TAKING MY QUESTIONS.

AGAIN, THE PEST CONTROL DOESN'T  
SEEM LIKE IT'S ALL THAT HUGE OF  
AN ISSUE.

BUT WHEN YOU'RE IN THE  
NEIGHBORHOODS OF BOSTON AND YOUR  
DISTRICT CITY COUNCILLOR, THOSE  
ARE THE QUESTIONS THAT PEOPLE  
REALLY ASK US ABOUT.

SO THOSE ARE ISSUES I'M GOING TO  
STAY ON TOP OF.

I KNOW YOUR TEAM WILL STAY ON  
TOP OF.

I WANT TO SAY THANK YOU FOR THE  
GREAT WORK YOUR TEAM IS DOING,  
COMMISSIONER.

THANK YOU.

>> YOU'RE WELCOME.

I WANT TO ALSO RESPOND TO  
COUNCILLOR BREEDEN.

IF YOU CAN GET THE INFORMATION,  
LOOK INTO THE NOISE ISSUE.

WE ALSO WORK WITH THE BOSTON  
POLICE DEPARTMENT ON SOME OF  
THOSE NOISE-TYPE COMPLAINTS.

>> GREAT.

THANK YOU.

>> THANK YOU, COUNCILLOR BOK.

>> NEXT UP, COUNCILLOR  
ESSAIBI-GEORGE AND THEN  
COUNCILLOR EDWARDS AND  
COUNCILLOR CAMPBELL.

COUNCILLOR ESSAIBI-GEORGE.

>> THANK YOU, COMMISSIONER AND  
THANK YOU, CHIEF.



ON ISD TO REITERATE THE RAT  
ISSUE, I'VE GOTTEN A LOT OF  
COMPLAINTS THERE.

AND THE COMMUNITY ENGAGEMENT  
PIECE, IESHA HAS BEEN REALLY  
ACCESSIBLE AS WE'VE HAD CALLS  
ABOUT THAT.

I AM CURIOUS ABOUT THE LARGER  
EFFORT ABOUT ENGAGING THE  
COMMUNITY, THINKING ABOUT THE  
ZONING CLINICS THAT YOU  
DISCUSSED AND SORT OF THE -- ANY  
CONVERSATION ABOUT INCREASE IN  
CAPACITY SO THAT WE REACH MORE  
NEIGHBORS.

AND THINKING IN A MORE SORT OF  
NORMAL TIME, HOW WE'RE REACHING  
OUT TO COMMUNITY AND TO  
RESIDENTS DURING THE TRADITIONAL  
DEVELOPMENT STAGE AND  
UNDERSTANDING RIGHT NOW WE'RE IN  
THE SORT OF WEIRD PLACE.

BUT SORT OF THE MORE NORMAL  
SERVICE CIRCUMSTANCES AND WHAT  
THE NEW NORMAL WILL BE.

WHAT IS THE EFFORT ABOUT  
COMMUNITY ENGAGEMENT AND THE  
ZONING PROCESS, THOSE THAT COME  
UP PROACTIVELY AND REACTIVELY?

>> THANKS FOR THE QUESTION.

WE WERE GOING TO LAUNCH A ZONING  
WORKSHOP FOR COMMUNITY.

WE'RE GOING TO GO TO EVERY  
NEIGHBORHOOD.

WE'RE WORKING ON CURRICULUM FOR  
MATTAPAN.

THINGS SHIFTED.

SO THE PLAN IS REFOCUSING  
EFFORTS.

ALSO FROM A COMMUNITY LIKE  
ENGAGEMENT IN AWARENESS  
STANDPOINT, FROM MAY, MAY WAS A  
PLAN, SAFETY MONTH FOR US.

WE HAD A VIDEO THAT WE DEVELOPED.

WE DEVELOPED OUTREACH MATERIAL AND WE WERE -- OUR PLAN WAS TO DO A CITYWIDE WALK TO GO THROUGH EVERY SINGLE NEIGHBORHOOD, DO SOME VISUAL SAFETY ASSESSMENTS, GIVE DOOR KNOCKERS, INFORM THEM OF THINGS THAT WOULDN'T LEAD TO A VIOLATION ON THE SPOT UNLESS IT WAS LIKE URGENT.

WE WANT TO EDUCATE FOLKS AND REMIND FOLKS THAT AS A COMMUNITY, WE HAVE A ROLE TO PLAY AND MAKING SURE THE CITY IS SAFE.

THERE'S BUILDINGS OVER 70 FEET THAT ARE REQUIRED TO GIVE US AN AFFIDAVIT EVERY FIVE YEARS.

IF THEY'RE UNDER THAT, THEY'RE NOT REQUIRED TO DO THAT.

BUT THEY STILL DETERIORATE.

WE HAVE TO HAVE A EDUCATION CAMPAIGN TO LET EVERYONE KNOW THAT THEY HAVE AS MUCH ABILITY AS WE DO TO SEE THINGS, ADDRESS THINGS, BRING THEM TO OUR ATTENTION SO WE CAN ADDRESS THEM TO KEEP THE CITY SAFE.

THOSE ARE TWO EXAMPLES OF THINGS THAT HAVE BEEN DEFERRED.

WE'LL FIND WAYS TO MOVE IT FORWARD AS WE GO FORWARD.

>> WE APPRECIATE THAT.

IS THERE ANY EFFORT TO INCREASE CAPACITY OR THE SIZE OF YOUR TEAM TO TAKE ON THIS GREATER CAPACITY?

I'M TRYING TO -- YOU GOT A FAIRLY SIGNIFICANT HEALTHY INKRIS.

THAT IS DUE TO THE AFTER HOURS INFECTIONS.

SO TO DO MORE OF THAT HANDS ON,  
WHICH IS WONDERFUL, YOU'RE GOING  
TO NEED MORE MANPOWER.

IESHA CAN'T DO IT ALL.

>> DON'T DOUBT HER.

>> I DON'T DOUBT HER.

BUT WE WOULD LIKE HER TO GET  
SOME REST AT SOME POINT.

>> YES.

NO, THE MAYOR HAS GIVEN US MORE  
RESOURCES.

WE'RE ADDING FIVE FTEs WITH THIS  
BUDGET THAT'S BEEN RECOMMENDED.

IN ADDITION TO THAT, WE HAVE TO  
THINK ABOUT VACANCIES.

WE'VE HAD A CHALLENGE TO FILL  
SOME OUR VACANCIES.

WE TOOK AN AGGRESSIVE APPROACH  
AND DIRECTOR OF HUMAN RESOURCES,  
I THINK SHE'S WATCHING, DID A  
GREAT JOB IN THE PAST SIX, SEVEN  
MONTHS.

WE REDUCED OUR VACANCIES.

WE HAVE MORE BODIES, MORE  
RESOURCES TO DEVOTE TO THIS.

WE'RE LOOKING TO SEE HOW WE CAN  
EXPAND OUR UNIVERSE AND  
TECHNOLOGIES.

WE'RE HAVING MEETINGS, WORKSHOPS  
WITH 300 PEOPLE THAT WILL HELP  
US TO EFFICIENTLY SPEND TAXPAYER  
DOLLARS AND USE OUR RESOURCES.

>> GREAT.

THANK YOU VERY MUCH.

THAT'S IT FOR QUESTIONS FOR ME  
FOR ISD.

JUST WANT TO THANK YOU,  
COMMISSIONER AND YOUR TEAM.

I KNOW THAT EVERYONE FROM YOU  
DOWN HAS JUST BEEN OUTSTRETCHED  
DURING THIS TIME.

I WANT YOU TO KNOW THAT I'M  
GRATEFUL FOR THE WORK THAT

YOU'RE DOING AND YOUR TEAM IS DOING.

THANK YOU, MADAM CHAIR.

>> THANK YOU.

GREAT.

THANK YOU, COUNCILLOR

ESSAIBI-GEORGE.

NEXT UP, COUNCILLOR EDWARDS.

>> THANK YOU.

I WANTED TO SAY THANK YOU AS ALL OF MY COLLEAGUES HAVE, TO THE COMMISSIONER.

I ALSO WANT TO THANK IESHA FOR BEING INCREDIBLY RESPONSIVE TO ME AND THEN I ALSO WANT TO THANK CLAUDIA, FOR THE WORK AND THE AMOUNT OF E-MAILS THAT WE HAVE GOING BACK AND FORTH AND HELPING US FROM EVERYTHING ON SHORT TERM RENTALS AND PARTIES IN DIFFERENCE BUILDINGS TO EVERYTHING.

SO I HAVE TO SAY THAT BECAUSE SHE'S -- NOT ONLY IS SHE HER OWN BUT SHE'S GROWN UP IN THIS. THE BACK AND FORTH TO THE COMMUNITY.

SO IMMIGRANTS, NONIMMIGRANTS, CLAUDIA, IF I HAVEN'T SAID ENOUGH, THANK YOU SO MUCH.

SO I DID HAVE SOME FOLLOW UP QUESTIONS.

COMMISSIONER, THANK YOU.

YOUR DAUGHTER WAS GREAT.

YOU ANSWERED A LOT OF QUESTIONS.

MY FOLLOW UPS ARE SPECIFICALLY WITH -- TO JUST CLARIFY SOME THINGS.

YOU SAID EAST BOSTON IS SEEING ANOTHER INSPECTOR TO WORK WITH?

>> YES, THAT'S CORRECT.

>> WONDERFUL.

WHEN IS THAT PERSON START

SOMETHING.

>> HE'S ALREADY STARTED.

HE'S BEEN IN TRAINING A WEEK OR TWO NOW.

VERY EXPERIENCED PERSON.

MR. LYONS.

HE WILL BE THERE SHORTLY.

>> YES.

THANKS.

AND THE NORTH END TOO?

>> IN THE NORTH END, THERE'S MULTIPLE INSPECTORS.

>> OKAY.

NO PROBLEM.

JUST MAKING SURE.

THEN I WANTED TO CHECK IN ON THE EXECUTIVE ORDER.

THANKS FOR GOING THROUGH ALL THE STUFF THAT YOU'RE DOING.

THERE WERE OTHER DEADLINES THAT ARE VERY IMPORTANT AS WELL SUCH AS GETTING THE -- MAKING -- ALLOW FOR PEOPLE TO FILE FOR PLANS ONLINE, ALLOWING PEOPLE TO ACCESS PLANS THAT HAVE BEEN FILED.

HAVING ELECTRONIC INFORMATION, CONTACT INFORMATION OF THE BOARD AVAILABLE.

THEY HAD DIFFERENT DEADLINES WITHIN SIX MONTHS OF THE EXECUTIVE ORDER.

I'M JUST CONFIRMING THAT EVERY ONE OF THOSE DEADLINES WILL STILL BE MET, THERE'S NO DELAY AND WE'RE EXPECTED TO MEET THE SIX-MONTH DEADLINES.

>> WE STILL EXPECT TO, BUT I WILL PUT THE CAVEAT IN THERE, THERE'S A LOT OF THINGS THAT ARE EXPECTED TO TO RIGHT NOW THAT I TALKED ABOUT THAT WE HAVEN'T GOTTEN TO.

THE WAY THAT THINGS ARE GOING NOW, I HAVE NO CONCERN THAT WE CAN MEET THESE DEADLINES UNLESS THINGS CHANGE DRASTICALLY. IF THAT HAPPEN, WE WILL BE -- WE COME BACK AND INFORM YOU OF THAT.

>> DOES YOUR BUDGET REFLECT THE UPGRADES, YOUR TECHNOLOGICAL BUDGET FOR ISD?

>> YES.

SORRY.

STAFFING-WISE, WE HAVE ADDITIONAL RESOURCES AND ALSO ON THE TECHNOLOGY FRONT.

KELLY, IF YOU WOULD TALK MORE ABOUT THAT IN DETAIL.

>> THOSE INVESTMENTS A REQUESTED IN DUIT AND ISD'S BUDGET.

MOST OF THIS WORK, WE'RE LOOKING AT INTERNALLY WITH INTERNAL RESORES, WHICH IS WHY WE'VE GROWN THE TEAM TO RESOURCE THAT WORK.

>> THANK YOU.

I'M SURE YOU WENT THROUGH THE NUMBERS.

IN TERMS OF THE STHs, THANKS FOR THAT DATA.

CAN YOU POST IN THE CHAT THE LINK WHERE PEOPLE CAN FILE COMPLAINTS?

THAT'S MY ONLY QUESTION, FILING COMPLAINTS.

AND ON THE PEST CONTROL ISSUE.

I'VE BEEN CONTACTED BY THE PRESS ABOUT CRUNCHING THE 311 DATA.

THERE'S BEEN CITYWIDE A 31% INCREASE IN RODENTS COMPLAINTS TO 311.

IN EAST BOSTON, IT WAS -- IT'S BEEN WITHIN 14% INCREASE IN PEST ISSUES AND INFESTATION.

SO I WANTED TO KNOW HOW YOU LOOK AT DATA FROM 311, WHEN THAT COMES IN, WHO IS MONITORING THOSE UPTAKES OR NOT TICKS AND SAYING, OKAY, WE NEED TO FOCUS OUR RESOURCES OVER HERE WITH THIS PARTICULAR INFESTATION.

>> THAT'S MONITORED BY THE ASSISTANTS COMMISSIONER, LEO BUESCHER.

THEY'RE ON TOP OF THE DATA. I WILL TELL YOU WHEN YOU SCRUB THE DATA -- FOR EXAMPLE, WE HAD ONE PERSON, FILED LIKE SIX ANONYMOUS COMPLAINTS THAT WERE ALL BOGUS.

WITH THAT SAID, THERE'S AN UPTICK IN COMPLAINTS. LEO AND HIS TEAM ARE ON TOP OF THAT.

>> OKAY.

SO I WILL JUST FOLLOW UP ON THAT.

THANK YOU FOR ALL OF YOUR WORK. I APPRECIATE YOU ANSWERING THE QUESTIONS UP FRONT.

THANK YOU.

>> YOU'RE WELCOME.

IN EAST BOSTON, WE'RE SEEING AN UPTAKE AND HAVE HAD SOME PROACTIVE INITIATIVES WITH OUR HEALTH DIVISION AND ENVIRONMENTAL SERVICES DIVISION. HAVE DONE AT LEAST TWO SWEEPS OF DIFFERENT TWO DIFFERENT ESTABLISHMENTS WHERE WE SAW AN UPTICK IN COMPLAINTS.

IN EAST BOSTON, WE HAD A WALK THROUGH SCHEDULE WITH COUNCILLORS BREADON.

WE'RE HAPPY TO RESCHEDULE THAT, THE RODENTS.

>> THANK YOU.

>> THANK YOU.

>> GREAT.

THANKS, COUNCILLOR EDWARDS.  
NEXT UP, COUNCILLOR CAMPBELL AND  
THEN JANEY AND THEN O'MALLEY.  
COUNCILLOR CAMPBELL.

>> THANK YOU, COUNCILLOR BOK.  
THANK YOU, COMMISSIONER AND YOUR  
INCREDIBLE TEAM FOR THE HARD  
WORK.

I HAVE TO SHOUT OUT IESHA.  
ALL OF MY CIVIC MEETINGS, VERY  
RESPONSIVE.

YOU GUYS HAVE A HARD JOB IN THE  
MIDST OF COVID-19.

THINGS HAVE NOT SLOWED DOWN  
BECAUSE OF CONSTRUCTION  
PROJECTS, ENFORCEMENT.

JUST WANT TO EXTEND MY  
GRATITUDE.

FRANKLY NOT WASTE A LOT OF YOUR  
TIME.

I KNOW HOW BUSY YOU ARE.

I APPRECIATE YOU COMING TO THE  
HEARINGS WITH RESPONSES.

NOT EVERY DEPARTMENT HAS DONE  
THAT.

THANK YOU COMMISSIONER.

THE ONLY QUESTION I HAVE IS ONE,  
THIS IS RELATED TO FOLKS THAT  
ARE STILL SEEING ELICIT ACTIVITY  
ON SOME OF THE VACANT LOTS,  
DIFFERENT PARCELS.

WE TALKED ABOUT DIFFERENT  
STRATEGIES FOR THAT.

CURIOUS ABOUT THE CLEAN IT OR  
LEAN IT PROGRAM OR SOME OTHER  
STRATEGIES AROUND THESE LOTS,  
GIVENING COVID-19, THE WAY THE  
BUDGET WILL BE SHIFTED BECAUSE  
OF COVID-19.

HOW DO WE CONTINUE FROM THE ISD  
PERSPECTIVE AND FROM YOUR TEAM'S



PERSPECTIVE TO CONTINUE TO ASSIST WITH THESE LOTS WHERE WE'RE SEEING HORRIBLE ACTIVITY HAPPEN?

AGAIN, THANK YOU TO YOUR TEAM. I ALSO WANT TO THANK BROPHY. THANK YOU AS WELL FOR THE WORK YOU'RE DOING.

I APPRECIATE YOU GUYS.

>> THANKS, COUNCILLOR.

AND IESHA IS SMILING.

SHE KNOWS YOU TOUCHED ON SOMETHING ELSE THAT WILL BE ROLLED OUT IN MAY.

THE ANSWER IS, THE MAJOR HAS ASKED US TO ADDRESS THIS ISSUE. WE'RE JUST GOING TO HAVE TO ROLL IT UP, NOT AT THE DATE THAT WE PLANNED, BUT WE WILL BE ROLLING OUT NEW PLANS AND IDEAS ON HOW WE CAN BETTER ADDRESS THIS TYPE OF ISSUE IN ADDITION TO WHAT WE'RE ALREADY DOING WITH THE RECENTLY FORMED INVESTIGATIONS AND ENFORCEMENT TEAM THAT COLLABORATES WITH THE FIRE DEPARTMENT, WITH THE PUBLIC HEALTH COMMISSION ON A REGULAR BASIS AND THEIR TEAM HAS BEEN EXTREMELY EFFECTIVE PARTICULARLY DURING THE PANDEMIC AND THE PUBLIC HEALTH COMPLAINTS THAT BEGAN TO COME OUR WAY.

>> ONE FOLLOW UP QUESTION.

MAYBE YOU ANSWERED THIS.

HOW DOES THE NEW ENFORCEMENT TEAM DIFFERENT FROM CODE ENFORCEMENT, INSPECTORS?

WHAT IS DIFFERENT THERE?

I APPRECIATE THESE UPDATES AS WELL.

I ALSO WANT TO THANK CHRIS ENGLISH.

SHE'S BEEN ASSISTING WITH  
PROBLEM PROPERTIES AND THAT LINE  
OF WORK, TOO.

THANK YOU.

>> SO THE DIFFERENCE IS --

THANKS FOR THAT QUESTION.

THE PUBLIC WORKS DEPARTMENT  
WORKS CLOSELY WITH US.

ISD DOES HAVE TWO CODE  
ENFORCEMENT INSPECTORS WHO ARE  
DIFFERENT.

THOSE TWO GENTLEMAN, THEY WORK  
ON ENFORCING OUR AUTO SHOP  
ORDINANCES AND THOSE TYPE OF  
THINGS.

THE DIFFERENCE BETWEEN OUR INE  
TEAM AND WHY IT WAS IMPORTANT  
THAT WE ESTABLISH A TEAM IS THAT  
TYPICALLY ISD GETS COMPLAINTS  
THAT GOES TO AN INSPECTOR,  
ASSIGNED TO A CERTAIN AREA,  
BASED ON WHAT TYPE OF WORK THAT  
INSPECTOR DOES.

IT'S DIFFICULT FOR THOSE TYPE --  
FOR INSPECTORS WITH THAT HEAVY  
LOAD IN A DISTRICT TO HAVE A  
SUSTAINED FOLLOW UP TO GET THE  
REQUIRED RESULTS FOR CERTAIN  
TYPES OF ISSUES.

SOME THINGS YOU CAN GO FOR AN  
INSPECTION TODAY AND TOMORROW  
MOVE ON TO SOMETHING ELSE.

SOME THINGS NEED REPEATED OR  
COORDINATED IN ORDER FOR US TO  
REALLY RESOLVE AND ADDRESS THOSE  
TYPE OF ISSUES.

THAT'S WHY WE FORMED THE TEAM TO  
HAVE MULTI-DISCIPLINED PEOPLE  
THERE THAT CAN PLAN, DO  
RESEARCH, GO OUT, MAKE  
APPOINTMENTS, DO TEAM  
INVESTIGATIONS, DO FOLLOW UP AND  
WORK WITH THE APPROPRIATE

EXTERNAL DEPARTMENTS TO BRING  
THESE THINGS TO RESOLUTION.  
IT'S BEEN EFFECTIVE SO FAR.  
OVER 200 CASES IN ABOUT SIX  
MONTHS.

>> NO, THAT IS REALLY HELPFUL.  
IT'S GREAT.

KUDOS TO YOU AND YOUR TEAM FOR  
CREATING THIS.

YOU'RE RIGHT.

SO MANY CASES, BUT TO HAVE THAT  
TRIAGE APPROACH, REALLY  
APPRECIATE IT AND CONTINUE TO  
CONSIDER US A PARTNER IN THE  
WORK, ME AND MY TEAM HERE TO  
SUPPORT YOU ANYWAY WE CAN.  
APPRECIATE THE RESPONSIVENESS IN  
THE MIDST OF COVID-19 ON SOME OF  
THESE CASES RELATED TO THE LOTS  
AND CONSTRUCTION SITES.

THANKS AGAIN.

AND I'LL SMILING ON THE LEAN IT  
AND CLEAN IT OR LEAN IT OR LEAN  
ON ME PROGRAM THAT IESHA WILL DO  
BY HERSELF.

THANKS AGAIN.

STAY SAFE AND HEALTHY.

THANKS, COUNCILLOR BOK.

>> GREAT.

NEXT UP IS COUNCILLOR JANEY.

>> MORNING.

CAN YOU HEAR ME

>> YES.

>> WONDERFUL.

GOOD TO SEE EVERYONE.

I WANT TO START BY THANKING THE  
MAYOR'S TEAM.

I WANT TO ESPECIALLY THANK YOU,  
COMMISSIONER.

ALWAYS BEING VERY ACCESSIBLE AND  
RESPONSIVE.

I THINK IESHA AS ASSISTANT  
COMMISSIONER MILLER FOR HER

LEADERSHIP AND PARTNERSHIP AND ALWAYS AVAILABLE.

YOU WERE VERY THOROUGH, SO I DON'T HAVE MY QUESTIONS.

I WAS HOPING TO FOLLOW UP ON A COUPLE.

SO ONE, JUST THINGS RELATED TO SHORT TERM RENTALS.

I WANT TO SHARE THE CONCERNS THAT COUNCILLOR FLYNN RAISED ABOUT THE INVESTOR UNITS.

IT'S BEEN A BIG ISSUE IN MY DISTRICT.

SO WHATEVER SUPPORT YOU NEED AROUND ENFORCEMENT, HAPPY TO HELP IN THAT EFFORT.

ALSO WOULD LOVE SOME BREAKDOWNS, NOT NECESSARILY IN THIS HEARING BUT PERHAPS AFTERWARDS.

JUST WHAT IS HAPPENING IN DISTRICT 7 IN TERMS OF THE SHORT TERM RENTALS, IN TERMS OF THE MOTHER-IN-LAW UNITS, IN TERMS OF WHAT STEPS ARE IN PLACE FOR EXPANDING THAT IN THIS BUDGET.

I KNOW YOU MENTIONED THE OVERTIME FOR THE AFTER-HOUR INSPECTORS AND WHY THAT -- SO IF YOU COULD TALK ABOUT WHY -- WHAT IS THE RATIONALE FOR THAT CHANGE AND WHY THAT WAS NEEDED.

WHAT THAT MONEY IS FOR.

WHY ARE WE -- WHY WAS THAT CHANGE NEEDED IF YOU CAN REPEAT THAT.

I MISSED IT IN YOUR PRESENTATION.

>> YES.

SO THAT CHANGE IS -- REFLECTS THE FACT THAT IN THE PAST FOR CURRENTLY WHEN A THIRD PARTY INSPECTION IS REQUESTED, IT HAS TO HAPPEN OFF HOURS, THEN WE

PROVIDE THE SERVICE AND THEN WE INVOICE AND BILL THE REQUESTER AND COLLECT PAYMENT.

IT TAKES A LOTS OF OUR RESOURCES TO DO THE COLLECTION AND THE COLLECTION IS NOT ALWAYS 100%. SO WE'RE MAKING IT -- FLIPPING IT AROUND AND MAKING IT A FEE, INSTEAD OF SOMETHING THAT WE HAVE TO BILL YOU FOR AND CHASE YOU FOR.

COLLECTIONS -- WE'LL COLLECT ALL THE MONEY OWED BECAUSE YOU HAVE TO PAY UP FRONT FOR THE SERVICE. WE'RE COMING UP WITH A FEE POINT THAT WILL COVER OUR COSTS AND WE GOT APPROVAL FROM THE COUNCIL TO MAKE THAT CHANGE.

WE'RE LOOKING TO IMPLEMENT THAT IN FY-21, WHICH REQUIRED THE MONEY -- THE OVERTIME WILL BE SHOWN DIFFERENTLY.

IN THE PAST, THE MONEY SOMETIME EXISTED.

DIDN'T SHOW UP AS OVERTIME BECAUSE IT WAS SOMETHING THAT WAS A RECOVERED COST ON THE CITY'S PART.

>> EXCELLENT.

I'VE BEEN WORRIED ABOUT CAPACITY.

AS WE REOPEN, BUT GLAD TO HEAR THAT YOU'RE SAYING THAT EMPTY POSITIONS HAVE BEEN FILLED AND THAT THIS BUDGET REALLY DOES PROVIDE WHAT IS NEEDED.

SOULED YOU FIND THAT YOU NEED ANYTHING, I HOPE THAT YOU WOULD COUNT ON US, THE SERVICES THAT YOU PROVIDE THE CITY ARE IMPORTANT AND WE WANT TO MAKE SURE THAT YOU CONTINUE TO DO THE WORK THAT YOU'RE DOING.

SO GLAD TO HEAR THAT THERE'S AN INVESTMENT IN THIS BUDGET.

THANK YOU AGAIN.

THAT'S IT FOR ME, MADAM CHAIR.

>> THANK YOU.

>> GREAT.

THANK YOU SO MUCH, MADAM PRESIDENT.

NEXT UP IS COUNCILLOR O'MALLEY AND THEN COUNCILLOR BAKER AND THEN COUNCILLOR FLAHERTY.

COUNCILLOR O'MALLEY.

>> THANK YOU, MADAM CHAIR.

THIS MAY BE A RECORD FOR THE LEAST NUMBER OF TIMES THAT YOU'VE HAD TO USE A GAVEL IN A WAYS AND MEANS HEARING.

>> IT IS.

>> I SHALL KEEP THE TRADITION.

COMMISSION, THANKS FOR THE GREAT WORK.

IT'S AMAZING THAT ISD HAS BROUGHT THE ENGLISH AND THE IRISH TOGETHER WITH OUR COMMISSIONER AND HIS CHIEF OF STAFF.

WELL-DONE.

COMMISSIONER, YOU MENTIONED THIS IN YOUR OPENING REMARKS.

YOU DID A VERY OVERVIEW OF THE QUESTIONS WE POSED.

I MISSED THIS.

THE OVERTIME, WHICH INCLUDES THIS BUDGET, YOU SAID IN YOUR REMARKS THAT THAT DIDN'T REFLECT A LARGE OVERTIME INCREASE.

CAN YOU EXPANDS ON THAT?

I MISSED WHAT THAT NUMBER REFLECTS.

>> YEAH.

I BUTCHERED MY EXPLANATION SO I'M GOING TO ASK KELLY MACKAY TO EXPLAIN IT.

IT'S REALLY AN ACCOUNTING TYPE OF CHANGE.

KELLY?

>> YES.

JUST EXPLAINING THIS A FEW DIFFERENT WAYS IS HELPFUL. BUT YES, THIS IS A SERVICE THAT WAS PREVIOUSLY PROVIDED AS A -- WE COLLECTED THE FEES AFTER THE SERVICE WAS DELIVERED FROM THE CONTRACTORS BASED ON THE HOURS AND OVERTIME BY OUR STAFF HERE. AS THE COMMISSIONER POINTED OUT, THAT CAME WITH A LARGE ADMINISTRATIVE BURDEN. OUR H.R. STAFF NEEDED TO PROCESS THE OVERTIME AS WELL AS PROCESSING THE INVOICES AND CHASE DOWN THE OWED FEES AS COLLECTIBLES.

OUR COLLECTION RATE WAS GOOD. BUT IT'S NOT AT 100%.

SO SOME OF THAT FUNDING WAS NOT RECOVERED.

THIS CHANGE, WE BASED OUR FEE RATE, BASED OUR BUDGET REQUESTS ON HISTORIC DATA AND WHAT WE'VE NEEDED IN THE PAST TO COVER THAT.

BUT THE BUDGET IS COVERING THE OVERTIME THAT WE'LL NEED TO DELIVER THIS SERVICE.

WE WILL SEE A PARALLEL REVENUE STREAM IN TERMS OF THE FEE THAT IS COMING IN.

I'LL BE HAPPY TO ANSWER FOLLOW UP QUESTIONS IF THAT IS UNCLEAR.

>> THAT IS CLEAR.

WHILE IT'S AN INCREASE, IT'S OFFSET BY ADDITIONAL REVENUES COMING IN, SO MORE OF A NET ZERO?

>> CORRECT.

THIS IS ALL BASED ON HISTORIC DATA.  
SO WE WILL MONITOR THAT CLOSELY.  
>> SO AGAIN --  
>> TO ADD TO THAT.  
>> PLEASE.  
>> THE OVERTIME MONEY SPENT LAST YEAR WAS PROBABLY THE SAME AS WHAT WE'RE BUDGETING THIS YEAR. JUST DIDN'T -- OVERTIME BUDGET MAY HAVE \$400,000 LAST YEAR. WE INCURRED MORE MORE OVERTIME COSTS BUT IT WAS TAKEN OFF THE BOOKS BECAUSE OF THE REIMBURSEMENTS AND COLLECTIBLES. IT'S AN UP-FRONT FEE.  
>> I GET THAT.  
LET ME, YOU KNOW, ADD MY VOICE TO THE CHORUS THANKING IESHA AND YOUR INCREDIBLE TEAM, THIS IS MY TENTH BUDGET.  
ALMOST ANNUALLY WE'VE LAMENTED THE FACT THAT I AND MANY COLLEAGUES, WHILE WE VALUE THE GREAT WORK WE DO, WE FEEL THAT ISD IS UNDERSTAFFED BECAUSE THE WORK LOAD IS SO MASSIVE AND HAS EXPANDED.  
I FEAR AS WE  
OF RECOVERY IN POST COVID-19 THAT IS GOING TO CONTINUE.  
I OFTEN ASK ABOUT OVER TIME.  
I'D LOVE TO SEE YOU GET MORE INSPECTORS.  
I THINK IT IS SO IMPORTANT.  
WE'RE SEEING NOW OBVIOUSLY A SLOW DOWN, BUT STILL YOU'VE HAD SITUATIONS WHERE ENDURE THE FREEZE THERE WERE SOME CONTRACTORS.  
THERE WAS OTHER WORK THAT WAS LEFT, ESSENTIALLY ABANDONED NOT SECURED WE HAVE HAD TO SEND



INSPECTORS OUT.

YOUR JOB IS INCREDIBLY IM  
IMPORTANT.

EVERYONE ON YOUR TEAM WORKS  
INCREDIBLY HARD FOR THE CITY.

I WOULD URGE THAT ANYTHING WE  
CAN DO TO MAKE SURE YOUR  
STAFFING LEVELS REFLECT SHEER  
VOLUME OF WORK, WE NEED TO BE  
DOING.

I WILL CONTINUE TO PUSH THAT  
VERY GRATEFUL FOR THE GOOD WORK  
YOU DO.

JUST BRIEFLY THIS IS SOMEWHAT  
SIMILAR TO THE OVERTIME.

CONTRACTED SERVICES, INCREASE OF  
112,000.

THAT PARTICULAR POSITION.

>> KELLY?

>> YES OUR CONTRACTED SERVICES  
INCLUDE OUR SPENDING FOR THE  
BOARD OF APPEALS ADVERTISING,  
AND OUR MICROPHONES THOSE ARE  
BOTH FAIRLY DEPENDENT ON THE  
VOLUME OF CONSTRUCTION GOING ON  
IN THE CITIES WHICH HAS BEEN --  
WE HAVE THAT COST IN MIND WITH  
CURRENT SPENDING TO REFLECT OUR  
ACTUAL COSTS.

>> AGAIN, \$112,000 IT'S A LARGE  
AMOUNT OF MONEY BUT \$20 MILLION  
BUDGET IT'S NOT A DRIVING FA  
FACTOR.

I HOPE, KELLY, YOUR  
PROGNOSTICATION IS RIGHT THE  
CONSTRUCTION BOOM DOES CONTINUE,  
OBVIOUSLY I THINK THAT WE'RE ALL  
GOING TO WAIT AND SEE WHAT THE  
POST-COVID WORLD LOOKS LIKE.

APPRECIATE ALL YOUR GREAT WORK.

ANYTHING WE CAN DO TO SUPPORT  
YOU, PARTICULARLY AS IT RELATES  
TO HAVING THE PROPER STAFFING

LEVELS TO ADDRESS THE MYRIAD OF CONCERNS WE STAND WITH YOU.  
THANK YOU ALL.  
GREAT TO SEE ALL OF YOUR FACES.  
BE WELL AND BE SAFE.  
THANK YOU, MADAM CHAIR.  
>> THANK YOU, COUNCILOR O'MALLEY.  
NEXT UP COUNCILOR BAKER THEN FLAHERTY.  
COUNCILOR BAKER?  
COUNCILOR BAKER?  
ARE YOU THERE?  
I THINK HE MAY HAVE DROPPED OFF.  
WE'LL JUMP TO COUNCILOR FLAHERTY.  
>> THANK YOU, MADAM CHAIR.  
CAN YOU HEAR ME?  
>> WE CAN HEAR YOU.  
>> VERY GOOD.  
GOOD TO SEE DEON BACK HEALTHY SORRY YOU WENT THROUGH THAT EXPERIENCE.  
SORRY FOR YOUR LOSS.  
LIKE ME, YOU WERE TAKING CALLS FROM THE HOSPITAL WHICH OBVIOUSLY I APPRECIATE AND ALWAYS ATTENTION TO DETAIL AND ALSO JUST GREAT HARD WORKING CITY EMPLOYEE.  
GOOD TO SEE YOU BACK.  
IN YOUR ABSENCE, OBVIOUSLY YOU HAD A GREAT TEAM.  
I OFTEN SAY MY FIRST BUDGET, THE PLACE WOULDN'T RUN, SHE'S AN UNSUNG HERO FOR THE DEPARTMENT.  
SHAWN LYDEN ALSO IN YOUR ABSENCE WAS STELLAR.  
DANNY MANNING, OVER AT BUILDING -- HIS DIVISION THERE DOING INSPECTIONS.  
HOUSING WITH REGINA AND THE ENVIRONMENT AND RODENT CONTROL.

ALL UNSUNG HEROES OF YOUR DEPARTMENT.

NUMBER OF THE FOLKS ON THE SCREEN THAT I'M LOOKING AT SO MANY OTHER CITY EMPLOYEES, WE THE WASHINGTON -- BOSTON CITY COUNCIL WE PUT SO MUCH ON YOU THE LAST SEVERAL YEARS.

THE AirBnB, YOU'RE A DEPARTMENT THAT CONTINUED TO DO MORE EVERY YEAR WITH LESS.

I WOULD CONCUR WITH MY COLLEAGUES PREVIOUSLY THAT PROBABLY SHOULD LOOK AT GETTING YOU MORE INSPECTORS AND GIVING YOU MORE TOOLS TO DO THE JOB THAT YOU GUYS DO.

I GOT TO COMPLIMENT THE COMMISSIONER IN THE THOROUGH PRESENTATION ANSWERING ALL THE QUESTIONS THAT I SUBMITTED THROUGH THE WORKING SESSION.

NO NEED TO REASK THEM. PROBABLY TAKE THIS OPPORTUNITY TO THANK YOU FOR THE WORK THAT YOU DO FOR THE WORK THAT ISD DOES.

GREAT DEPARTMENT IN OUR CITY DOING MULTITUDE OF THINGS THAT I JUST RIFLED RIFLED OFF THAT JILL DOES, THAT DANNY, THE HOUSING, ENVIRONMENT, RODENT CONTROL. WE ARE EXPERIENCING AN UPTICK IN RODENTÑi CONTROL ISSUES.

SO HIS TEAM OVER THERE AND OTHERS HAVE THINGS UNDER CO CONTROL.

AS WE MOVE FORWARD AND GET THROUGH THIS PANDEMIC AND START TO REOPEN YOUR DEPARTMENT WAR WOULD YOUABLY PROBABLY GOING TO BE ONE OF THE ONES WE LEAN ON THE MOST FOR GUIDANCE AS WE'RE

DEALING WITH HOUSING ISSUES.  
DEALING WITH BUSINESSES TRYING  
TO REOPEN.  
GOING TO BE DEALING WITH HEALTH  
ISSUES AS WELL.  
FOR THAT I APPRECIATE ALL OF  
THAT AND LOOK FORWARD TO WORKING  
WITH YOU, COMMISSIONER IRISH AND  
YOUR ENTIRE TEAM AND GET THROUGH  
THIS.  
GOOD TO SEE YOU AGAIN.  
SORRY FOR YOUR LOSS THAT YOU ARE  
EXPERIENCING.  
THANK YOU, MADAM CHAIR.  
>> THANK YOU, COUNCILOR FL  
FLAHERTY.  
NEXT UP TO COUNCILOR MEJIA.  
COUNCILOR MEJIA?  
I SEE HER ON.  
LET ME -- I'M GOING TO JUMP TO  
COUNCILOR ARROYO, ARE YOU READY?  
>> I AM, THANK YOU SO MUCH.  
I AM ALSO GOING TO KEEP YOU FROM  
RAISING YOUR GAVEL.  
THANK YOU, COMMISSIONER IRISH  
AND EVERYONE ELSE ON THE ISD  
TEAM FOR THE WORK YOU'VE BEEN  
DOING.  
VERY GRATEFUL IN THE WAY THAT  
YOU ANSWERED QUESTIONS THAT WERE  
ALREADY PREVIOUSLY ASKED.  
I DON'T HAVE TOO MANY.  
BUT I DO HAVE TWO.  
ONE I THINK YOU SORT OF STARTED  
TO ANSWER AND I WANTED  
CLARIFICATION ON WHICH IS IN  
TERMS OF THE CONTRACTING, HOW  
MANY -- DO YOU GIVE OUT  
CONTRACTS?  
I THINK FOR MINE I THINK THERE  
IS A CONTRACTING COST IN THERE  
THAT IS BASICALLY BUDGETED FOR  
CONTRACTED SERVICE TELL ME WHAT

THOSE ARE?

>> THANK YOU, COUNCILOR.

KELLY, YOU CAN ANSWER THEN I'LL  
JUMP IN.

>> MAJORITY OF THAT IS FOR OUR  
SCANNING OF PLANS AFTER ISSUANCE  
FOR PHYSICAL RECORDS.  
AND FOR ADVERTISING IN THE  
"BOSTON HERALD" FOR THE P.O.  
WORK.

IN ADDITION TO THAT WE DO HAVE  
SOME SMALLER AGREEMENTS, NOT  
CONTRACTS, BUT VERSE ORDERS WITH  
MINORITY AND WOMEN-OWNED  
BUSINESSES.

PROMOTIONAL ITEMS, OUTREACH.

>> JUST TO CLARIFY IS IT THE  
"BOSTON HERALD" OR MIX OF  
DIFFERENT MEDIA OUTLETS THERE  
THAT YOU ALSO ADVERTISE WITH?

>> THE MAJORITY IS "BOSTON  
HERALD."

I BELIEVE WE DO HAVE SOME BEYOND  
THAT AS WELL.

BUT THE MAJORITY IS REQUIRED  
ADVERTISING.

>> OKAY FOR THAT INFORMATION.  
THE OTHER SIDE OF THIS WHICH MAY  
BE YOUR DEPARTMENT, MAY NOT BE  
YOUR DEPARTMENT AT ALL.  
BUT -- SORRY.

>> WE LOST YOU.

>> I SAID THANK YOU FOR THAT.  
THEN ON THE SECOND QUESTION  
WHICH MAY BE YOUR DEPARTMENT,  
MAY NOT BE YOUR DEPARTMENT.  
AS WE MOVE FORWARD WITH REOCHING  
THE CITY AND PUT IN SORT OF  
THESE HEALTH AND SAFETY  
PROTOCOLS IS IT GOING TO FALL TO  
YOU TO DO THOSE INSPECTIONS OR  
IS THAT GOING TO GO TO CODE  
ENFORCEMENT AND PUBLIC WORKS?

WHO IS GOING TO BE RESPONSIBLE FOR -- WHEN SOMEBODY CALLS IN, WHOSE JOB TO DO THOSE INSPECTIONS FOR THE CITY RIGHT NOW?

>> DEPENDS ON WHAT THE CALL IS. MOST WILL PROBABLY COME TO ISD ALSO TO THE HEALTH COMMISSION. SOME MAY GO TO CODE ENFORCEMENT. MAJORITY WILL COME TO ISD AND PUBLIC HEALTH COMMISSION.

>> I SUPPORT THAT THAT'S PROBABLY GOING TO BE THE ONE -- PROBABLY ENTIRELY BRAND NEW SITUATION FOR ISD.

I DON'T THINK THERE'S ANYTHING ELSE IN THE SAME VEIN.

SO IN TERMS OF THIS BUDGET, IS THERE A FUNDING INCREASE THAT -- I ECHO MOST RECENT COUNCILOR O'MALLEY WITH THE UNDERSTAFFING. DO YOU HAVE THE MONEY IN THE BUDGET ESSENTIALLY TO MEET THOSE NEEDS DO YOU THINK, OR IS THERE PLACE THERE WHERE WE COULD RAMP UP SOME FUNDING TO ENSURE THAT YOUR NEEDS ARE MET.

>> YOU HAVE THE FUNDING -- WE HAVE THE FUNDING AND RESOURCES TO MEET THE NEED.

AND COMMITMENT ON INVESTMENTS.xD NUMBER OF PEOPLE THAT WE HAVE IS SUFFICIENT.

WORK IS GOING TO SHIFT BUT THIS IS A TEMPORARY SHIFT BASED ON AN MERGE ENZOO SITUATION.

SO WE WILL -- MAYBE WE WOULDN'T -- INSPECTION WE MIGHT HAVE DONE MAY NOT GET DONE BUT WE'RE GOING TO FOCUS ON WHAT THE CURRENT PUBLIC HEALTH EMERGENCY REQUIRES THEN GET BACK TO THE ROUTINE INSPECTIONS WHEN THIS

SUBSIDES.

WE CAN ADDRESS THE NEED.

MY FOLKS ARE PUBLIC HEALTH,  
PUBLIC SAFETY FOLKS ARE ALREADY  
TRAINED TO DO THIS TYPE OF  
ENFORCEMENT.

AND WE'RE COORDINATING WITH THE  
HEALTH COMMISSION AND WITH OTHER  
AGENCIES.

ALTHOUGH WHEN IT COMES IN WE  
WANT TO MAKE SURE THAT WE AS  
CITY JUST FIND WAY TO RESPOND TO  
THESE NOT HAVE PEOPLE BOUNCE  
AROUND.

>> SOUNDS GOOD.

THANK YOU SO MUCH TO ALL OF YOU  
FOR THE WORK THAT YOU DO.

>> THANKS SO MUCH, COUNCILOR  
ARROYO.

WE'RE GOING BACK TO COUNCILOR  
MEJIA, TECHNICAL ISSUE.

>> CAN YOU HEAR ME?

>> YES, I CAN HEAR YOU.

>> I JUST WANTED TO JUST QUICKLY  
GIVE A SHOUT OUT TO CO  
COMMISSIONER, DORCHESTER HIGH  
ALL THE WAY.

HARD WORK AND DEDICATION.

YOU GUYS HAVE BEEN EXTREMELY  
HELPFUL TO OUR OFFICE NAVIGATING  
A LOT OF THE CALLS THAT WE'VE  
GOTTEN FROM CONSTITUENTS.

I APPRECIATE YOU AND IESHA FOR  
ALL HER WORK MAKING SURE THING  
GET DONE.

I JUST HAVE A FEW QUESTIONS.

ONE OF GOALS OF ISD TO MAKE  
IMPROVEMENTS TO THE BBA.

YOU MENTIONED THAT PEOPLE WILL  
BE ABLE TO INTERPRETATION, CAN  
YOU LET US KNOW WHEN WE CAN  
EXPECT THAT PROGRAM TO BE PUT IN  
PLACE?

IN ADDITION IN REGARDS TO TRANSLATION, AS WE THINK ABOUT WAYS TO REMOVE BARRIERS TO ENGAGE ANY OPPORTUNITIES THAT EXISTS FOR MEETINGS TO BE PROVIDED, FOOD AND CHILD CARE. WE KNOW THAT THOSE THINGS CAN BE A LITTLE BIT EXPENSIVE.

WHAT OPPORTUNITIES EXIST IN PARTNERING UP WITH OTHER NONPROFIT ORGANIZATIONS MAYBE EVEN SMALL BUSINESSES TO HELP SUPPORT SOME BARRIERS TO ENGAGEMENT.

WE'D LOVE TO EXPLORE THAT AND WORK WITH YOU TO MAKE THOSE THINGS HAPPEN.

THEN JUST CURIOUS, CAN YOU TALK MORE ABOUT THE WORKSHOP THAT YOU'VE BEEN HOLDING FOR CONTRACTORS?

HOW MANY HAVE YOU DONE SO FAR? HOW MANY PEOPLE HAVE PARTICIPATED?

AND WHERE WERE THESE WORKSHOPS OFFERED AND WERE THEY OFFERED IN MULTIPLE LANGUAGES?

AND THANK YOU AGAIN.

>> FIRST QUESTION WAS ABOUT WHEN WE PLAN TO HAVE TRANSLATION ASSISTANCE AVAILABLE.

WE PLAN THAT IN PLACE BEFORE WE HAVE OUR FIRST HEARING WHICH IS LIKELY TO BE NEAR THE END OF THIS MONTH SMALL PROJECT CRITERIA.

THING HAVE ALREADY BEEN VETTED. WE PLAN TO IMPLEMENT AS MANY AS WE CAN NOW.

THE OTHER QUESTION WAS ABOUT THE WORKSHOPS THAT WE'VE HAD.

WE HAD FOUR WORKSHOPS IN



PARTNERSHIP WITH THE OFFICE OF ECONOMIC DEVELOPMENT.  
WE HAD THEM I THINK TWO WERE ON ZOOM.  
AND TWO WERE ON WEBEX.  
WE USED -- TO GET FOLKS TO SIGN UP.  
ONE OF OUR WORKSHOPS I THINK OUR FIRST ONE HAD CAPACITY OF 200.  
IT SOLD OUT QUICKLY.  
OVERALL PEOPLE ATTEND THOSE WORKSHOPS.  
BUT NOT ATTENDING THE WORKSHOP THOSE ARE ALSO RECORDED AND EDITED, THEY'RE ON OUR WEBSITE AND BEING SHARED BY OFFICE OF ECONOMIC DEVELOPMENT.  
I THINK I MISSED A QUESTION.  
YOU'RE ON MUTE.  
>> I'M TELLING YOU I AM EVERYTHING TECHNICAL DIFFICULTIES TODAY.  
I WAS JUST CURIOUS ABOUT THE TRANSLATION AS WAY TO REMOVE BARRIERS.  
WHAT OPPORTUNITIES IF ANY EXIST PROVIDE, FOOD OR CHILD CARE HAS THAT BEEN SOMETHING THAT YOU ALL HAVE EXPLORED OR CONSIDERED.  
AND JUST ALSO WANTED TO HEAR ABOUT ANY ISSUES AROUND TRANSLATION.  
>> I'M NOT AN EXPERT, WE WORK CLOSELY WITH THE MAYOR'S LANGUAGE ACCESS.  
BUT WHEN WE IDENTIFY A BARRIER WE FIND WAYS TO ACCOMMODATE.  
WE'VE DONE THAT THAT PARTICULARLY WITH OUR SUBCOMMITTEE MEETINGS.  
SIMPLY DOING THE DAY FOR CHILD CARE.  
THOSE MEETINGS ARE HELD ON

THURSDAY EVENING ONCE A MONTH.  
WE'RE WILLING TO DO THINGS --  
HAVING THESE REMOVED SESSIONS  
ALSO GOING TO HELP PEOPLE AT  
THIS TIME.

AS WOULD EVOLVE HAVING IN-PERSON  
MEETINGS THEN WE'RE OPEN TO  
SEEING HOW WE CAN ACCOMMODATE  
PEOPLE TO MAKE SURE THAT  
EVERYONE GETS TO PARTICIPATE  
HAVE THEIR VOICE HEARD.

>> THANK YOU.

I'M NOT ONE TO HOLD ANYONE  
HOSTAGE FOR THE SAKE OF HOLDING  
YOU ALL HOSTAGE.

I THINK YOU HAVE DONE AMAZING  
JOB AT ANTING ALL OF OUR  
QUESTIONS.

THANK YOU SO MUCH FOR THE  
AMAZING PRESENTATION AND WE'RE  
LOOKING FORWARD TO CONTINUING TO  
PARTNER AND WORK ALONGSIDE YOUR  
OFFICE TO SERVE OUR CO  
CONSTITUENTS.

THANK YOU.

>> THANKS SO MUCH, COUNCILOR  
MEJIA.

GO TO MY QUESTIONS THEN WE'LL BE  
GOING TO DO IT FOR THEIR PREPARE  
TAKES.

COMMISSIONER, I GUESS ONE  
QUESTION I HAD GOING BACK ON  
TECHNOLOGY PIECE AND ELECTRONIC  
PLANS REVIEW.

FORGIVE ME THIS MIGHT HAVE BEEN  
IN KELLY'S OR SOMEONE'S REMARKS,  
I KNOW YOU ALL HAD ISSUED AN RFP  
ON THAT FRONT.

WHERE IS THAT RFP, WHAT IS THE  
STATUS OF THAT?

>> I'M GOING TO PIVOT THAT TO  
KELLY, THANK YOU FOR THAT  
QUESTION.

THAT'S VERY IMPORTANT TO US.  
IMPORTANT TO VBA AS WELL.

>> THEY WERE MEMBERS OF OUR  
COMMITTEE --

[ INAUDIBLE ]

>> GOT IT.

WITHOUT TRYING TO INQUIRE INTO  
OBVIOUSLY YOUR INTERNAL RFP, IS  
THAT A QUESTION OF MAYBE NEEDING  
TO TWEAK IT OR JUST QUESTION  
OF --

>> WE ISSUED AN RFP DEPARTMENT  
SPECIFIC SOLUTIONS.

WE'VE GOT IN SOME ADDITIONAL  
GUIDANCE.

WE MAY BE ABLE TO HAVE  
ENTERPRISE SOLUTION.

WE'RE WAITING BEFORE MAKING A  
FINAL DECISION HOW TO --

[ INAUDIBLE ]

>> GOT IT.

CAN YOU WALK ME THROUGH, THIS IS  
A LEHMANN 'QUESTION, WHAT IS THE -- ELECTRONIC PLAN.

AM I RIGHT IN UNDERSTANDING THAT  
IT MY HAVE BOTH INTERNAL ASPECT  
OF ALLOWING PEOPLE NOT TO HAVE  
TO SHUTTLE PHYSICAL PLANS AROUND  
TO OFFICES THEN ALSO EXTERNAL  
ASPECT IN THE SENSE OF PEOPLE  
EXTERNALLY BEING ABLE TO LOOK AT  
THE THINGS AND REVIEW THEM.

WHAT IS THE GOAL HERE?

>> I'M HAPPY TO TAKE THIS.

>> MORE EFFICIENT WAY TO GET  
PLANS TO THE CITY, THE PLANS ARE  
NOW INCORPORATED INTO OUR SYSTEM  
IT WOULD SAVE US ON THE BACK END  
WHEN WE'RE TRYING TO DIGITIZE TO  
ADD THEM TO OUR RECORDS.

REVIEW BACK AND FORTH PROCESS  
THAT HAPPENS BETWEEN APPLICANT  
THAT CAN ALL BE DONE DIGITALLY.  
AND MUCH MORE EFFICIENTLY AND

COST SAVINGS TO EVERYONE.  
ALSO TIES IN TO OUR BOARD OF  
APPEAL PROCESS WHERE SOMETHING  
GOES TO THE BOARD NOW.  
ALL THOSE PLANS NOW INSTEAD OF  
BEING DRIVEN OVER TO CITY HALL  
FOR HEARING OR SENT OVER FOR  
THEIR REVIEW IT CAN BE SHARED  
BETWEEN DEPARTMENTS AND WORKED  
ON IN ELECTRONIC MANNER.  
WHICH IS THE IDEAL WAY FOR US.

>> CERTAINLY, DEFINITELY.

I WOULD THINK WOULD THERE BE AN  
IMPROVEMENT YOU MENTIONED KELLY  
MENTIONED THE SCANNING OF THE  
CONTRACTED SERVICE THAT WE DO.  
I WONDER IF DIGITAL PLANS THEY  
WOULD BE OCR YOU COULD SEARCH  
FOR TEXT AND STUFF AND WHETHER  
THAT IS THE CASE RIGHT NOW WHEN  
WE SCAN THINGS?

>> I CAN'T BE SPECIFIC WITH THE  
OCR.

THE PLANS ONCE THEY ARE  
SCANNED --

[ INAUDIBLE ]

WIDE VARIETY OF PARAMETERS.  
WE DO HOPE FOR ELECTRONIC PLANS.  
WE'LL MONITOR THAT ONE.

>> GREAT.

I KNOW IT ALSO CAME UP AT OUR DB  
DBA HEARING A FEW MONTHS BACK,  
THERE'S ALSO SOME CONCERN ABOUT  
THE KIND OF -- THE TIMING, IT  
SEEMS AS THOUGH A BIG PACK OF  
PAPERS THAT OFTEN BOARD AND  
MEMBERS ARE GETTING RIGHT THEN  
IN THE MOMENT.

FOR REVIEW PERSPECTIVE THAT IS  
SUBOPTIMAL.

ONCE WE HAD ELECTRONIC PLANS  
CAPACITY WOULD THAT ALSO ENABLE  
US TO SORT OF SHARE THE PACKETS

WITH MEMBERS OF THE BOARD?

>> YES, THAT'S CORRECT.

>> THEN I GUESS I'M JUST WONDERING I KNOW WE HAVEN'T ACCEPTED -- MADE DECISION ON RFP YET I ASK YOU MORE ABOUT ENTERPRISE SIDE.

MY ONLY CONCERN WOULD BE SOMETIMES ENTERPRISE SOLUTION FOR THE WHOLE CITY IS LIKE A GREAT THING BUT IT ADDS A YEAR OR SOMETHING TO IMPLEMENTATION. I'M JUST CURIOUS WHETHER THAT IS PART OF THE CONVERSATION TIMELINE-WISE?

>> THOSE ARE THINGS THAT WE ARE -- WE WANT TO GET PLANS IN PLACE AS SOON AS POSSIBLE. WE WANT TO HAVE A SYSTEM THAT CAN CONNECT TO ALL THE AGENCIES THAT NEED TO BE PART OF IT.

>> I THINK THE COUNCIL SHARES THAT URGENT DESIRE.

CAN I ASK YOU, SWITCHING QUESTIONS FOR A MINUTE GOING BACK TO THE QUESTION THAT SO MANY OF MY COLLEAGUES HAVE ALSO ASKED RELATED TO RODENT BAITING. I KNOW THAT IT'S IN THE INFO THAT THERE WAS A DIP THIS YEAR IN NUMBER OF SEWERS OR SITTING AT 550 A YEAR LAST COUPLE OF YEARS.

THEN THIS YEAR PROJECTED TO BE 350 THEN BACK UP TO 500.

I WAS JUST CURIOUS WHAT HAPPENS THIS YEAR, IS THAT BECAUSE YOU PAUSED BAITING DURING COVID OR WHAT DOES THAT DIP REFLECT?

>> THAT WAS JUST A CLERICAL SITUATION THAT WE'RE GOING TO CORRECT.

WE'LL GET YOU THE INFORMATION.

WE HAVE NOT -- THE WORK CONTINUES.

>> THAT'S JUST A MISTAKE?

THAT'S NOT THE CASE.

>> YES.

>> GREAT.

THAT'S GOOD TO HEAR.

IN TERMS OF THINKING ABOUT -- I KNOW -- I'LL JUST SAY I SHARE COUNCILOR O'MALLEY AND COUNCILOR ARROYO'S WHETHER ICD CAN HAVE CAPACITY TO SUPPORT ALL THE KIND OF HEALTH QUESTIONS THAT I THINK ARE GOING TO ARISE AS WE TALK ABOUT GINGERLY REOPENING. AND I HEAR YOU, COMMISSIONER, SAYING WE'LL SORT OF SHIFT RESOURCES FOR THE TIME BEING. I'M HOPEFUL AT LEAST THAT IF WE HAVE TO ADD CAPACITY THERE IT'S SOMETHING THAT WE CAN HELP FUND WITH MONEY BUT IT DOES SEEM LIKE MIGHT NEED TO CREATE CAPACITY. WILL THE TECHNOLOGICAL WORK AND CHANGES YOU MADE RELATED TO THE SANITARY CODE AND TRAINING PEOPLE AND GETTING THOSE iPADS AND SUCH, IS THAT ALL GOING TO BE HELPFUL TO US IN THIS WORK?

>> IT'S HELPFUL TO US IN OUR INVESTMENT IN TECHNOLOGY IN CREATING UPDATED APPS WITH THE NEW CODE.

CONTINUE TO DOING OUR WORK.

WE'RE -- AS WE WOULD HAVE BEEN A YEAR AGO.

WE CAN STILL GO OUT, PROVIDE WORK FOR INSPECTORS GET THE INFORMATION THAT THEY NEED THROUGH TECHNOLOGY.

IT'S AIDED US.

>> MY LAST QUESTION WOULD BE, OBVIOUSLY WE'RE ALL INTERESTED

IN HOW WE -- HOW DBA MEETINGS  
ARE HELD IN A WAY THAT INCLUSIVE  
AND PARTICIPATORY UNDER CO  
COVID-19.

ALSO A QUESTION ABOUT BACKLOG  
AND THE QUESTION OF WHETHER YOU  
ARE THINKING ABOUT TRYING TO  
HAVE WEEKLY, TEMPORARILY OR -- I  
KNOW WE ARE ALREADY TALKING  
BEFORE ABOUT POSSIBILITY SHIFT  
MORE OF THE NONCONTROVERSIAL  
PROJECTS INTO THE THIRD THURSDAY  
FORMAT.

YOU JUST GIVE US ANY UPDATE ON  
THAT FRONT?

>> I LOST THE LAST PART.

WE'RE LOOKING TO SHIFT THE  
AGENDA TO MORE OF A SMALL  
SUBCOMMITTEE TYPE OF THINGS THAT  
WOULD BE ON SUBCOMMITTEE AGENDA  
NOW GO TO THE FULL AGENDA.

THAT WOULD ALLOW US TO GET SOME  
MEETINGS UNDER OUR BELT, FINE  
TUNE TECHNOLOGY, MAKE SURE WE'RE  
WORKING OUT ALL THE ACCESS AND  
PARTICIPATION CONCERNS THAT WE  
ALL SHARE.

AND THAT WE'RE ALSO COMFORTABLE  
WITH THE PROCESS.

BUT YOU'RE RIGHT.

THERE ARE THINGS THAT IN THE  
PIPELINES THAT NEED TO BE  
ADDRESSED.

BUT IT'S A THOUGHTFUL PROCESS  
AND MAYOR WE HAVE THE SAME  
CONCERN THAT WHEN WE BEGIN TO  
HEAR PROJECTS THAT PEOPLE WANT  
TONE SURE THAT THEY CAN WEIGH IN  
ON THAT THEY'RE COMFORTABLE AND  
CONFIDENT IN WHAT WE ARE DOING.  
I'M LOOKING FORWARD TO THE NEXT  
MEETING.

I THINK WE CAN HAVE

OPPORTUNITIES TO HAVE GREATER  
FREQUENCY OF MEETINGS WITH  
SHORTER AGENDAS GET THROUGH THE  
BACKLOG.

>> OKAY, GREAT.

THAT'S GOOD TO HEAR.

JUST BEFORE WE TRANSITION TO  
DAVID, I JUST WANT TO SAY TO  
COUNCILOR I AM GOING TO LET THE  
ISD TEAM GO AS THEY NEED TO.

IF ANYBODY HAD A BURNING  
QUESTION FOR THEM YOU SHOULD  
RAISE YOUR BLUE HAND BUT I THINK  
AS MANY, YOU DID A GREAT JOB OF  
ANSWERING SO MANY OF OUR  
QUESTIONS.

APPRECIATE THAT.

JUST WANT TO THANK THE  
COMMISSIONER.

AND YOUR WHOLE TEAM AND CHIEF,  
WHO I GUESS IS STILL HERE WITH  
US.

IESHA I CLEARLY NEED TO GET TO  
KNOW YOU BETTER, I LOOK FORWARD  
TO THAT.

>> MADAM COMPARE IF I MAY  
BECAUSE MY BLUE HAND.

I WANT TO RECOGNIZE IESHA, I  
DIDN'T SEE HER, ISD, ALL TIME  
BEST JUST GIVE HER A SHOUT OUT.  
THANK HER FOR THE GREAT WORK SHE  
DOES ON BEHALF OF OUR CITY.

PROBABLY ONE OF THE ISD  
EMPLOYEES WE SEE THE MOST AS  
CITY-WIDE COUNCILORS ARE ALL  
ACROSS THE CITY.

JUST WANTED TO BE REMISS IF I  
DIDN'T MENTION THE GREAT WORK.

THANK YOU, MADAM CHAIR.

>> THANK YOU, COUNCILOR FL  
FLAHERTY.

I DON'T SEE ANY FURTHER  
QUESTIONS.



JUST REALLY WANT TO THANK THE ISD TEAM WE'RE ALL LOOKING FORWARD TO CONTINUING TO BE IN CONVERSATION ABOUT THE DBA ADJUSTMENTS AND EVERYTHING MOVING FORWARD AS WE REOPEN. WITHOUT FURTHER ADUE NOW TRANSITION OVER TO DAVID AND HIS TEAM.

DAVID?

>> GOOD MORNING, EVERYBODY. MADAM CHAIRWOMAN BOK, WITH THE TIME THAT WE HAVE I HAVE PREPARED REMARKS.

IF YOU DID THINK IT WOULD BE BEST I'M NOT SURE OUR RESPONSES TO QUESTIONS FOR WORKING SECTIONS WERE JUST SUBMITTED THIS MORNING.

I DON'T KNOW IF COUNCIL HAD CHANCE TO GO OVER THEM. AT THE END OF MY REMARKS WE CAN GOING COUNCILOR MEMBER BY COUNCILOR MEMBER ANSWER THOSE QUESTIONS IF YOU THINK THAT WOULD BE THE MOST IMPACTFUL WAY OF STRUCTURING THE TIME.

>> I THINK WHAT WOULD BE BEST, WHY DON'T YOU DO YOUR BRIEF COMMENTS.

I WILL NOTE FOR COLLEAGUES, WE DID RECEIVE THOSE ANSWERS TO THE QUESTIONS ABOUT AN HOUR AGO WHILE THIS HEARING WAS UNDERWAY. I BELIEVE, LET ME JUST DOUBLE CHECK, I BELIEVE THAT THEY HAVE BEEN -- THEY LAUGH BEEN SENT OUT BY MICHELLE TOE ALL THE COUNCILOR.

I WOULD JUST ADD COUNCILORS IF YOU CHECK YOUR E-MAIL JUST DOWNLOAD THE REPLIES. THOSE WILL ALSO BE FOR THOSE

WATCHING AT HOME THAT SET OF WORKING SESSION QUESTIONS AND ANSWERS WILL BE UPLOADED ATTACHED TO THE PUBLIC NOTICE FOR THIS HEARING SO OTHER FOLKS CAN REVIEW THEM AS WELL.

WHAT I WOULD RECOMMEND IS THAT YOU DO YOUR BRIEF PRESENTATION. THEN WE'LL JUST JUMP STRAIGHT INTO QUESTIONS.

COUNCILOR CAN SEE WHAT YOU GUYS WROTE, SOMETHING THAT THEY WANT CLARIFICATION ON THEY CAN ADD TO THAT.

OF COURSE ALSO HAVE OTHER QUESTIONS THAT MAY BE RAISED BY YOUR PRESENTATION.

>> THAT'S PERFECT.

>> PLEASE GO AHEAD.

>> THANKS.

GOOD MORNING.

MADAM CHAIRWOMAN BOK AND AM THE MEMBERS OF THE CITY COUNCIL JO JOINING US ON THIS MORNING'S CALL.

I AM HERE TODAY AS CHIEF INFORMATION OFFICER FOR CITY OF BOSTON TESTIFYING ON MAYOR WA WALSH'S PROPOSED FY21 BUDGET. ALSO KNOWN AS -- I'D LIKE TO INTRODUCE SOME OF THE MEMBERS OF MI LEADERSHIP TEAM THAT HAVE JOINED ME HERE.

GREG McCARTHY IS OUR CHIEF INFORMATION SECURITY OFFICER. JEANETTE IS OUR CHIEF DIGITAL OFFICER.

ALEX LAWRENCE IS OUR CHIEF OF STAFF.

MICHAEL LYNCH IS THE DIRECTOR OF BROADBAND AND CABLE.

EDDIE IS THE DIRECTOR OF OPERATIONS.

ALEX, MIKE, GREG, JEANETTE AND EDDIE AS WELL HATS MANY OTHER MEMBERS OF OUR TEAM OVERSEE THE WORK THAT WE DO EVERY DAY. AND HAVE GREAT DEAL OF EFFORT INTO PLANNING THAT ARE INCLUDED IN THIS YEAR'S BUDGET RECOMMENDATION.

I'D FIRST LIKE TO SHARE THE MISSION OF MY DEPARTMENT AND SOME OF OUR RECENT ACCOMPLISHMENTS AS WALL AS SOME OF THE UPCOMING PRIORITIES REFLECTED IN FY21 PROPOSED BUDGET.

THE DEPARTMENT OF IN KNOW SEPARATION AND TECHNOLOGY IS A TRUSTED STEWARD OF TECHNOLOGY AND CATALYST FOR INNOVATION. EBB ABLING CITY OPERATIONS BY CONSISTENTLY DELIVERING RELIABLE AND SECURE SERVICES AND INNOVATIVE SOLUTIONS AS WELL AS STRIVING FOR BEST IN CLASS CUSTOMER SERVICE.

OUR CONTINUING GOAL IS TO HELP THE CITY DELIVER EXCELLENT CUSTOMER SERVICE TO RESIDENTS AND ITS BUSINESSES BY EQUIPPING OUR DEPARTMENTS WITH TECHNOLOGY AND SUPPORT THAT THEY NEED.

ADDITIONALLY WE STRIVE TO CREATE LEARNING CULTURE FOR OUR EMPLOYEES THAT ENCOURAGES SMART RISK TAKING, CREATIVITY, INTEGRITY, CURIOSITY, RAPID EVALUATION AND ENCOURAGE IN THE EVER CHANGING LANDSCAPE TECHNOLOGY LANDSCAPE.

AT NO OTHER TIME HAS OUR MISSION BEEN TESTED MORE THAN THE CURRENT COVID-19 PANDEMIC THAT ALL BOSTONIANS ARE FACING TODAY

AS WE EAGERLY LOOK TO GET BACK TO THE NEW NORMAL IN WHATEVER SHAPE THAT TAKES.

WE HAVE SIX CORE AREAS.

CORE INFRASTRUCTURE,  
INFRASTRUCTURE TEAM MANAGES THE CITY'S NETWORKS, SERVERS, DATA CENTERS, PHONES, DESKTOP COMPUTERS THAT ARE ALL CORE TO THE BACKBONE OF THE CITY'S TECHNOLOGY EFFORT.

WE DELIVER INFRASTRUCTURE THAT IS SECURE, MODERN AND RESILIENT.  
ENTERPRISE APPLICATIONS.

APPLICATION TEAMS SUPPORTS CORE APPLICATION SYSTEM THAT THE CITY USES FOR RUNNING ITS BUSINESS. FROM BUT NOT LIMITED TO OUR VRP, ENTERPRISE RESOURCE PLANNING THAT MANAGES THE CITY'S FINANCES AS WELL AS MANY OTHER BACK OFFICE SYSTEMS THAT SIT BEHIND AND SUPPORT MANY OF OUR CUSTOMER TRANSACTIONS.

THE GOAL OF THE APPLICATION TEAM IS TO EQUIP THE CITY EMPLOYEES WITH GREAT TECHNOLOGY TO ASSIST THEM IN DELIVERING EXCELLENT CUSTOMER SERVICE FOR OUR RESIDENTS EVERY DAY.

DIGITAL ENGAGEMENT AND SERVICE DELIVERY, CITY WIDE WEBSITE, SOCIAL MEDIA PROGRAM AND MANY OF OUR MOBILE APPLICATIONS INCLUDING OUR CRM.

CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION THAT SUPPORTS 311.

OUR DIGITAL TEAM AIMS TO MAKE PHYSICIAN SERVICES AVAILABLE VIA DIGITAL SERVICES AND DELIVER FRIENDLY, CONVENIENT AND ACCESSIBLE EXPERIENCE.

DATA AND ANALYTICS, DATA TEAM

HELPS THE CITY USE ONE OF THE MOST VALUABLE ASSETS, ITS DATA. TO IMPROVE THE QUALITY OF LIFE FOR BOSTONIANS IMPROVE OVERALL EFFECTIVENESS OF GOVERNMENTAL OPERATIONS.

BUILD DASHBOARDS, AND PROVIDE OPERATIONAL SUPPORT TO HELP DEPARTMENTS USE DATA TO IMPROVE OUTCOMES FOR OUR RESIDENTS.

BROADBAND, CABLE AND DIGITAL EQUITY.

BROADBAND TEAM WORKS TOWARD GOAL WHERE EVERY RESIDENT AND CITIZEN HAS ACCESS TO AFFORDABLE BROADBAND AND INTERNET AND SKILLS THAT THEY NEED TO SUCCEED IN THE DIGITAL AGE.

BROADBAND TEAM CENTERS AROUND ENCOURAGING COMPETITION IN THE BROADBAND MARKETPLACE AND SUPPORTING PROGRAMS THAT ASSIST OUR UNCONNECTED RESIDENTS.

LASTLY, SECURITY.

THERE'S A TREMENDOUS AMOUNT OF PUBLIC SAFETY, OPERATIONAL, POLITICAL RISK ASSOCIATED WITH SECURITY AND PRIVACY BREACHES. WHILE THERE IS NO SOLUTION THAT GUARANTEE 100% SECURITY, WE HAVE ADOPTED AN INDUSTRY BEST PRACTICE AND MULTI-LAYERED APPROACH TO MANAGING CYBER SECURITY RISKS WHICH INCLUDES PEOPLE, PROCESS AND TECHNOLOGY AS WELL AS INDUSTRY LEADING TECHNOLOGY.

WE CONTINUE TO IMPROVE OUR SECURITY POSTURE AND ADDRESS THE CONSISTENTLY EVOLVING THREAT LANDSCAPE AS WE CONTINUE TO INVEST IN CYBER SECURITY, NETWORK SECURITY, CYBER

RESILIENCY, INFRASTRUCTURE SECURITY AND OPERATIONAL AND BUSINESS CONTINUITY TEE IN THE UPCOMING YEAR.

WE TRY TO ENSURE THAT EVERY INTERACTION THAT OUR RESIDENTS HAVE WITH THE CITY OF BOSTON ARE SAFE AND SECURE.

WE ACCOMPLISH THIS BY UTILIZING WHOLE SPECTRUM LAYER APPROACH TO CYBER SECURITY FROM PARAMETER NETWORK DATA.

HOWEVER THIS IS NOT ENOUGH.

WE ALSO ARE IN THE PROCESS OF TIGHTENING OUR FRAMEWORK TO THE FOCUS ON IMPROVING THE CITY'S OVERALL SECURITY CULTURE WHICH IS A VITAL COMPONENT TOO OVER AIL RISK MANAGEMENT.

GIVEN THE BROAD PORT FOLIO OF RESPONSIBILITIES I WON'T GO INTO DETAIL ON ALL THE PROJECTS THAT WE'VE WORKED ON OVER THE PAST YOUR.

BUT HIGHLIGHT A FEW OF OUR ACCOMPLISHMENTS.

WE HAVE LAUNCHED COMPREHENSIVE CITY-WIDE CYBER SECURITY AND THREAT ASSESSMENT TO ADDRESS KNOWN GAPS, IDENTIFY NEW OPPORTUNITY AREAS AND ASSIST WITH PROJECT PRIORITIZATION AND ROAD MAPS.

DEVELOPED A FORMAL CYBER SECURITY GOVERNANCE BOARD, INCLUDING TECHNOLOGY AND BUSINESS LEADERSHIP THROUGHOUT THE CITY OF BOSTON.

APPOINTED MICHAEL AS CHIEF OF ENTERPRISE APPLICATION FOR CITY OF BOSTON.

IN HANS THE IDENTITY AND ACCESS MANAGEMENT PROGRAM FOR

INTEGRATION WITH OTHER CITY APPLICATIONS.

WE ARE CURRENTLY EVALUATING THE COMPREHENSIVE E-MAIL OF DATA LOSS PREVENTION SOLUTION TO IDENTIFY AND CLASSIFY AND PROTECT SENSITIVE CITY DATA.

WE BEGAN PHASE ONE IMPLEMENTATION OF OUR VERIZON FIBER CONTRIBUTION TO THE CITY'S FIBER NETWORK BY INTERCONNECTING 74 FACILITIES USING VERIZON DARK FIBER.

ALSO BEGAN IMPLEMENTING CROWN CAPITOLI RU DARK FIBER SERVICES CONNECTED OUR LATERAL CONSTRUCTS PROJECT WHICH FACILITATED THE CONNECTION OF 86 FACILITIES IN TO THE CITY'S FIBER NETWORK.

AS WE LOOK TOWARDS FY21 WE'RE EXCITED BY WHAT WE CAN ACCOMPLISH WITH THIS BUDGET WITH THE SUPPORT OF THE CITY COUNCIL.

IN FEW HIGHLIGHTS INCLUDE. IMPROVE DATA QUALITY BY LAYERING SOLID FOUNDATION WHICH ENABLES US TO FULLY UNDERSTAND THE DATA THAT WE'RE WORKING WITH.

THIS INCLUDES SUCH ITEMS AS MBM, A MASTER DATA MANAGEMENT SOLUTION, CLEARLY DEFINING, MANAGINGMENT CITY'S MOST CRITICAL DATA.

DEVELOP A FORMALIZED DATA GOVERNANCE BOARD CONSISTING OF SENIOR TECHNOLOGY AND BUSINESS LEADERSHIP THROUGHOUT THE CITY OF BOSTON.

THIS WILL BE FOCUSED ON OVERALL MANAGEMENT OF THE AVAILABILITY, USABILITY INTEGRITY AND SECURITY OF THE DATA USED IN THE CITY OF BOSTON.

DEVELOP A COMPREHENSIVE ROADMAP AND TIMELINE TO TRANSITION OF MORE OF THE CITY'S PHYSICAL INFRASTRUCTURE OF THE CLOUD.

BEGIN TO MODERNIZE OUR BASE ERP, ENTERPRISE RESOURCE PLANNING AND FINANCIAL HDM, HUMAN CAPITAL MANAGEMENT TO SECURE SUSTAINABILITY.

MODERNIZE THE PERMITTING PLATFORM WITH ENHANCED FUNCTIONALITY AND MOBILE CAPABILITIES FOR THE CITY'S WORKFORCE.

UPGRADE OUR 311 APPLICATION TO HELP DELIVER BETTER CUSTOMER EXPERIENCE FOR ORIS DENTS.

REFRESH AND UPDATE OUR CORE EQUIPMENT RUNNING OUR BOSTON DARK FIBER NETWORK.

WE'LL CONTINUE WITH OUR FIBER EXPANSION ACROSS THE CITY WHICH WILL INCLUDE 108 NEW LOCATIONS ACROSS BOTH VERIZON.

CONTINUE TO DEVELOP OUR CYBER SECURITY FRAMEWORK AND BUILD CYBER RESILIENCY BY DELIVERING BEST IN CLASS TOOLS AND SERVICE TO HARDEN OUR OVERALL SECURITY POSTURE.

WE WILL ALSO FOCUS ON A CITY WIDE HYBRID CLOUD MIGRATION AND GOVERNANCE AS WE CONTINUE TO MOVE MORE OF OUR CORE APPLICATIONS OFF OF OUR LEGACY ENVIRONMENT.

THESE AND MANY OTHER PROJECTS ARE OUTLINED IN THE PROPOSED FY21 BUDGET.

THE DEPARTMENT OF INNOVATION, TECHNOLOGY IS HERE TO HELP OUR GOVERNMENT, OUR BUSINESSES AND OUR RESIDENTS SUCCEED.



OUR MISSION IS TO SUPPORT THE DELIVERY OF EXCEPTIONAL CITY SERVICES THROUGH THE USE OF TECHNOLOGY.

WE ARE NOT JUST HERE TO SIMPLY PROVIDE I.T. SERVICES, BUT TO BE A TRUE PARTNER WITH OTHER CITY DEPARTMENTS IN CREATING GREAT OUTCOMES FOR THE PEOPLE OF BOSTON.

I WANT TO CLOSE BY SAY CAN THANK TO YOU A FEW PEOPLE STARTING OFF WITH MAYOR WALSH.

FOR HIS STRONG LEADERSHIP ALONG WITH UNWAVERING SUPPORT AS WE ENHANCED OUTLINE SERVICE DELIVERY AND TRANSFORM THE WAY THE CITY OF BOSTON DELIVERS SERVICES FOR OUR RESIDENTS.

I WOULD ALSO LIKE TO THANK EMMA AND JUSTIN AND ENTIRE BUDGET TEAM FOR WORKING TIRELESSLY TO MAKE VERY SOL OILED BUDGET EVEN THOUGH OUR BUDGET WAS CONSTRUCTED PRECOVID-19, I AM CONFIDENT THAT GIVEN THE TECHNOLOGY INVESTMENTS THAT HAVE BEEN MADE IN RECENT YEARS THAT WE ARE ON A VERY SOLID FOOTING AS WE FOCUS ON THE IMPORTANT GROUND WORK TO SUPPORT CITY WI WIDE.

I WANT TO ALSO THANK DEDICATED PEOPLE THAT MAKE UP OUR TEAM WHO DID THIS HARD AND IMPORTANT WORK EVERY DAY.

I AM TRULY VERY PROUD OF WHAT WE HAVE ACCOMPLISHED TOGETHER OVER THE THE PAST YEAR AND ESPECIALLY OVER THE PAST THREE MONTHS.

TO SUPPORT THE CITY OF BOSTON AND CONTINUING OPERATIONS IN THE WAKE OF THE COVID-19 OUTBREAK.

OUR EFFORTS ARE NOT ALWAYS  
VISIBLE AND THEY ARE CERTAINLY  
NOT ALWAYS GLAMOROUS.  
BUT AS WE LEARN FROM CURRENT  
EVENTS ACROSS THE COUNTRY FROM  
GOVERNORS AND MAYORS ALIKE THAT  
I.T. OPERATIONAL CONTINUITY AND  
CITY'S ONLINE PERSISTENT  
OUTREACH ARE BACKBONES OF  
SERVING RESIDENTS IN A CRISIS.  
AND AID AND PAVING THE ROAD TO  
REOPENING THE CITY OF BOSTON.  
OUR WORK OFTEN TAKES TREMENDOUS  
COLLABORATION, PATIENCE,  
THOUGHTFULNESS, DEDICATION.  
HOWEVER THE IMPORTANCE OF THIS  
WORK CANNOT BE UNDERSTATED IN  
CRITICALITY TO OPERATIONAL  
CONTINUITY TO THE CITY OF BO  
BOSTON.

MUCH OF WHAT OUR EMPLOYEES DO  
EVERY DAY TO CORE BACKBONE OF  
ONLINE COMMUNICATIONS, PUBLIC  
DATA, SOFTWARE APPLICATIONS,  
CONNECTIVITY, DIGITAL EQUITY IN  
THE CITY.

LASTLY I'D LIKE TO SAY SINCERE  
THANK YOU TO THE CITY COUNCIL  
FOR CONTINUING TO SUPPORT OUR  
MISSION, THE MISSION OF OUR  
DEPARTMENT AND CRITICAL WORK  
THAT WE DO EVERY DAY.

THANK YOU ALONG WITH MY TEAM  
WE'RE HAPPY TO TAKE ANY  
QUESTIONS THAT YOU MAY HAVE.  
>> GREAT, THANK YOU SO MUCH,  
DAVID, FOR THAT PRESENTATION.  
AGAIN WE'LL JUMP STRAIGHT INTO  
QUESTIONS.

I'LL DEFER TO THE END.  
WE'LL START WITH COUNCILOR  
BRAEDEN, REMIND EVERYONE ORDER  
IS IN THE CHAT.

JUST REMIND AGAIN THERE ARE SOME QUESTIONS -- SOME ANSWERS TO QUESTIONS THAT THEY SENT OVER. THEY SENT THOSE OVER VERY RECENTLY SO I ENCOURAGE PEOPLE TO PULL THOSE UP SEE WHAT YOU MIGHT NEED FURTHER CLARIFICATION ON.

COUNCILOR BRAEDEN, YOU HAVE THE FLOOR.

>> I HAVE -- I'M STILL HERE.

WITH EVERYTHING GOING ON I'M HERE.

I HAD A QUESTION WITH REGARD TO THE -- HAVE YOU ANY THOUGHTS ON THAT ISSUE?

>> I WILL -- WE HAVE FOCUS STRONGLY ON EXECUTIVE ORDER ONCE THAT CAME OUT WE TRIED TO RESPOND TO THAT QUICKLY.

I WILL LET ALEX LAWRENCE, MY CHIEF OF STAFF, WHO HAS BEEN LEADING ISD DIG INTO MORE OF THAT RESPONSE.

>> THIS IS THE CITY CLERK. TECHNOLOGY, IS THAT CORRECT?

>> THAT'S CORRECT, YEAH.

--

REGISTRATION ONE ISSUE THAT SEEMED TO BREAK THE CAMEL'S BACK THIS YEAR IT CAUSED A LOT OF EXTRA WORKLOAD BECAUSE THEY WERE HAVING TO MANUALLY -- TECHNOLOGY WASN'T SUPPORTING THE EFFORTS. THEY WERE HAVING TO MANUALLY RECORD LOSS OF DATA THAT SHOULD HAVE BEEN ABLE TO CAPTURE REMOTELY.

JUST MAKING A LOT OF EXTRA WORK. THAT WAS A CONCERN THAT WAS BROUGHT UP BY ONE OF OUR MEETINGS.

>> WE'RE DEFINITELY WORKING TO

ENSURE THAT THEY HAVE WHAT THEY NEED AS EXECUTIVE ORDER PASSED, WE SET UP TEMPORARY SOLUTION TO MAKE SURE EVERYTHING WAS AVAILABLE TO THE PUBLIC.

WE HAVE SOME IMPROVEMENTS TO MAKE SURE THE BURDEN ON STAFF IS LESS.

>> VERY GOOD.

THANK YOU SO MUCH FOR ALL YOUR WORK.

LOVE THE TECHNOLOGY SUPPORT THAT WE WOULD NOT BE ABLE TO DO IT -- LARGE AMOUNT OF ALL THE THINGS THAT WE'VE BEEN DOING DURING THIS EMERGENCY.

THANK YOU SO MUCH FOR ALL OF YOUR TEAM FOR ALL OF YOUR EFFORTS.

THAT'S ALL MY QUESTIONS FOR NOW. THANK YOU.

>> THANK, COUNCILOR BREADON.

>> GREAT, NEXT UP IS COUNCILOR FLYNN.

THEN COUNCILOR ESSAIBI-GEORGE.

>> THANK YOU COUNCILOR BOK.

THANK YOU TO DAVID AND YOUR TEAM FOR TREMENDOUS WORK YOU'RE ALSO DOING IN THE CITY.

A LOT OF MY QUESTIONS WERE ALREADY ADDRESSED, YOU COVERED THEM.

I DON'T REALLY HAVE ANY OTHER QUESTIONS.

CAN YOU TALK ABOUT SOME OF THE OUTREACH YOU'RE DOING TO RESIDENTS IN PUBLIC HOUSING, ESPECIALLY RESIDENTS THAT DON'T HAVE ADEQUATE TECHNOLOGY FOR SERVICES, COMPUTER SERVICES, COMPUTER TECHNOLOGY TO ENGAGE THE CITY DEPARTMENTS ON 311 OR ELECTRONICALLY.

WHAT ARE YOUR THOUGHTS ON THAT?

>> SO -- HOW I LOOK AT THAT HOW WE'VE ADDRESSED THAT KIND OF, ESPECIALLY AS WE MOVED INTO COVID-19 RESPONSE AS A CITY, IS IN BIGGER TOPIC.

WHAT WE TALK ABOUT DIGITAL EQUITY AND DIGITAL DIVIDE OUR UNCONNECTED RESIDENTS HOW THEY WILL INTERFACE WITH THE CITY, ESPECIALLY DURING THE CRISIS THAT WE'VE BEEN DEALING WITH OVER THE PAST THREE MONTHS. ONE OF THE RESPONSES THAT WE HAD QUICKLY PIVOT AND STARTED TO EQUIP A LOT OF OUR RESIDENTS WITH IS WI-FI ACCESS.

A LOT OF DIFFERENT COMMISSIONS FROM LANGUAGE ACCESS TO A STRONG -- PROBABLY A WEEK BEFORE BPS CLOSED ITS DOORS FOR SCHOOLS I WAS ON THE PHONE WITH VERIZON FOR 4,000 HOT SPOTS TO GET READY FOR THE POSSIBILITY THAT THIS WAS GOING TO HAPPEN.

THESE ARE THE ITEMS THAT WE ARE LOOKING AT ON FINDING WAYS TO CONNECT OUR RESIDENTS.

LOOKING BEYOND COVID-19 AND WANTING TO REALLY ADDRESS THAT AND CONNECT A LOT OF THE INDIVIDUALS THAT ARE HAVING SOME TECHNOLOGY CHALLENGES, WHETHER IT'S A DEVICE OR WHETHER IT'S BROADBAND CONNECTIVITY.

THESE ISSUES -- BEFORE I PASS OVER TO MIKE LYNCH.

WE TALK A LOT ABOUT IN FINDING WAYS TO DRIVE COMPETITION WITH SOME OF OUR VENDORS TO HAVE VERY FAVORABLE OFFERINGS FINANCIALLY TO SERVICE THESE PEOPLE THAT ARE NOT CONNECTED.

WHERE WE'RE LOOKING AT OUR

BROADBAND DEPLOYMENT VERSUS  
WI-FI VERSUS COMPETITION WITHIN  
OUR INTERNET SERVICE PROVIDERS.  
TO BRING BROADBAND INTO PEOPLE'S  
HOMES.

THESE ARE TOPICS THAT WE HAVE  
BEEN WORKING THROUGH, LEADING UP  
TO THE COVID-19 CRISIS.

BUT REALLY DOUBLING OUR EFFORTS  
DURING THE COVID-19 CRISIS.

I WILL PASS IT OVER TO MIKE  
LYNCH, WHO HAS BEEN SPEARHEADING  
A LOT OF THESE EFFORTS.

>> THANK YOU, DAVID.

HI, COUNCILOR, HOW ARE YOU?  
CAN YOU HEAR ME OKAY, SORRY.

>> WE CAN.

>> GREAT.

AS DAVID MENTIONED, WE'VE GOT A  
FEW PROJECTS GOING I THINK THE  
COUNCIL REMEMBERS THEM BECAUSE  
COUNCIL HAS BEEN SUPPORTIVE OF  
THEM.

COMCAST HAS BEEN OUR LONG TIME  
CABLE PROVIDER IN THE CITY.  
BUT MORE RECENTLY OVER THE LAST  
TWO TO FOUR YEARS, WE HAVE HAD  
VERIZON COME IN AS A COMPETITOR.  
BOTH COMPANIES AGGRESSIVELY SEEK  
TO SERVE OUR CITY RESIDENTS AND  
PUBLIC HOUSING.

VERIZON IS BUILDING OUT.  
AND COMCAST IS MEETING WITH  
TENANTS AND INTRODUCING THEM TO  
ITS NET ESSENTIALS.

COMCAST AFFORDABLE BROADBAND  
PACKAGE.

IT IS ESSENTIALLY \$10 A MONTH.

VULNERABLE POPULATIONS.

WE DID THAT WITH THE HELP OF AGE  
STRONG, OUR ELDER COMMISSION.

THE BHA AND 65 SOCIAL SERVICE  
AGENCIES.

WE GOT THEM OUT THE DOOR IN A WEEK OR TEN DAYS TO MAKE SURE THAT PEOPLE WERE NOT UNENGAGED. EVERYBODY RECOGNIZES THAT COVID HAS CAUSED QUITE A BIT OF ISOLATION FOR ELDERS IN OUR HOMES AND IN OUR -- THIS HAS BEEN ONE EFFORT TO ADDRESS IT. AND MORE GOING FORWARD. WE'VE BEEN MEETING ALMOST CONSTANTLY WITH THE BHA AND WITH COMCAST AND VERIZON TO OFFER SOLUTIONS.

I THINK YOU REMEMBER THAT THERE WAS A HOSPITAL ESTABLISHED OUTED FOR COVID CARE.

VERIZON WAS OUT THERE I THINK ON DAY ONE DIGGING A TRENCH, MAKING SURE THERE WERE INTERNET CONNECTIONS AND WI-FI CAPABILITY IN THAT BUILDING.

IT WAS A FIELD HOSPITAL.

VERY QUICK RESPONSE FOR SHORT TERM SOLUTION.

THREE THE COUNCIL AND MAYOR. AND WE LIKE TO MAKE SURE THAT THEY KNOW WHERE OUR FOCUS IS. OUR FOCUS RIGHT NOW CLEARLY IS VULNERABLE POPULATIONS DISCOVERING HAVING VERY HARD TIME DURING COVID STAYING CONNECTED AND STAYING ENGAGED.

I HOPE THAT ANSWERS YOUR QUESTION, COUNCILOR.

>> YES, IT DOES, MICHAEL.

THANK YOU TO MICHAEL.

THANK YOU TO DAVID.

AND TO ALL THE DEDICATED DoIT TEAM THAT IS HERE THAT IS DOING A TREMENDOUS JOB AND JUST WANT TO REMIND YOU THAT I REPRESENT PROBABLY MOST RESIDENTS LIVING IN PUBLIC HOUSING SO THAT IS A

VERY IMPORTANT ISSUE FOR ME.  
SO AGAIN WANT TO SAY THANK TO  
YOU YOUR TEAM BEING VERY  
RESPONSIVE ON THIS IMPORTANT  
ISSUE.

>> THANK YOU, COUNCILOR.

>> THANK YOU, COUNCILOR BOK.

>> THANK YOU COUNCILOR FLYNN.

NEXT UP TO COUNCILOR  
ESSAIBI-GEORGE THEN IT WILL BE  
PRESIDENT JANEY THEN COUNCILOR  
O'MALLEY.

COUNCILOR ESSAIBI-GEORGE.

>> THANK YOU MADAM CHAIR.

THANK YOU AGAIN DAVID AND YOUR  
TEAM FOR STICKING THROUGH WITH  
US.

I ALSO JUST WANT TO THANK YOUR  
STAFF, YOUR EXTENDED TEAM, IN  
PARTICULAR THE 311 CALL TAKERS.  
THIS IS REALLY CHALLENGING TIME.  
I KNOW THAT 311 IN PARTICULAR IS  
TAKING ON A LOT OF THE  
RESPONSIBILITY AND LOT OF THE  
HEAVY LOAD AS CITY HALL IS SHUT  
DOWN TO REGULAR SORT OF BU  
BUSINESS.

SOME OF THE WORK HAS BEEN  
SHIFTED ONLINE.

MY CALLS ARE ACTUALLY -- SORRY,  
MY CALLS.

MY QUESTIONS ARE ACTUALLY ABOUT  
311.

SORT OF RELATIONSHIP OR RESPONSE  
TO COVID-19.

AS WELL AS SOME OF THE REGULAR  
WORK OF 311 IT'S BEEN A REAL  
TOOL FOR OUR RESIDENTS AND  
CITIZENS ACROSS THE CITY.

NON-311 QUESTIONS.

ONE BACK IN MARCH I HAD FILED A  
HEARING ORDER TO LOOK AT THE  
POSSIBILITY OF EXPANDING THE



OFFERINGS ON THE 311 APP.  
AND THE WEBSITE TO INCLUDE BY  
EXTENSION, THE PHONE CALL.  
THE CALL TAKERS HAVE THIS  
INFORMATION, TOO.  
I WANTED TO INCLUDE VOTER  
REGISTRATION AND ONLINE SNAP  
EDUCATION FOR AROUND FOOD AC  
ACCESS.  
LOCATIONS ACROSS THE CITY OF  
SHARP COLLECTION KIOSKS,  
LOCATIONS OF DETOX AND RECOVERY  
BEDS AND OTHER SUBSTANCE ABUSE  
DISORDERS.  
AS WELL AS THE RESOURCES AN LI  
LINKS TO HANDLE DOMESTIC  
VIOLENCE CALLS OR MACHINE TALL  
HEALTH CALLS.  
ANYONE COMING IN IN MIDST OF  
CRISIS HOW ARE WE ABLE TO PLACE  
THEM.  
I'M JUST WONDERING IF YOU HAVE  
THE CAPACITY AND FINANCIAL  
ABILITY TO EXPAND ACCESS TO  
INCLUDE THESE SERVICES BOTH  
ONLINE -- THE WEBSITE AND THE  
CALL.  
>> SO, ALL VERY GOOD POINTS VERY  
GOOD OPTIONS FOR 311, VERY  
IMPORTANT FOR OUR RESIDENTS AS  
WE SAID IN THE WAKE OF THIS  
COVID-19 CRISIS.  
AND A LOT OF PEOPLE REALLY  
ISOLATED AT HOME, A LOT OF THESE  
ISSUES ARE KIND OF BUBBLING TO  
THE SURFACE.  
WE'RE EXCITED, ALL THESE OPTIONS  
ARE ON THE TABLE.  
AS WE WORK WITH THE CABINET  
ON -- OF OUR ENGAGEMENT WITH THE  
CABINET WHO HAVE THE LION'S  
SHARE.  
WHAT IS NEXT BOTH ON THE BACK

END AND ALSO ON THE MOBILE APP SITE.

AND HOW MUCH WE HAVE HAD NUMEROUS CONVERSATIONS AS WE LOOK TO HAVE -- START GOING INTO THE UPGRADING OF THIS APPLICATION BOTH ON THE BACK END AND THE FRONT END.

WHAT WE WANT TO INCLUDE.

WHAT HAS BEEN REALLY KIND OF ON OUR BUCKET LIST OF ITEMS.

AND SOME OF THESE HAVE BEEN RAISED, I THINK IT'S A GREAT OPPORTUNITY TO WORK WITH THE COUNCIL AND WORK WITH THE CABINET ON OUR RESIDENT ENGAGEMENT TO MAKE SURE THAT WE HAVE AN APPLICATION THAT IS REALLY MEETS THE NEEDS OF OUR RESIDENTS.

ALL VERY SOLID POINTS.

AS WE GET CLOSER TO MOVING TO UPGRADING OUR 311 APPLICATION. BOTH ON THE FRONT END AND THE BACK END, WE'D LOVE TO HAVE ADDITIONAL CONVERSATIONS AROUND WHAT THAT SHOULD BE LOOKING LIKE.

>> GREAT, I'M HAPPY TO SEND SORT OF OUR LIST -- AGAIN I APPRECIATE THE THOUGHTFULNESS THAT YOU'VE ALREADY PUT INTO SOME OF THIS.

WE THINK ABOUT THE CALLS THAT WE GET THROUGH OUR OFFICE AND WORK THAT WE'VE BEEN DOING AND WHEN WE'RE WORKING WITH OUR CONSTITUENTS AND RESIDENTS ACROSS CITY, THE THING THAT THEY NEED DIRECT ACCESS TO IN 311 IS SUCH A GREAT TOOL TO HAVE.

SO IT SHOULD BE ABLE TO LINK TO THE THINGS THAT OUR RESIDENTS

NEED.

IF IS IN NEED OF MENTAL HEALTH SERVICES, IS ANY OF THAT TRAINING HAPPENING WHETHER IT'S A MENTAL HEALTH FIRST AID PIECE. OR SORT OF THE NECESSARY RESPONSE, BECAUSE IT CAN'T BE CALL 911.

SOME SORT OF WARM HAND OFF AND AN ABILITY TO UNDERSTAND THE RESPONSE TO THAT DISTRESSING CALL.

>> THIS HAS COME UP BETWEEN THE CABINET ON OUR CONSTITUENT ENGAGEMENT AND MARTY'S CABINET. AND ALSO THROUGH OUR -- SENIOR CITIZENS CALLS.

ALSO WITH LOOKING FOR ADDITIONAL SERVICES THAT THERE IS TRAINING GOING ON BETWEEN ALL THREE OF THEM.

BECAUSE THE WAY THAT ONE HAS BEEN POSITIONED SINCE EARLY PART OF MARCH WHEN COVID-19 REALLY STARTED TO RAMP UP, LOT OF THE CALLS GO TO 311.

THEN -- THERE'S A WARM HAND OFF TO ALL THE OTHER DEPARTMENTS.

>> I DO HAVE ONE MORE 311 QUESTION I APPRECIATE THE CONTINUE TO CONTINUE THIS CONVERSATION OFF LINE.

WE HAD FILED RESOLUTION LAST WEEK IN THE ATTORNEY GENERAL HAS BEEN WORKING ON LINE FOR EMPLOYEES TO CALL SHOULD THEIR EMPLOYER NOT BE OPENING AND FOLLOWING STATE PROTOCOLS WITH BUSINESS PRACTICE.

WHAT IS PROTOCOLS RESPONDING TO THOSE.

IS THERE WAY TOO MAKE SURE CONNECTED THINKING ABOUT

FIELDING CALLS AND RESPONDING TO CALLS AND TRACKING CALLS ON WORKER COMPLAINTS.

>> MAKING SURE THAT IF PEOPLE ARE NOT FOLLOWING THE APPROPRIATE GUIDANCE THAT THAT IS BEING CALLED OUT.

I DO NOT HAVE THAT ANSWER ON WHETHER WE ARE TRACKING THAT. BUT I CAN FIND OUT AND CIRCLE BACK.

>> THAT WOULD BE GREAT.

TIME IS RUN CAN THE OUT I DO HAVE QUESTIONS FOR THE SECOND ROUND.

LOOK FORWARD TO FOLLOW-UP CONVERSATION OFF LINE ABOUT REALLY INCREASING AND IMPROVING THE CAPACITY OF 311 SO THAT OUR RESIDENTS HAVE ACCESS.

THANK YOU FOR EVERYTHING THAT YOU DO.

I REALLY DO APPRECIATE THAT, THE WORK OF DoIT IS TRULY THE BEHIND THE SCENES WORK THAT KEEPS OUR CITY MOVING AND APPRECIATE ALL OF YOUR STAFF AND EMPLOYEES FOR MAKING SURE THAT WE REMAIN CONNECTED TO ONE ANOTHER DURING THIS TIME.

THANK YOU, MADAM CHAIR.

>> THANK YOU COUNCILOR ESSAIBI-GEORGE.

>> THANK, THANK YOU SO MUCH COUNCILOR ESSAIBI-GEORGE.

NEXT UP COUNCILOR JANEY THEN COUNCILOR O'MALLEY.

>> THANK YOU SO MUCH, MADAM CHAIR.

I WANT TO THANK THE TEAM.

I THINK WE ALL HAVE A DEEPER APPRECIATION FOR THE WORK THAT YOU DO NOW THAT MANY OF US ARE

RELYING ON TECHNOLOGY IN A  
DIFFERENT KIND OF WAY.

THANK YOU SO MUCH.

I WANT TO THANK COUNCILOR  
BREADON FOR RAISING THE ISSUE  
THAT THE CLERK WAS HAVING.  
COULD YOU GUYS SPEAK JUST TO THE  
CAPACITY, I'M REALLY CONCERNED  
ABOUT CAPACITY WITH ALL OF OUR  
CITY DEPARTMENTS.

JUST TALK ABOUT THE CAPACITY AND  
WHETHER OR NOT YOU FEEL LIKE  
THIS BUDGET SPEAKS TO YOUR NEEDS  
GIVEN ALL THAT WE HAVE TO  
RESPOND TO.

AS WELL AS I THINK WHAT THIS HAS  
DONE FOR MANY OF US IT'S OPENED  
UP NEW WAYS OF ENGAGING  
CONSTITUENTS.

MANY OF US HAVE BEEN TRYING TO  
ENGAGE AND WANTING TO ENGAGE IN  
NEW WAYS IN UTILIZING TECHNOLOGY  
TO DO JUST THAT.

I THINK THIS SPED UP THE  
TIMELINE FOR US.

WHETHER WE WERE READY FOR IT OR  
NOT.

SO I'D BE INTERESTED TO,  
THINKING HOW WE USE TECHNOLOGY  
TO ENGAGE.

PARTICULARLY AROUND LANGUAGE  
ACCESS, JUST ENGAGING PEOPLE IN  
THE DIFFERENT COMMISSIONS,  
BOARDS, ET CETERA.

SO IF YOU CAN SPEAK TO INTERNAL  
CAPACITY THEN HOW WE CAN REALLY  
ENGAGE.

>> RIGHT NOW WE'VE BEEN ABLE  
TO -- WHAT I MENTIONED IN MY  
OPENING REMARKS HOW I WAS  
IMPRESSED WITH HOW EASILY MY  
TEAM COULD EASILY KIND OF PIVOT  
TO TAKE A CENTRALIZED WORKFORCE

AND DECENTRALIZE IT.  
SOMETHING THAT WAS HERCULEAN  
EFFORT ON A GOOD DAY.  
WITH THAT BEING SAID, RIGHT NOW  
WE'VE BEEN ABLE TO LEVERAGE OUR  
RESOURCES TO MEET THE COMMANDS  
OF OUR PRESENT DAY CHALLENGES.  
THE DIFFICULTY COMES WHERE WE  
DON'T KNOW WHAT'S COMING NEXT.  
WE DON'T KNOW IF THERE IS GOING  
TO BE ANOTHER SPIKE OR SURGE.  
THERE IS A LOT OF -- IT'S A BIT  
FLUID.

SO WE NEED -- BUT WITH THE  
RESOURCES THAT WE HAVE NOW, I  
THINK WE'RE IN VERY SOLID  
FOOTING.

>> THAT'S REALLY GOOD TO HEAR.  
>> WITH THAT BEING SAID WE DON'T  
KNOW WHAT IS AROUND THE CORNER.  
AS WE CONTINUE TO RAMP UP  
SERVICE WE'LL COLLABORATE  
WITH -- TO SERVE ANY ADDITIONAL  
SERVICES THAT WE MAY NEED TO  
PROVIDE AS THE YEAR STARTS TO  
UNFOLD.

>> I APPRECIATE THAT.  
JUST THINKING ABOUT ON THE  
COUNCIL SIDE.  
IF YOU COULD TALK ABOUT UPDATE  
REGARDING FIRE.  
I KNOW MANY FOLKS HAVE BEEN  
USING ZOOM INCLUDING THE CO  
COUNCIL.

BUT THERE'S A DESIRE TO GET THE  
ENTIRE CITY TO MOVE TOWARDS  
WEBEX.

IF YOU COULD TALK MORE ABOUT  
THAT RATIONAL, PARTICULARLY AS  
IT RELATES TO SAFETY AND  
SECURITY WITH OUR WORK.  
AND HOW WE ENGAGE THE PUBLIC.  
SO IMPORTANT FOR ME AS

PRESIDENT, WHATEVER PLATFORM WE USE THAT WE'RE USING A PLATFORM THAT CAN REALLY ENGAGE PUBLIC IN OUR WORK.

IF YOU COULD TALK -- GIVE UPDATE ON SIRE AND TALK ABOUT DESIRE TO MOVE TO WEBEX AND WHAT THAT WILL DO FOR THE CITY.

>> WE DID GET RESPONSES BACK FROM THE RFP.

IF I'M NOT MISTAKEN, ALEX, KEEP ME HONEST HERE.

IS THAT THAT IS SHORTLY RIGHT AROUND TIME THAT COVID-19 BROKE. WHEN EVERYTHING HALTED. I'LL LET ALEX SPEAK IN MORE DETAIL ON THAT.

>> I'VE BEEN ON -- EXCUSE ME FOR NOT KNOWING -- THANK YOU VERY MUCH.

WE DO NEED TO REVISIT, I THINK WHAT WE'VE LEARNED THROUGHOUT DURATION OF THIS CRISIS IS THAT WE REALLY NEED TO THINK ABOUT WHAT ARE THE RIGHT TOOLS WE LEARNED SO MUCH DIGITALLY WE DIDN'T KNOW IN THE LAST THREE OR FOUR MONTHS.

THERE ARE SPECIFICS THAT WE NEED TO DIG IN AND POTENTIALLY CONSIDER SOME SLIGHT TWEAKS TO WE ARE MEETING THE NEEDS. WE'RE LEARNING AS WE'RE DOING THIS.

I'LL HAND OVER TO GREG TO TALK ABOUT SECURITY ON CERTAIN PLATFORMS VERSUS OTHERS. BUT UNDERSTANDING EXACTLY WHAT FEATURES ARE THERE HOW -- SOMETHING THAT WE'RE CURRENTLY WORKING ON.

>> WONDERFUL.

I'D LOVE TO SUPPORT THAT.

IF THERE ARE NEW DRAFTS THAT YOU'RE THINKING ABOUT OUR LANGUAGE THAT WE COULD BE HELPFUL, PARTICULARLY FOLKS ON CENTRAL STAFF WHO ARE LEADING THAT WORK I'D LOVE TO MAKE SURE THAT THEY ARE PLUGGED IN AND HAVE AN OPPORTUNITY TO GIVE PERSPECTIVE FROM COUNCIL AS WELL AS COUNCIL PRESIDENT'S OFFICE.

I SEE A GAVEL.

I DO HAVE MORE QUESTIONS AROUND WEBEX.

AS WELL HATS HOW WE CLOSE DIGITAL DIVIDE.

IF THERE WILL BE SECOND ROUND I'M HAPPY TO WAIT FOR THAT.

>> I WILL DO SECOND ROUND FOR COUNCILORS.

YOU HAVE SECOND ROUND QUESTIONS.

>> IF THERE'S A RESPONSE TO THE WEBEX I'M HAPPY TO TAKE THAT NOW THEN DO DIGITAL DIVIDE AND OTHER QUESTIONS.

FOR THE SECOND ROUND.

>> THE ZOOM TOPIC VERY QUICKLY. QUICKLY HAND OVER TO GREG.

WHERE WE LANDED ON ZOOM HAS BEEN ON TOP OF MIND OF A LOT OF PEOPLE LATELY.

AND WHERE I LANDED ON THE TOPIC WHEN IT FIRST CAME ACROSS MY DESK IS THE CITY OF BOSTON HAS CERTAIN INVESTMENTS WHAT THEY CALL VIDEO CONFERENCING TECHNOLOGY.

BACK SIX YEARS AGO WHEN WE MOVED FROM MICROSOFT TO GOOGLE.

PART OF THE GOOGLE SUITE IS APPLICATION CALLED GOOGLE MEETS.

BUT BECAUSE WE ARE CENTRALIZE WORKFORCE NOT A LOT OF PEOPLE WERE DOING VIDEO CONFERENCING



THAT'S PROBABLY WHY A LOT OF PEOPLE DID NOT KNOW ABOUT IT. FROM MY POSITION BEFORE I HAND OFF TO MORE ON SECURITY SIDE, IT'S REALLY FINDING AN OPPORTUNITY TO LEVERAGE THE INVESTMENT THAT THE CITY HAS ALREADY MADE IN VIDEO CONFERENCING TECHNOLOGY THAT IS NOT RECENT INVESTMENT. THAT IS ONE THAT MADE A NUMBER OF YEARS AGO THAT WE CONTINUE TO RENEW EVERY YEAR. BUT APPARENTLY A LOT OF PEOPLE DID IN THE KNOW, MAYBE IT DOES NOT FIT EVERY USE CASE, WHICH IS WHY WEBEX ALSO CAN PLAY A PART IN THAT AS WELL. FROM MAYBE SMALL TEAM MEETINGS AS WE START TO TALK ABOUT -- AS WE OPEN UP CITY HALL AGAIN. WHAT ARE MEETINGS GOING TO LOOK LIKE IN CITY HALL. OR HALF PEOPLE IN CITY HALL HALF STILL WORKING REMOTE. BUT MAY NOT BE ALL USE CASES WHERE MEETINGS MAY BE A THOUSAND OR MORE PEOPLE LIKE IT'S VERY COMMON IN BUSINESS DEVELOPMENT. WHERE AS MAYBE THAT IS MORE OF A USE CASE FOR WEBEX PLATFORM. BUT I WILL PASS IT OVER TO GREG McCARTHY WORKS IS CHIEF INFORMATION SECURITY OFFICER WHO CAN TALK ABOUT RECENT INFORMATION THAT WE HAD HEARD AROUND ZOOM AND WHAT OUR POSITION IS, WHAT OUR GUIDANCE IS.

>> THANK YOU FOR THE QUESTION. WITH REGARDS TO WEBEX VERSUS ZOOM, MANY OF THE VIDEO CONFERENCING PLATFORMS HAVE VERY

SIMILAR CAPABILITIES JUST USED  
IN DIFFERENT WAYS.

AS DAVID MENTIONED, WE ARE  
INTERESTED IN PUSHING PEOPLE  
TOWARDS WEBEX AND GOOGLE MEETS  
BECAUSE WE HAVE INVESTMENT IN  
THOSE PLATFORMS.

THERE HAVE BEEN KNOWN SECURITY  
CONCERNS WITH ZOOM PLATFORM THAT  
IS SPECIFIC TO ZOOM.

SO FROM A SECURITY PERSPECTIVE,  
WE'RE WORKING TO ANALYZE THE  
BUSINESS USAGE OF ZOOM AND  
UNDERSTAND HOW CITY AGENCIES ARE  
USING ZOOM AND WORK WITH THE  
CITY AGENCIES TO SUCCESSFULLY  
TRANSITION THEM OFF OF THE ZOOM  
PLATFORM ON TO WEBEX PLATFORM  
THAT CAN MEET THE CAPABILITIES.

>> I CAN FOLLOW UP OFF LINE.

THANK YOU MADAM CHAIR.

>> THANK YOU SO MUCH.

NEXT UP IS COUNCILOR O'MALLEY  
THEN COUNCILOR FLAHERTY, THEN  
COUNCILOR MEJIA.

COUNCILOR O'MALLEY.

>> THANK YOU, MADAM CHAIR.

DAVID, TO YOUR TEAM, THANK YOU  
FOR THE GREAT WORK YOU'RE DOING.  
INCREDIBLY IMPORTANT WORK THAT  
YOU'RE DOING.

SOME OF US ON THIS CALL ARE OLD  
ENOUGH TO REMEMBER WHEN CITY  
HALL DIDN'T EVEN HAVE VOICE  
MAIL.

IT WAS THAT LONG AGO SO IT'S  
GREAT TO SEE THE EMBRACE OF  
INNOVATION, OF TECHNOLOGY AND  
HOW IT HELPS US DO OUR JOBS.  
PARTICULARLY INTERESTING IS JUST  
HOW PEOPLE ADAPTED.

I THINK OF MY PARENTS WHO ARE  
SCARED TO DEATH, THEY'RE IN

FLORIDA, DOING THE FAMILY -- NOT SCARED TO DEATH.

THEY HAD CONCERNS ABOUT FIRST FAMILY ZOOM CALL NOW MY MOTHER IS A PRO AND TEACHING HER FRIENDS HOW TO DO IT AND HOW TO DO IT WELL.

IT'S GREAT TO SEE HOW PEOPLE -- HOW TECHNOLOGY HAS HELPED US WEATHER THESE INCREDIBLY DIFFICULT DAYS, STAY CONNECTED. BE ABLE TO DO OUR JOB.

AND I'M JUST VERY CURIOUS TO SORT OF BRIEFLY, DAVID, GIVE ME 30 SECONDS OR A MINUTE WAYS THAT AS WE SORT OF TRANSITION OR BEGIN THE FLOW AND PAINFUL TRANSITION BACK FROM THIS, WHO KNOWS WHEN THAT WILL BE, WAYS THAT YOU SEE YOUR OFFICE SORT OF CONTINUING THAT, ALLOWING -- GOING TO BE QUITE A WHILE FOR CITY HALL IS A BUSTLING BUILDING THAT WE REMEMBER AND THAT WE LOVE.

JUST VERY BRIEFLY WAYS THAT YOU THINK YOUR JOB HAS CHANGED NOW COMPARED TO SIX MONTHS AGO IN TERMS OF OFFERING BETTER SERVICES VIRTUALLY FOR PEOPLE OF BOSTON.

>> ONE OF THE THINGS THAT WE HAD TO DO VERY QUICKLY AS WE LOOKED AT HOW OUR ENVIRONMENT IS CHANGING, HOW OUR WORKFORCE LEFT CITY HALL AND STARTED WORKING THROUGHOUT THE CITY OF BOSTON. AND TRYING TO FIND WAYS TO CONNECT.

I THINK I SPOKE ABOUT THIS IN MY PREVIOUS ANSWER, I DON'T THINK A LOT OF PEOPLE REALLY DID A LOT OF SHOULD CONFERENCING

TECHNOLOGY UNLESS IT WAS OUTSIDE  
PERSON INVITING ONE OF US TO A  
CALL.

BECAUSE WE WERE ALL PRETTY MUCH  
CENTRALLY LOCATED.

MOST WERE JUST CONFERENCE CALLS  
ON PHONES.

THIS GAVE US AN OPPORTUNITY TO  
KIND OF REACH OUT, TO YOUR POINT  
I COMPLETELY AGREE WITH YOU.

IT'S GOING TO BE A LONG TIME  
BEFORE WE ARE ALL IN A  
CONFERENCE ROOM TOGETHER.

I KNOW THERE'S SOME QUESTION  
ABOUT WHETHER SIX FEET IS THE  
SAFE DISTANCE OR IF IT'S  
ACTUALLY MORE.

THERE'S SO MUCH THAT IS  
INFORMATION THAT IS COMING OUT  
DAILY ABOUT THE COVID-19 VIRUS.  
THAT WE DID NOT KNOW THE DAY  
BEFORE.

SO, YES, IT'S GOING TO BE A  
WHILE BEFORE CITY HALL IS BEING  
A BUSTLING BUILDING THAT WE KNOW  
IT TO BE.

THAT IS WHERE MY DEPARTMENT  
NEEDS TO EVOLVE AND CHANGE AS WE  
STOOD NOW WE MADE A LOT OF  
INVESTMENTS -- WE MADE A LOT OF  
CHANGES TO OUR CURRENT  
INFRASTRUCTURE GETTING LAPTOPS  
TO OUR EMPLOYEES SO THAT THEY  
CAN WORK AT HOME.

SOME OF THEM DID NOT HAVE  
BROADBAND AT HOME.

SO GETTING THEM CONNECTIVITY AT  
HOME.

FINDING WAYS TO STAND UP OUR  
INFRASTRUCTURE, TO HAVE MORE --  
HAVING MORE OF THE OUTSIDE  
ENVIRONMENT, PEOPLE OUTSIDE OF  
OUR NETWORK COME INTO OUR

ENVIRONMENT VERSUS SITTING IN  
OUR ENVIRONMENT GOING UP.  
SO THERE HAD TO BE SOME CHANGES  
IN OUR CONFIGURATION SUCH AS OUR  
VIRTUAL PRIVATE NETWORK OR VPN,  
ALLOWING PEOPLE TO CONNECT INTO  
OUR CITY NETWORK.

I THINK NOT KNOWING -- NO ONE  
HAS A CRYSTAL BALL AND DETERMINE  
WHAT IS NEXT.

AND IS THERE ANOTHER WAVE IN THE  
WINTER, WHAT DOES THAT MEAN AND  
WHAT DOES THAT LOOK LIKE?

WE NEED TO CONTINUE TO LOOK AND  
FIND WAYS TO SUPPORT OUR PEOPLE  
REMOTELY.

AS WE WORK VERY CLOSELY WITH THE  
AMF CABINET AND OPERATIONS  
CABINET ON OUR REOPENING PLANS  
AND WHAT THAT IS GOING TO LOOK  
LIKE.

MAINTAINING SAFE DISTANCE AND  
PLEXIGLAS AND SEATING  
ARRANGEMENTS, EVEN WITHIN MY OWN  
DEPARTMENT, WHETHER WE'RE DOING  
EVEN AND ODD DAYS TO GET STAFF  
IN HERE.

I AGREE IT'S GOING TO BE A LONG  
TIME BEFORE EVERYONE IS FULL  
STAFF IS ALL IN CITY HALL.

>> YOU TOUCHED UPON IT VERY WE  
WELL.

IT'S REALLY SORT OF TWOFOLD.

THIS IS WHERE YOUR JOB IS  
ENORMOUSLY IMPORTANT.

IT'S BOTH PROVIDING FOR THE  
SAFETY AND SECURITY OF TALENTED  
MEN AND WOMEN WHO ARE CITY OF  
BOSTON EMPLOYEES BUT ALSO  
LOOKING AT WAYS THAT WE CAN  
BETTER WORK WITH DELIVER  
CONSTITUENT SERVICES BETTER.

FOR THE FIRST TIME EVER YOU CAN

NOW GET REQUEST A BIRTH  
CERTIFICATE ONLINE.  
THAT IS SO MONUMENTAL.  
TO MY NEWER COLLEAGUES, THERE  
HAVE BEEN DOZENS IF NOT A  
HUNDRED TIMES WHERE I HAD TO GO  
DOWN FOR A CONSTITUENT JUST  
STAND IN LINE.  
WHICH I'M HAPPY TO DO, PART OF  
OUR JOB.  
JUST TO MAKE IT EASIER.  
SO I GUESS SECOND QUESTION JUST  
BRIEFLY ARE WE LOOKING AT OTHER  
CONSTITUENT SERVICES TO MOVE  
THEM TO A ONLINE OR DIGITAL  
PLATFORM TO ALLOW ACCESS FOR  
CONSTITUENTS IN THE  
NEIGHBORHOODS?  
>> YES.  
ABSOLUTELY.  
I SEE THE GAVEL UP.  
BUT I WANTED TO PASS IT OVER TO  
CHIEF DIGITAL OFFICER WHO IS  
RUNNING POINT ON A LOT OF THESE  
EFFORTS.  
LOT OF THESE CONSTITUENT  
SERVICES ONLINE.  
IF YOU WOULD.  
>> THERE'S STILL TWO MINUTES  
WHEN GAVEL GOES UP.  
>> THANK YOU.  
THANK YOU FOR THAT QUESTION.  
IT'S ACTUALLY BEEN PRIORITY FOR  
AS LONG AS I'VE BEEN HERE GOING  
ON THREE YEARS, TO BRING AS MANY  
CITY TRANSACTIONS ONLINE AS  
POSSIBLE.  
EVEN PREDATING THE COVID-19  
CRISIS WE WANT TO MAKE SURE THAT  
OUR SERVICES AND OUR  
TRANSACTIONS ARE SUCCESSFUL AS  
POSSIBLE.  
IT CAME TO OUR ATTENTION EVEN

DURING THIS CRISIS THERE ARE SOME FOLKS THAT ARE STILL VERY DETERMINED TO COME INTO CITY HALL TO PAY IN CASH. BUT OF COURSE THAT PROBABLY DECREASING NUMBER OF FOLKS THESE DAYS.

WITH THAT BEING SAID WE HAVE TO BE MINDFUL AND LIKELY HAVE TO PROVIDE IN-PERSON ACCOMMODATIONS FOR A LOT OF THESE FOLKS GOING INTO THE FUTURE.

BUT THAT BEING SAID, WE'RE TAKING A LOOK AT EVERY TRANSACTION THAT THE CITY IS RESPONSIBLE FOR AND NEEDS TO ACCOMMODATE.

WE'RE LOOKING TO SEE WHAT TECHNOLOGY WE CAN APPLY THERE IN ORDER TO MAKE THAT EASIER AND MORE ACCESSIBLE TO FOLKS.

IT WILL BE MULTI-YEAR PROCESS.

>> I WOULD JUST URGE, THAT'S GREAT TO HERE THANK YOU FOR YOUR GOOD WORK.

USE US TO WORK WITH US, PARTICULARLY DISTRICT COUNCILORS WHO HANDLE THE BULK OF CONSTITUENT SERVICE REQUESTS TO SEE IF THIS MAY BE AN OPPORTUNITY TO PARTNERSHIP TH THERE.

THAT WOULD BE TERRIFIC.

THEN TO THAT END I GUESS I WOULD JUST MAKE A REQUEST, I'M A BIG PROPONENT OF 311 HAVE BEEN USING IT FOR YEARS.

WHEN I WAS FIRST ELECTED I WAS A AT HOUSE PARTIES DOING TUTORIALS TO GET MORE PEOPLE TO USE IT.

THE BIGGEST CHANGE THAT I'VE NOTICED THATth MAY BE JEROME QUESTION.

BUT OFTEN NOW 311 ROOTING CALLS DIRECTLY TO THE DISTRICT COUNCILORS' OFFICES WHICH IS GREAT.

WHAT IS NOT GREAT WE DON'T HAVE THE SAME ACCESS TOE SOME OF THE BACK END INFORMATION.

THIS IS A REQUEST THAT I WILL CONTINUE TO MAKE UNTIL I'M BLUE IN THE FACE.

WE CAN HAVE ACCESS TO THE BACK END DATA COLLECTION FOR 311 TO BOTH HELP ALL OF US DO OUR JOB AND DELIVER BETTER CONSTITUENT SERVICES.

THANK YOU, MADAM CHAIR.

THANK YOU TO YOUR INCREDIBLE TEAM.

MIKE LYNCH I MISS SEEING YOU AROUND THE NEIGHBORHOOD.

GREAT TO SEE ALL OF YOU GUYS.

BE WELL AND SAFE OUT THERE.

>> THANK YOU COUNCILOR.

>> THANK YOU COUNCILOR O'MALLEY.

NEXT UP COUNCILOR FLAHERTY THEN COUNCILOR MEJIA.

COUNCILOR FLAHERTY.

>> THANK YOU MADAM CHAIR.

GOOD TO SEE THE COMMISSIONER.

I KNOW THAT WE AS BODY BEEN ASKING YOU TO DO MORE AGAIN I

REFERENCED IT EARLIER WITH

RENTAL INSPECTIONS, AirBnB

MOST RECENTLY LOBBYIST

LEGISLATION, SOME ARGUE IT'S A

LITTLE ONEROUS TO DO FOUR TIMES A YEAR.

AS A BODY WE MAY HAVE TO LOOK AT THAT.

I KNOW WE HAD INITIAL GLITCHES

AS IT ROLLS OUT AND I I KNOW

THAT YOUR STAFF, ALEX LAWRENCE

HAS BEEN GREAT TO WORK WITH AS



WELL AS MY OFFICE.

STILL HAS TO BE DONE MANUALLY,  
SOMEWHERE BETWEEN 4-500  
POTENTIAL REGISTERED LOBBYISTS  
WHO EACH HAVE TO DO IT MANUALLY  
FOR EACH OF THOSE CLIENTS AND  
TAKE TEASE.

WE NEED TO FIND WAY TO FILL OUT  
THE APPLICATION AND MAYBE  
AUTOMATICALLY UPLOAD AS OPPOSED  
TO HAVING INDIVIDUALLY UPLOADED.  
AGAIN IT HAS TO BE DONE FOUR  
TIMES.

THAT IS SORT OF THE PUSHBACK  
WE'RE GETTING FROM FOLKS.  
THEY UNDERSTAND IT.

THEY WANT TO PARTICIPATE, THEY  
WANT TO REGISTER.

WE JUST MAY HAVE TO TWEAK IT ON  
OUR END.

I KNOW ALEX HAD FRONT ROW SEAT  
FOR IT.

I APPRECIATE HER EFFORTS ON YOUR  
BEHALF.

ON THE SAME TOKEN PROBABLY  
SHOULD HAVE MENTIONED, TANYA  
EARLIER ON THE SHORT TERM RENTAL  
THEY HAVE BEEN GREAT WITH  
COUNCIL AND ALSO WORKING WITH  
DoIT.

WE'RE GOING TO BE ASKING YOU  
GUYS TO DO EVEN MORE AS WE'RE EN  
ENCOURAGING FOLKS TO TRY TO BE  
ABLE TO DO THINGS REMOTELY.  
SORT OF THE NEW NORMAL GOING  
FORWARD.

COUNCILOR WU AND I HAD COSON  
ORDER A MATTER, SIGNED ON BY OUR  
COLLEAGUES, IDENTIFYING WAYS WE  
COULD USE TECHNOLOGY, COUNCILOR  
O'MALLEY REFERENCED IT SO WE CAN  
PREVENT FOLKS FROM HAVING TO  
MAKE THE TREK INTO CITY HALL,

CIRCLE THE BLOCK LOOKING FOR A  
PARKING SPOT.

TRYING TO FIND A METER WHEN THEY  
COULD EASILY JUST GET THINGS  
DONE ONLINE.

WE'RE GOING TO BE PUSHING A  
LITTLE MORE PRESSURE ON YOU GUYS  
TO SORT OF FIND WAYS THAT EACH  
AND EVERYONE OF OUR DEPARTMENTS  
CAN GET BROUGHT UP TO SPEED AND  
ALLOW FOLKS TO BE ABLE TO  
TRANSACT CITY BUSINESS ONLINE.

THOSE ARE THE CHALLENGES.

I SEE THAT CLAUDIA HAS JOINED.

I REFERENCED GREAT WORK YOU AND  
TANYA DO WITH MY STAFF ON SH  
SHORT-TERM RENTAL HOW ADDITIONAL  
PRESSURE ON DoIT THAT COUNCIL  
HAS WITH RESPECT TO NEW THINGS,  
NEW REGULATIONS THAT HAVE COME  
ONLINE THAT REQUIRE DoIT TO BE  
EQUAL PARTNER HERE MAKING SURE  
THAT WE HAVE TECHNOLOGICAL  
ADVANCES TO BE ABLE TO PERFORM  
WHAT WE'RE TRYING TO DO.

WHAT WE'RE TRYING TO CREATE  
LEGISLATIVELY.

I AND YOUR STAFF HAVE PLAYED  
GREAT ROLE, CLAUDIA, AND DAVID  
AND HIS STAFF.

THAT SAID.

IF THERE'S A WAY WE COULD DO IT  
LEGISLATIVELY, WE NEED TO HEAR  
THAT FEEDBACK FROM YOU AND ALEX.

IF YOU THINK INHERENT FLAW IN  
THE LEGISLATION WE NEED TO HEAR  
FROM YOU.

AND WE ARE HEARING FROM FOLKS  
THAT FOUR TIMES A YEAR IS OWN  
JUST.

IF THAT IS THE PROBLEM, GREAT.

ALSO HEARING FROM FOLKS THAT  
HAVE TO MANUALLY AFTER THEY FILL

THE APPLICATION HAVE TO MANUALLY  
UPLOAD IT FOR EACH AND EVERYONE  
OF THEIR CLIENTS AND ENTITIES  
AGAIN FOUR TIMES A YEAR.

I'D LOVE TO HEAR YOUR  
PERSPECTIVE.

IS THERE SOMETHING THAT WE AS  
COUNCIL COULD BE DOING TO SORT  
OF MAKE THAT LITTLE EASIER FOR  
YOU GUYS, AND/OR TO SYNC WITH  
YOUR TECHNOLOGY OR IS IT GOING  
TO BE SORT OF CONTINUED WORK IN  
PROGRESS CONTINUE TO WORK  
TOGETHER UNTIL WE HAVE THE  
TECHNOLOGY TO SUPPORT WHAT WE'RE  
TRYING TO ACCOMPLISH.

I'M FOLLOWING UP ON MY COLLEAGUE  
COUNCILOR BREADON'S INITIAL  
QUESTIONS.

THANK YOU, I'LL SIT BY AND  
LISTEN.

>> WHAT I'LL DO, ALEX, I'M NOT  
SURE IF YOU HAVE SOME INITIAL  
THOUGHTS I COULD CHIME IN AT THE  
END ON THOUGHTS AROUND SHORT  
TERM RENTALS WHAT COULD POSSIBLY  
BE THE NEXT STEP IN OUR THOUGHTS  
AROUND HOW THAT EVOLVES.

>> SPECIFICALLY ON MUNICIPAL  
LOBBYING TECHNOLOGY AS I SAID TO  
COUNCILOR BREADON'S OFFICE  
THERE'S ROOM FOR IMPROVEMENT  
THERE.

I THINK IT WOULD BE GREAT IDEA  
FOR US TO THINK -- REVISIT  
REQUIREMENTS TO MATCH CHALLENGES  
THAT WE HAVE WITH THE TECHNOLOGY  
WITH THE CHALLENGES THAT ARE  
JUST BUILT IN TO THE EXTENSIVE  
REPORTING PERIOD.

HAPPY TO DIG INTO THAT AND GET  
BACK TO YOU.

>> GREAT, THANK YOU, ALEX.

>> GREAT, THANK YOU SO MUCH,  
COUNCILOR FLAHERTY.  
NEXT UP COUNCILOR MEJIA.  
>> GOOD AFTERNOON, EVERYONE.  
THANK YOU COMMISSIONER AND YOUR  
ENTIRE TEAM FOR ALL OF YOUR  
AMAZING WORK.

I JUST HAVE A FEW QUESTIONS.  
IN RESPONSE -- THANK YOU ALSO  
FOR ANSWERING ALL OF OUR  
QUESTIONS.

I JUST HAVE A QUICK FOLLOW UP.  
YOUR RESPONSE TO OUR QUESTION  
ABOUT LANGUAGE ACCESS YOU  
MENTIONED THAT YOUR OFFICE  
RELIES ON STRONG PARTNERSHIP  
SPECIFICALLY WITH THE LANGUAGE  
AND COMMUNICATIONS ACCESS TEAM.  
CAN YOU TALK ABOUT HOW  
PARTICULARLY YOU WORK WITH THEM  
ABOUT HOW LONG DOES IT TAKE TO  
GET TEAM TO GET SOMETHING  
TRANSLATED AND UPLOADED ON TO  
THE WEBSITE?

I HAVE MORE QUESTIONS.  
I DON'T KNOW IF YOU WANT THEM  
ONE AT A TIME?

>> WE CAN DO ONE AT A TIME THEY  
MIGHT GO TO DIFFERENT SUBJECT  
MATTER EXPERTS.

BUT TERMS OF THE LANGUAGE AC  
ACCESS, I WILL PASS THAT OFF.

>> TO ANSWER YOUR QUESTION IT  
DEPENDS ON THE LENGTH OF THE  
TEXT THAT REQUIRES TRANSLATION.  
BUT BACKING UP, WE'RE IN  
COMMUNICATION WITH THE OFFICE OF  
LANGUAGE ACCESS PRETTY MUCH ON  
DAILY BASIS IF NOT MULTIPLE  
TIMES A DAY, PARTICULARLY SINCE  
THE COVID-19 BEGAN.

BUT EVEN PRIOR TO THAT, THIS IS  
AN ONGOING CONVERSATION WE'RE

HAVING WITH ALL DEPARTMENTS TO MAKE SURE THAT AS THEIR PUTTING -- WE'RE ASKING THEM IF THEY'RE NOT ALREADY COMING TO US IS THIS SOMETHING THAT SHOULD BE TRANSLATED, IS IT CRITICAL CONTENT AND INFORMATION AND WHEREVER POSSIBLE WE'RE TAKING SECTIONS OF THAT AND PUTTING IT OUT ON SOCIAL IN A WAY THAT IS MEETING OUR LANGUAGE NEEDS. IT'S BEEN A VERY THOROUGH EFFORT SINCE THE BEGINNING OF THIS CRISIS TO ENSURE THAT WE'RE GETTING THIS INFORMATION ON TEXT ALERTS, ON THE WEBSITE, ON SOCIAL MEDIA ALL THESE LANGUAGES EVEN TRANSCRIBING OUR VIDEOS AS WELL.

HAVING FOLKS SPEAK DIRECTLY IN ADDITIONAL LANGUAGES OR PROVIDING CAPTIONING SERVICES. WE'VE BEEN VERY THOROUGH. BUT SOMETHING THAT WILL ALWAYS NEED MORE WORK AND HONESTLY WORKING WITH THE MAYOR'S OFF OF IMMIGRANT ADVANCEMENT AS WELL, TALKING WITH THEM AND OTHER PARTNERS AND KEY DEPARTMENTS THAT ARE VERY FRONT FACING, WE'RE ALWAYS ASKING WHAT FEEDBACK THEY'RE GETTING THAT WE CAN TAKE AND LEARN FROM. EVERYTHING FROM NOT ONLY LANGUAGE WE USE BUT HOW DO WE PRESENT THIS INFORMATION GRAPHICALLY.

SO THERE'S A LOT THAT MY TEAM DOES WITH GRAPHIC DESIGN. HAPPY TO MAKE SURE THAT WE'RE RESIDENTS FEEL REPRESENTED IN THE DESIGNS. WE'RE ASKING THESE CRITICAL

QUESTIONS.

>> THANK YOU.

THANK YOU FOR THAT.

JUST TO QUICKLY FOLLOW UP IN  
REGARDS TO TRANSLATION.

I KNOW YOU HAD -- SOMEONE HAD  
MENTIONED UTILIZING SOMETHING  
ABOUT GOOGLE TRANSLATE.

ARE YOU USING GOOGLE TRANSLATE  
FOR INFORMATION ON THE WEBSITE  
AND IF SO, JUST CURIOUS WHETHER  
OR NOT THAT TRANSLATION HAS BEEN  
ALSO VETTED AND REVIEWED BY  
MAYBE PERHAPS A NATIVE SPEAKER.  
BECAUSE SOMETIMES LITERALLY DO  
GET LOST IN TRANSLATION, JUST  
CURIOUS.

>> YES.

YOU'RE CORRECT.

WE ARE USING GOOGLE TRANSLATE AS  
AN OPTIONAL SERVICE.

VISITORS AT BOSTON.GOV CAN  
SELECT THAT WILL DO AND PROVIDE  
MACHINE TRANSLATION OR ANY OF  
THE CONTENT THAT THEY'RE VI  
VIEWING.

IT DOES NOT KICK OFF A PROCESS.

YOU HAVE TO GO THROUGH  
ADDITIONAL HUMAN BASED  
TRANSLATION FOR CONTENT AND  
PAGES WHERE IT'S CRITICAL THAT  
WE MAKE SURE THE TRANSLATION IS  
ABSOLUTELY CORRECT AND NOTHING  
IS LOST IN TRANSLATION.

WE WORK THAT THROUGH APPROVED  
VENDORS THAT HAVE BEEN  
IDENTIFIED THROUGH LANGUAGE  
ACCESS OFFICE.

THAT CAN TAKE UPWARDS OF A  
COUPLE OF DAYS DEPENDING HOW  
HENK THEE THE CONTENT IS.

IS IT SOMETHING SHORTER THAN  
WILL LEVERAGE TEAM OF VO

VOLUNTEERS, AMAZING VOLUNTEERS  
ACROSS THE CITY THAT ARE GIVING  
THEIR TIME TO PROVIDE A SECOND  
LOOK AND TRANSLATION OF SHORTER  
TEXT.

FOR EXAMPLE, ALL OF THE  
CORONAVIRUS INFORMATION PAGES  
THAT WE'VE TRANSLATED INTO THE  
TEN LANGUAGES IN THE SHORT LINKS  
I PROVIDED THAT ALL WENT THROUGH  
PROPER TRANSLATION WITH THE  
VENDOR.

SO THAT WAS HUMAN BASED.  
IF YOU ARE VISITING THAT PAGE  
AND YOU SELECTED TO USE GOOGLE  
TRANSLATE IT WILL NOT OVERRIDE  
IT.

THOSE PAGES ARE BASICALLY TAKEN  
OUT OF THAT SERVICE.

YOU'LL GET THE BET IRRELEVANT  
TRANSLATION FOR THOSE.

>> THANK YOU.

THEN JUST REALLY QUICK.  
I KNOW THAT RENTAL RELIEF FUND  
WAS PUT OUT, I JUST FILLED IT  
OUT SO THAT I COULD LEARN, SO  
PEOPLE CALL OUR OFFICE FOR  
SUPPORT I WOULD BE ABLE TO WALK  
THEM THROUGH THE PROCESS.  
BUT I KNOW THAT WITH GOOGLE  
FORMS THINGS OFTEN CAN BE  
MANIPULATED INCLUDING -- I PUT  
MY NAME ON THE FORM JUST TO --  
JUST BECAUSE WHATEVER.

ANYWAY, I'M JUST CURIOUS, HOW  
IS DoIT PLAYING A ROLE IN  
MAKING OUR ONLINE APPLICATIONS  
MORE SECURE?

>> JEANETTE, DO YOU WANT TO TAKE  
THIS ONE?

>> I'LL INITIALLY TAKE IT THEN  
GREG CAN FILL IN MANY MORE  
DETAILS.

WE HAVE A COUPLE OF OPTIONS FOR FORM-BASED APPLICATIONS THAT YOU MENTIONED.

FOR CERTAIN THINGS WE WILL SUGGEST GOOGLE FORMS.

FOR DEEPER APPLICATIONS THAT REQUIRE MORE WORKFLOW AND NOTIFICATION ACROSS MULTIPLE DEPARTMENTS, MORE TRANSACTIONAL WE MIGHT USE OUR NEW TOOL CALLED AGILE POINT OR EVEN USE MORE CUSTOM DEVELOPMENT RESOURCES ON MY TEAM.

IT REALLY IS MATTER OF LOOKING AT THE REQUIREMENTS, LOOKING AT THE SECURITY NEEDS TO MAKE SURE THAT WE'RE PROVIDING THE BEST EXPERIENCE.

WE HAVE A COUPLE OF TOOLS IN OUR TOOL KIT FOR THAT.

I'LL LET GREG FILL IN ANY MORE DETAILS.

>> AS FAR AS THE SECURITY OF GOOGLE FORMS.

GOOGLE IS EXPERT AT CYBER SECURITY.

THEIR PLATFORMS ARE VERY SECURE.

THE EXAMPLE YOU PROVIDED WAS AROUND DATA VALIDATION WHICH WE WOULD PROBABLY LEVERAGE MORE SOPHISTICATED TOOL THAN GOOGLE FORMS AS JEANETTE MENTIONED THERE'S A SLEW OF FORMS, TOOLS DEPENDING ON THE NEEDS OF THE DEPARTMENT OR THE AGENCY THAT IS CREATING THOSE FORMS.

THERE'S CAPABILITIES AROUND DOING DATA VALIDATION YOU CAN'T ENTER A FAKE NAME IN THAT SCENARIO.

BUT IF THERE'S NO DATA VALIDATION ON THESE FIELDS, WHICH IS MANAGED EITHER BY THE



APPLICATION OR THE PERSON  
CREATING THE FORM, THAT'S ONLY  
WAY TO PREVENT THAT.

>> GREAT.

MY LAST QUESTION IS EARLIER YOU  
GUYS MENTIONED THAT YOU HAVE  
DRAMATICALLY INCREASE THE NUMBER  
OF COMPETITIVE BIDS OVER PAST  
YEARS.

HOW MANY BIDS, IS THAT AND HOW  
MANY OF THESE BIDS ACTUALLY WENT  
THROUGH MINORITY WOMEN  
BUSINESSES?

>> EDDIE, DO YOU WANT TO TAKE  
THAT ONE?

>> A GREAT QUESTION.

I DON'T HAVE THE NUMBERS IN  
FRONT OF ME RIGHT NOW BUT I WILL  
DEFINITELY PROVIDE THEM FOR YOU.

>> THANK YOU.

AGAIN, THANK YOU AGAIN FOR ALL  
YOUR HARD WORK.

LOOKING FORWARD TO WORKING WITH  
YOU ONCE WE GO BACK TO THE  
OFFICE AND THANK YOU FOR  
EVERYTHING THAT YOU HAVE DONE SO  
FAR IT'S BEEN A GREAT TR  
TRANSITION.

I KNOW YOU ALL ON BACK END  
MAKING IT HAPPEN FOR US SO THANK  
YOU VERY MUCH.

>> THANK YOU.

>> THANKS SO MUCH.

WE'LL JUMP TOP MY QUESTIONS NOW.  
THEN I KNOW WE'VE GOT COUPLE OF  
PEOPLE BEEN WAITING PATIENTLY ON  
PUBLIC TESTIMONY TO SPEAK TO  
EACH OF THE ACCESS FUNDS.

I DO WANT HAVE THOSE FOLKS GO  
WHILE WE STILL GOT DoIT FOLKS  
HERE TO ANSWER ANY QUESTIONS.

I'LL JUST ASK, ONE THING TO ISD  
RELATED TO THIS QUESTION.

ELECTRONIC PLANS, IN TERMS OF AN ENTERPRISE APPROACH, WHAT WOULD BE THE SORT OF -- WHAT WOULD BE THE OTHER CITY DEPARTMENTS THAT WOULD HELP YOU USE THIS FOR?

>> ALEX?

>> COUNCILOR BOK, YOU HAD PERFECT EX.

>> NATION WHEN YOU ASKED QUESTION TO ASD WHAT ARE THE TRADE OFFS BETWEEN ENTERPRISE SOLUTION EXPEDITIOUSLY AND APPROACH.

PLANS DO GO ACROSS A BUNCH OF DIFFERENT -- THEY TOUCH -- DEPENDING ON THE SIZE OF THE PROJECT.

THEY COULD GET REVIEWED BY -- I WON'T TRY TO -- PARKS DEPARTMENT TO SORT OF PROVIDE THESE -- REALLY WE WANT TO MAKE SURE THAT THE EXECUTIVE ORDER GET THEM -- BASICALLY RIGHT NOW WEARY VALUATING DIFFERENCES IN TECHNOLOGY TO MAKE THOSE TRADE OFFS OF WHAT WE DO TODAY. REGARDLESS OF WHAT WE DO, WE WILL CHOOSE A SOLUTION THAT CAN BE SCALED ACROSS THE CITY EVENTUALLY.

>> OKAY.

I WON'T TRY TO INTERVENE MORE IN THAT CONVERSATION.

I KNOW HOW URGENT THE ISD IMPLEMENTATION IS FOR THE COUNCIL AND FOR OUR CO CONSTITUENTS.

I HAVE HAD SOME EXPERIENCE WITH ENTERPRISE SOFTWARE SOLUTIONS AND SCALING AS WELL.

I WAS WONDERING, ALEX, IN TERMS OF AGAIN WON'T GO TOO MUCH IN DEPTH ON IT.

BUT THE LOBBYING -- MY UNDERSTANDING IS THAT PART OF WHAT WE DID WHEN WE PASSED THE LOBBYING ORDINANCE TO JERRY RIG AN ISD DATABASE SOLUTION IN ORDER TO IS THAT RIGHT.

>> WE LEVERAGE INTERNAL SO SOFTWARE.

I WOULDN'T CALL IT ISD SOFTWARE. USING TOOLS THAT WE ALREADY HAD, THERE WASN'T -- THERE WASN'T SOFTWARE THAT DOES THIS EXACT ONE THING THAT WE WERE LOOKING FOR.

SO IT'S REALLY JUST A WORK IN PROGRESS TO FIGURE OUT HOW TO TAKE THAT EXPERIENCE.

>> GREAT, THANK YOU.

I'M NOT SURE WHO ON THE TEAM THIS IS FOR, BUT ON CYBER SECURITY FRONT I SAW ON YOUR ANSWERS TO MY QUESTIONS OBVIOUSLY THERE ARE CITY PROCESSES THAT WE MIGHT BE MORE HESITANT TO PUT ONLINE, ALSO KIND OF PERHAPS INTERNAL DATABASES THAT WE MIGHT BE LESS EAGER TO HAVE -- BE ACCESSIBLE THROUGH ON-LINE LOG IN TO OUR EMPLOYEES.

I'M JUST CURIOUS, ARE THERE PARTICULAR AREAS THAT WE AS A COUNCIL SHOULD NOT BE HOLDING OUR BREATH, EXPECTING TO HAVE AN ONLINE SOLUTION ANY TIME SOON BECAUSE OF THOSE SECURITY CONCERNS?

>> NO.

BEFORE I PASS OFF TO GREG, I THINK MY APPROACH HAS BEEN CYBER SECURITY THAT IT NEEDS TO BE SECURE BY DESIGN NOT SECURITY BOLTED ON AT THE END.

SO HAVE SECURITY, IN INCEPTION,  
IN INITIAL DESIGN.  
LOT OF THESE SOLUTIONS, BEING  
EMPLOYED IN A SECURE FASHION.  
AND GIVEN SOME OF THE FRAMEWORK  
WHICH I'M SURE GREG WILL  
MENTION.

AND THE -- DEPENDING ON -- I  
THINK IT DEPENDS WHAT TYPE OF  
DATA IS BEING EBB COLLECTED OR  
TRANSMITTED THROUGH THE ONLINE  
SERVICES.

OBVIOUSLY IF THERE IS SENSITIVE  
DATA, THAT TYPE OF DATA IS AN  
EXTRA LAYER OF SECURITY COMPARED  
TO JUST GENERAL INFORMATION, BUT  
WE WORK WITH THE TECHNOLOGY  
TEAMS TO ENSURE THAT THE  
SECURITY IS DEALT INTO THE  
APPLICATION AS IT IS CREATED AND  
WE WORK HARD TO ENSURE THAT BEST  
PRACTICES ARE FOLLOWED.

SO I DON'T THINK THERE IS ANY  
LIMITATIONS, BUT SOME ARE MORE  
CHALLENGING THAN OTHERS TO  
ENSURE THAT THE CORRECT LEVEL OF  
SECURITY, ALONG WITH THE BALANCE  
OF USABILITY ARE THERE.

>> GREAT.

THANKS.

CAN I ASK JUST QUICKLY BEFORE WE  
-- BECAUSE WE ARE GOING TO GO  
NEXT TO THE PUBLIC TESTIMONY, IF  
THERE IS ANYTHING THAT THE TEAM  
WOULD LIKE TO HIGHLIGHT ABOUT  
THE -- ACCESS FUND.

I KNOW IN YOUR ANSWERS TO OUR  
QUESTIONS I THINK COUNCILOR  
FLYNN'S QUESTION IN PARTICULAR  
YOU MENTIONED THE FACT THAT THE  
REVENUE THERE HAS BEEN  
DECLINING, AND ALSO SPENT DOWN  
THE UNENCUMBERED REVENUE THAT

WAS PREVIOUSLY THERE.  
AND KIND OF LOOKING AHEAD INTO  
THE FISCAL YEAR.

SO I THOUGHT MAYBE BEFORE WE  
HEAR FROM THE PUBLIC AND OUR  
PARTNERS REALLY ON THAT FRONT,  
IF SOMEONE COULD LAY OUT A  
LITTLE BIT OF CONTEXT.

>> MIKE, DO YOU WANT TO TALK A  
LITTLE BIT ABOUT THE FUNDING AND  
SOME OF THE OPEN --

>> YES.

THANK YOU, MADAM CHAIR.

>> THE FUNDING IS COMING FROM  
THE -- LICENSES, AND THE SOURCE  
OF THE REVENUE IS CABLE TV  
REVENUE, IF YOU IF YOU WILL.  
AND AS EVERYBODY KNOWS CABLE TV  
REVENUE HAS BEEN GOING DOWN AT A  
SOMEWHAT SLOW RATE BUT IT IS  
LIKELY TO BE ACCELERATED IN THE  
COMING YEAR DUE TO SOME GHAINGS  
RULES PROMULGATE BED AT THIS  
FEDERAL COMMUNICATIONS  
COMMISSION.

WE THOUGHT IT WAS GOING TO  
HAPPEN THIS YEAR BUT WE ARE  
FORTUNATE IT DID NOT.

WE BELIEVE THE FUNDING, THE  
PUBLIC FUNDED FOR FY 21, THE  
CITY TRACKS IT CLOSELY.

WE BUDGET IT CLOSELY AND WE KEEP  
OUR TWO FUNDED PARTNERS --  
BOSTON NEIGHBORHOOD MEDIA GROUP,  
INFORMED, LITERALLY WEEK TO WEEK  
IF THERE ARE ANY CHANGES HERE.

THE CITY OF BOSTON IS ALSO  
ENGAGED THROUGHOUT THE CITY IN  
CHALLENGING THESE ORDERS BY THE  
FTC BECAUSE WE THINK THEY ARE  
WRONG.

UNFORTUNATELY OUR FELLOW PROCESS  
IN THE COURT CAN GO ON FOR AN

AWFULLY LONG TIME SO WE ARE NOT SURE THAT WILL BE -- BUT WE THINK THIS YEAR, ABSOLUTELY FINE.

I THINK BY 22 WE WILL HAVE THAT TO LOOK AT.

>> GREAT.

THANKS SO MUCH FOR THAT.

AND I THINK SINCE THAT, SINCE WE ARE SHORT ON TIME WE WILL NOW JUMP TO PUBLIC TESTIMONY ON THIS.

AND THEN COUNCILORS CAN RAISE THEIR BLUE HAND IF THEY HAVE QUESTIONS.

SO I THINK FIRST UP I AM GOING TO RECOGNIZE THEODORE HASPE AND THEN -- SO IF EACH OF YOU CAN JUST -- IF EACH OF YOU -- SO THEODORE REMARKS IF YOU WANT TO GO FIRST AND I DON'T KNOW UNMUTE YOURSELF AND GIVE US YOUR TESTIMONY.

>> GOOD AFTERNOON CHAIRWOMAN AND COUNCILOR BOK.

THANK YOU SO MUCH FOR THE TESTIMONY TO TESTIFY AND FOR ALL YOU ARE DOING FOR THE RESIDENTS OF OUR CITY, PARTICULARLY NOW.

MY NAME IS THEODORA HANNAH, I AM CEO OF TEXAS HOMES AND THAT IS BOSTON'S NONPROFIT ORGANIZATION DEDICATED TO ADDRESSING THE DIGITAL DIVIDE OF ALL AGES.

I AM TESTIFYING IN FAVOR OF THIS ORDER TO FUND THE ACCESS FUND WHICH WILL SUPPORT TECH LESS HOMES, IN A NONPROFIT TO THE ENTIRE COMMUNITY TO ACCESS AN ESSENTIAL TOOL TO OPEN BARRIERS. WE BRING TOGETHER THE CRITICAL TRIO OF LIFE SKILLS, QUALITY INTERNET AND A NEW DEVICE WHICH

OUR COMMUNITY MEMBERS CAN CONTINUE TO, CONTINUE THEIR EDUCATION, APPLY FOR UNEMPLOYMENT BENEFITS, JOBS OR APPLY FOR JOBS AND ACCESS TELEHEALTH.

WITH THE CITY STEADFAST IN FOUNDATIONAL SUPPORT IN THE PAST FIVE YEARS ALONE WE SERVED 22,000 LEARNERS AND DISTRIBUTED 14,500 NEW COMPUTERS.

PARTICIPANTS HAVE LEARNED HOW TO FIND JOBS ONLINE, DAIJ TALLY COMMUNICATE WITH THEIR CHILDREN'S TEACHER, FIND AFFORDABLE HOUSING, GET SNAP, NAVIGATE ONLINE CITY RESOURCES LIKE BOSTON 311,.

>> UNWITH ELECTED OFFICIALS AND SO MUCH MORE.

WORKING WITH 200 PARTNERS WE PRIORITIZE LOW INCOME AND UNDERSERVED POPULATIONS AGE THREE TO 94, INCLUDING PEOPLE WITHOUT TECHNOLOGY AT HOME. THE UNEMPLOYED AND UNDEREMPLOYED, PEOPLE WITHOUT -- PEOPLE WITH LIMITED ENGLISH PROFICIENCY, INDIVIDUALS WITH DISABILITY AND PEOPLE EXPERIENCING HOUSING INSTABILITY AND THE POPULATION WE SERVE, 75 PERCENT HAVE HOUSEHOLD INS, HOUSEHOLD INCOMES UNDER \$35,000 A YEAR, 85 PERCENT ARE PEOPLE OF COLOR, NEARLY 50 PERCENT ARE FROM IMMIGRANT FAMILIES, AND 30 PERCENT OF OUR ADULT LEARNERS ARE UNEMPLOYED.

THE CURRENT PANDEMIC HAS SHOWN A GRAND SPOTLIGHT ON THE DEVASTATING EFFECT OFFICE DIGITAL EXCLUSION, WE THANK YOU

COUNCILOR CAMPBELL AND JAMIE TO SHOW THE EXTENT OF THE DIVIDE AMONG BPS FAMILIES IN ORDER TO HELP MINIMIZE THE ACHIEVEMENT GAP.

WITHOUT SHORT AND LONG-TERM ATTENTION TO THIS SOCIAL INJUSTICE THAT AFFECTS OUR NEIGHBORS OF ALL AGES, THOSE ON THE WRONG SIDE OF THE DIGITAL DIVIDE WILL CONTINUE TO DISPROPORTIONATELY SUFFER. IN RESPONSE, WE ARE REDOUBLING OUR EFFORT WHILE ADAPTING OUR MODEL TO THE STAY AT HOME REALITY.

FOR INSTANCE WE WATCHED DISTANCE LEARNING PROGRAMS THAT MIMIC OUR COURSES, CREATED A COVID-19 RESOURCE PAGE ON OUR WEBSITE, AND WE HAVE DEVELOPED A LIVE WEBINAR SERIES FOR LEARNERS AND FOR THE GENERAL PUBLIC.

OUR DEPT IS ALSO CREATING VIDEO TUTORIALS ON TOPICS SUCH AS ORDERING GROCERIES, ACCESSING HEALTH INFORMATION, REACHING OUT TO DOCTORS, FILING FOR UNEMPLOYMENT, AND -- LAST YEAR WE EXPERIENCED GREATER DEMANDS THAN EVER FOR OUR PROGRAMS IN 5,500 LEARNERS.

GIVEN THE CURRENT PANDEMIC AND ASSOCIATED STAY-AT-HOME ORDERS, THE DEMAND FOR OUR SERVICES IS, HAS ABSOLUTELY SKYROCKETED. WE HAVE WORKED TIRELESSLY TO BUILD OUR SUPPORT AND OUR COMMITMENT.

WE SIGNIFICANTLY INCREASED SUPPORT FROM BOTH PUBLIC AND PRIVATE SECTORS IF WE ARE GOING TO EFFECTIVELY END THIS INEQUITY.



BECAUSE SUPPORT OF THE COUNCIL AND APPROVAL OF FUNDING IN THE ACCESS FUND, WE ARE EAGER TO CONTINUE THIS PARTNERSHIP AND BETTER THE LIVES OF OUR BOSTON NEIGHBORS.

TO LEARN MORE ABOUT WORK, PLEASE VISIT OUR WEBSITE OR REACH OUT TO ME ABSOLUTELY ANY TIME AT -- I WANT TO THANK YOU ALL FOR EVERYTHING YOU DO FOR THE RESIDENTS OF OUR CITY.

AND FINALLY, ONE MORE AND I WANT TO ADD, WE HAVE TWO QUOTES FROM OUR TWO TECH HOME INSTRUCTORS THAT JUST CAME IN THERE THE PAST COUPLE OF DAYS.

ONE SAYS, ONE OF OUR INSTRUCTORS SAID, A LEARNER'S DAUGHTER GOT COVID-19 AND WAS HAVING ISSUES WITH JOB DISCRIMINATION BECAUSE OF IT.

THE LEARNER AND I MET AFTER CLASS ONE DAY AND I REVIEWED THE DIFFERENT RESOURCES WE HAD GONE OVER AND HOW THEY COULD HELP HER OUT.

SHE TOLD ME LATER ON THAT IT GAVE HER CONFIDENCE TO FIGHT AND NOW THE DOJ IS INVOLVED IN HELPING HER.

AND A SECOND TRAINER TOLD US, A LEARNER IN MY COURSE UNEXPECTEDLY BECAME RESPONSIBLE FOR TEACHING HER STUDENTS DURING THIS PANDEMIC AND HAD LIMITED EXPERIENCE WITH ONLINE PROGRAMS OR RESOURCES.

SHE WAS EXTREMELY STRESSED AND UNSURE OF HERSELF.

SHE CALLED ME, TELLING ME THAT SHE RECEIVED A SHOUT OUT FROM HER PRINCE ABOUT THE ENGAGEMENTS

OF STUDENTS IMPROVED OVER THE  
LAST COUPLE OF WEEKS.  
AND THAT'S IT.  
AND I WOULD BE DELIGHTED TO TAKE  
ANY QUESTIONS.

>> GREAT.

THANK YOU SO MUCH, THEODORE A I  
WILL HAVE -- GO AND THEN IS HAVE  
QUESTIONS FROM COUNSELS,  
INCLUDING ANY QUESTIONS  
COUNCILORS HAVE IN RELATION TO  
TECH AND -- THE ACCESS FUND.  
SO ACTUALLY I AM PASSING THE  
GAVEL VIRTUALLY TO COUNCILOR  
ANNISSA ESSAIBI GEORGE WHO WILL  
CHAIR FOR A FEW MINUTES AND I  
WILL BE BACK SHORTLY, BUT  
COUNCILOR ESSAIBI GEORGE, YOU  
HAVE THE CHAIR NOW AND JUST  
ALWAYS RECOGNIZE GLEN WILLIAMS  
FROM VIENNA.

>> THANK YOU, AND WELCOME, GLEN.

>> THANK YOU.

HOW ARE YOU TODAY?

GOOD AFTERNOON, MADAM CHAIR AND  
FELLOW CITY COUNCILORS.

MY NAME IS GLEN WILLIAMS, I  
AMGEN MANAGER FOR BOSTON  
NEIGHBORHOOD NETWORK WHICH IS  
BOSTON'S NONPROFIT CHARITABLE  
PUBLIC ACCESS TV AND RADIO  
PROVIDER.

WE ALSO HAVE OUR FULLY EQUIPPED  
DIGITAL MEDIA CENTER.

I AM PROUD TO BE WORKING TODAY  
AND BE ABLE TO SUPPORT THIS  
ORDER TO FUND PUBLIC EDUCATIONAL  
AND GOVERNMENT ACCESS SERVICES  
THAT -- THAT PROVIDE THAT THEY  
PROVIDE TO THE BOSTON CABLE  
VIEWERS, RADIO LISTENERS AND  
RESIDENTS.

FIRST OF ALL, I WOULD LIKE TO

NOTE THAT THE IMPACT OF  
COMMUNITY MEDIA IN BOSTON IS  
STRONGER THAN IT HAS EVER BEEN.  
AT THE -- AT THE MAY'S OPEN  
HOUSE OVER IN JOSHUA COMMUNITY  
SCHOOL I WAS PLEASANTLY  
SURPRISED AT THE NUMBER OF  
PARTICIPANT WHOSE RECOGNIZED OUR  
WORK AND POINTED OUT  
PARTICULARLY THINGS THEY  
ENJOYED.

I AM AFFILIATED WITH SEVERAL  
OTHER ORGANIZATIONS ACROSS THE  
BOSTON AREA AND BECAUSE OF OUR  
OUTREACH AND VISIBILITY I AM  
PROUD TO SAY THAT MORE RESIDENTS  
ARE RECOGNIZING US FOR OUR  
PRESENCE, PROFESSIONALLY AND  
DEVAL PATRICK MANNING  
EXCELLENCE.

WE REGULARLY HEAR TESTIMONY FROM  
YOUNG PEOPLE WHO WORK OVER HERE  
ACROSS THE EDUCATIONAL FIELDS,  
ABOUT THE VALUE 0 OF OUR HANDS  
ON TRAINING PROGRAMS, SOME OF  
THE YOUTH PROGRAMS, INTERNSHIP  
PROGRAMS, AND ABOUT HOW THESE  
PROGRAMS PREPARE THEM FOR A  
CAREER IN THE MEDIA.

I AM PLEASED TO REPORT TO THE  
COUNCIL THAT DURING THE LAST  
FISCAL YEAR TO DATE, THE  
STAFFING CREW PRODUCED OVER 900  
SHOWS, INCLUDING NEIGHBORHOOD  
NETWORK NEWS, WHICH IS OUR  
NIGHTLY NEWS SHOW THAT GOES ON  
EVERY DAY.

WE ESCALATED THAT TO COVER LIVE  
EVENTS, FOR INSTANCE ON  
SEPTEMBER 21ST, THE EX-THROUGH  
RECEIVE LIVE COVERAGE OF THE  
REVEREND DR. -- CELEBRATION.  
WHEN I SAY EXCLUSIVE IF ANY OF

THE NETWORKS WANTED ANY FEED  
THEY HAD TO COME THROUGH BOSTON  
NEIGHBORHOOD NETWORK TO GET IT.  
ON JULY 14TH, WE COVERED THE  
YAWN AT THIS CUP SOCCER  
TOURNAMENT OVER IN SOUTH BOSTON.  
IT WAS GREAT.

OVER 23 REPRESENTED COUNTRIES  
PLAYING IN THE TOURNAMENT HERE  
IN BOSTON.

WE COVERED IT LIVE.

ON OCTOBER 28, SOME OF YOU MAY  
RECOGNIZE THIS, CITY COUNCILOR  
AT LARGE -- COVERED THAT LIVE  
FOR THE FIRST TIME.

WE ALSO HAD ELECTION AT A  
COVERAGE ON THE RADIO, WE HAD A  
ROUND TABLE DISCUSSION, NOT TO  
MENTION ALL OF THE HIGH SCHOOL  
FOOTBALL, BASKETBALL, HOCKEY  
GAMES THAT WE CARRY LIVE TO OUR  
CONSTITUENTS AS WELL.

CNN MEMBERS PRODUCED --  
THOUSANDS OF NEW TELEVISION  
PROGRAMS IN BOSTON.

THERE IS A DOWN SLIDE BECAUSE OF  
THE COVID-19 PANDEMIC.

I AM EXTREMELY PROUD OF THE  
BOSTON PUBLIC SCHOOLS, OUR  
PARTNERSHIP WITH THEM,  
UNPRECEDENTED PARTICIPATION AND  
VALUE TO CONTINUING THE  
EDUCATION OF OUR STUDENTS  
IMPACTED.

JUST TO SHARE, THE VIDEO ON  
DEMAND NUMBERS, WE HAVE RECEIVED  
TO DATE, 3,863 REPLAYS BY OUR  
VIDEO ON DEMAND ALONE SINCE MID  
MATCH, THAT MEANS THE  
PROGRAMMING THAT WE HAVE BEEN  
GETTING FROM THE BOSTON PUBLIC  
SCHOOLS, THEY ARE AIRING AND WE  
DEDICATE SPECIFIC TIMES DURING

THE DAY, MONDAY THROUGH FRIDAY,  
9:00 O'CLOCK IN THE MORNING TO  
NOON, AND THEN 2:00 O'CLOCK IN  
THE AFTERNOON TO POWER, WITH  
SITUATE DEDICATED TO BOSTON  
PUBLIC SCHOOLS PROGRAMMING BEING  
PRODUCED, WITH TEACH IN OTHER  
WORDS THOSE AREAS.

WE ALSO HAVE SIX TIMES --  
PROGRAMS FOR ELEMENTARY AND  
MIDDLE SCHOOL AND HIGH SCHOOL  
MATH.

THIS -- THIS BECAME VERY  
VALUABLE TO THE HIGH SCHOOL  
SENIORS PREPARING FOR THE AP  
TEST.

WE HAVE TEACHERS DOING DIFFERENT  
THINGS AND HAVE PEOPLE ANSWERING  
QUESTIONS ON THE OTHER END OF  
THE LINE LIVE FOR THESE KIDS AT  
HOME DOING THEIR 0 HOMEWORK.  
WE ARE IN THE PRODUCTION PHASE  
OF AIRING GRADUATION CEREMONIES  
THAT WILL ALLOW FAMILIES TO  
WITNESS THEIR CHILDREN'S  
ACCOMPLISHMENTS.

THIS MEANS AUNTS AND UNCLES FROM  
ACROSS THE COUNTRY HAVE THE  
PLEASURE OF BEING -- GRADUATIONS  
THAT. IS INDIVIDUAL GRADUATION  
CEREMONIES.

WE HAVE ALSO EXTENDED THE LIVES  
-- THE TO ALL OF THE MEMBERSHIP.  
SO ALL OF THOSE SHOWS CAN BE  
SEEN ON OUR VIDEO ON DEMAND  
FORMAT, IF SOMEONE MISSED THE  
SHOW.

800 BOSTON NONPROFITS, BOSTON  
NONPROFITS SCHOOLS, CHURCHES,  
CITY AGENCIES AND COMMUNITY  
GROUPS USE BNH RESOURCES, TV AND  
RADIO STUDIOS, MEDIA LAB  
EQUIPMENT AND PRODUCTION

FACILITIES.

TO CONNECT WITH BOSTON  
RESIDENTS.

EVEN BOSTON NONPROFITS LIKE --  
BOSTON MAIN STREET, DISABILITY  
LAW CENTER, AND THE CITY'S  
DISABILITY COMMISSION USED OUR  
FACILITY TO ENRICH THEIR  
COMMUNITIES WITH THEIR MISSION  
IN INFORMATION.

OVER 21 BOSTON RESIDENTS HAVE  
TAKEN RADIO PRODUCTION CLASS AND  
HAVE CREATED OVER 300 HOURS OF  
INTERESTING PROGRAMMING.

ONE OF THE BENEFITS OF HAVING  
THIS RADIO STATION ATTACHED TO  
OUR ORGANIZATION IS THE  
OPPORTUNITY TO PROVIDE RESIDENTS  
WITH DISABILITY, AN AVENUE TO  
SHARE THEIR VOICE, BESIDES, TV  
ISN'T FOR EVERYBODY SO -- WE  
HAVE CREATED 22 PUBLIC SERVICE  
ANNOUNCEMENTS TO KEEP BOSTONIANS  
INFORMED AND AWARE, GRANTED  
BECAUSE OF THE COVID PANDEMIC WE  
ARE EXPERIENCING, SEVERAL HAVE  
COME FROM THE CDC, BOSTON WATER  
AND SEWER AND THE CITY ITSELF.  
WE HAVE ALSO CREATED THE BOSTON  
PUBLIC SCHOOLS, BIG BROTHERS AND  
BIG SISTERS, THE ARMY CORPS OF  
ENGINEERING FOR THE JOB THEY ARE  
DOING CLEANING DOWN THE CANAL IN  
THE CAPE AND AMID THE  
CORONAVIRUS.

I KNOW SOME OF YOU HAVE BEEN ON  
A VARIETY OF PROGRAMS AND SOME  
OF YOU HAVE BEEN INTERVIEWED BY  
ME.

I MEAN, I HOPE THAT YOU ALL  
RECOGNIZE THE ENORMOUS  
CONTRIBUTION WE HAVE MADE TO THE  
COMMUNITY OF BOSTON.

I HAVE BEEN ASSOCIATED WITH BOSTON NEIGHBORHOOD NETWORK FOR 24 YEARS, AS A TELEVISION AND RADIO HOST, AND PRODUCER, MEMBER AND PRESIDENT OF THE BOARD OF DIRECTORS, WBCA RADIO MANAGER AND NOW THE GENERAL MANAGER. I HAVE SEEN THIS ORGANIZATION GROW INTO THE AWARD WINNING ACCESS MEDIA CENTER IT IS TODAY. AND I WANT YOU TO KNOW I AM VERY PROUD.

WE HAVE BEEN NOMINATED FOR A REGIONAL EMMY AWARD. FOR DOCUMENTARY WORK ON DISPLACED CHILDREN CALLED THE LAST THREE.

LOOK IT UP.

IT IS A FASCINATING PROGRAM.

>> OUR MEMBERSHIPS AT BNN, WE WILL ALSO BE ABLE TO PROVIDE ENGINEERING AND TECHNICAL SUPPORT TO BOSTON'S -- INCLUDING BOSTON CITY COUNCIL TV, WHICH WE RUN RIGHT NOW, CITY TV, AND BOSTON KIDS AND FAMILY TV. AND OF COURSE WBCA.

I BELIEVE THEY ARE ALL ESSENTIAL TO THE COMMUNITY.

ON BEHALF OF BNN, I WANT TO THANK THE CITY COUNCIL, CHIEF INFORMATION OFFICER DAVID -- I HOPE I GOT THAT RIGHT.

MICHAEL HINCH, AND EVERYONE ON BOARD, AND OF COURSE THE PRESIDENT OF THE BOARD OF DIRECTORS FOR THE COMMITMENT TO SUSTAINING THIS MEDIA, A PLACE WHERE BOSTON RESIDENTS TO CREATE LOCAL PROGRAMMING FOR THE GOOD OF THEIR NEIGHBORS.

WITHOUT THE SUPPORT OF THE CITY OF BOSTON, THROUGH CABLE

LICENSES WE WOULD NOT BE ABLE TO SERVE SO MANY BOSTON RESIDENTS IN NONPROFITS AND NONPROFITS OVER THE MANY YEARS.

THANK YOU, MADAM CHAIR.

>> THANK YOU, GLEN AND THANK YOU FOR YOUR SERVICE TO OUR CITY AS WELL AS, YOU KNOW, EVERYTHING THAT BNN DOES AND EVERYONE YOU DO FOR OUR FAMILIES AND IN PARTICULAR, ESPECIALLY OUR STUDENTS IN THE BOSTON PUBLIC SCHOOLS.

I AM VERY GRATEFUL FOR ALL YOU HAVE DONE AND HAPPY TO HAVE BEEN A GUEST BOOK READER FOR THE NIGHTTIME STORIES SERIES, THAT WAS A LOT OF FUN, WHERE I STRETCHED MY LIMITS, AS A FORMER HIGH SCHOOL TEACHER READING A BEDTIME STORY IT WAS A LOT OF FUN SO THANK YOU FOR THAT.

I DO WANT TO SEE IF MY COLLEAGUES HAVE ANY SECOND ROUND OR NEXT ROUND OF QUESTIONS.

I AM GOING TO START WITH COUNCILOR BREADON, DO YOU HAVE ANY QUESTIONS AND THEN COUNCILOR CAMPBELL.

>> MAYBE WE HAVE LOST COUNCILOR BREADON.

COUNCILOR CAMPBELL, DO YOU HAVE ADDITIONAL QUESTIONS FOR THE GROUP BEFORE US THIS MORNING OR THIS AFTERNOON?

>> COUNCILOR JANEY, COUNCIL PRESIDENT JANEY, ANY QUESTIONS FOR THIS ROUND?

>> HI, HOW ARE YOU?

>> CAN YOU HEAR ME OKAY?

>> I CAN HEAR YOU JUST FINE, PRESIDENT JANEY.

>> WELCOME BACK.



>> THANK YOU SO MUCH.

I WANTED TO FOLLOW UP, I KNOW WE, THIS WAS TOUCHED UPON EARLIER BUT I WANTED TO FOLLOW UP ON THE DIGITAL DIVIDE, AS I MENTIONED IN MY FIRST ROUND OF QUESTIONS I AM REALLY INTERESTED IN HEARING HOW WE ARE INVESTING IN THIS BUDGET IN A WAY THAT WILL HELP CLOSE THE DIGITAL DIVIDE.

I HEARD ABOUT THE \$10 PROGRAM. I WONDER, IS THAT -- SO WHAT THE PARAMETERS ARE AROUND THAT. IS FOR FOR FOR PUBLIC HOUSE SOMETHING IS THAT FOR LOW INCOME AND I WANT TO KNOW WHAT OPPORTUNITIES FOR FREE ACCESS, WHERE ARE WE IN TERMS OF EXPANDING THAT?

IS IT FREE WIFI?

IS IT FINALLY IN ALL OF OUR PARKS?

IS IT IN ALL OF OUR THE PUBLIC MUNICIPAL BUILDINGS?

AND IF NOT, YOU KNOW, WHAT PERCENTAGE?

HOW CLOSE ARE WE GETTING THERE?

AND THEN IN TERMS OF, YOU KNOW, I SHARE THE CONCERNS ABOUT HOW THIS PLAYS OUT IN THE WORKFORCE, HOW IT PLAYS OUT IN OUR SCHOOLS, I AM CERTAINLY AWARE OF MY PRIVILEGE, OF ALL OF OUR PRIVILEGE ON THIS CALL THAT WE CAN CONTINUE TO DO OUR WORK IN SUCH A WAY THROUGH TECHNOLOGY AND THAT MANY OTHERS CAN'T, EVEN IF THEY WORK IN A PROFESSION WHEN -- THAT COULD ALLOW FOR THIS KIND OF REMOTE WORKING, IF THEY DON'T NECESSARILY HAVE EITHER THE ACCESS OR THE SAME

KIND OF COMFORT LEVEL OR THE SAME KIND OF KNOWLEDGE OF HOW TO USE THESE TOOLS, THEN THEY ARE NOT REALLY USEFUL.

SO THOSE ARE MY QUESTIONS.

HOW ARE YOU LOOKING TO CLOSE THIS DIGITAL DIVIDE?

>> SO ON DIGITAL DIVIDE, THE WAY -- I DID TOUCH ON IT, IN A FEW OF THE DIFFERENT RESPONSES THAT I HAD THIS AFTERNOON.

THERE WAS A COUPLE OF DIFFERENT WAYS TO KIND OF LOOK AT THE TOOLS THAT WE HAVE IN FRONT OF US.

AND THE WAY THAT THE CITY OF BOSTON THE LOOKING AT THE BEST APPROACH, THAT WE SHOULD BE TAKING.

WHEN WE TALK ABOUT BOSTON'S FIBEROPTIC NETWORK THAT IS REALLY KIND OF OUR -- OUR BCS IS CONNECTING OUR CITY BUILDINGS, IT IS MORE OF A BACK END, DARK FIBER ENVIRONMENT TO CONNECT REALLY CITY SERVICE -- OR OUR CITY BUILDINGS TOGETHER.

WE COULD -- WIFI, AND WE ARE EXPANDING THAT AND THAT WILL HAVE -- MIKE CAN TOUCH ON THAT, WHEN I WILL HAVE HIM STEP IN TO RESPOND TO SOME OF THIS IN MORE DETAIL.

IT IS MORE MEANT FOR MORE OPEN SPACES.

BUT WHEN YOU THINK ABOUT THESE DIVIDES AND WHEN YOU THINK ABOUT DENTAL EQUITY, THAT REALLY LANDS IN THE HOMES OF THESE PEOPLE OR APARTMENTS OF THESE PEOPLE LOOKING AT NOT ONLY STUDENTS LOOKING TO GET ONLINE TO TAKE TO TAKE CLASSES, LOOKING TOWARD

INDIVIDUALS THE TO 311 AND OTHER CITY SERVICES SO WE HAVE ALWAYS KIND OF APPROACHED IT, IS REALLY AROUND COMPETITION, BRINGING SOME OF OUR VENDORS AND OUR ISP INTERNET SERVICE PROVIDERS TO THE TABLE TO DRIVE DOWN COSTS THAT I THINK YOU TOUCHED ON, THE \$10 COSTS OR THE \$10 CHARGE FOR INTERNET ESSENTIALS AND THAT -- THAT IS GOING TO BRING -- THAT IS GOING TO BRING BROAD CONNECTIVITY INTO THE HOME, WHICH IS WHERE PEOPLE REALLY NEED IT TO REALLY ADDRESS THE DIGITAL EQUITY CONCERNS, BUT WE ARE EXPANDING -- OR WIFI FOR MORE OPEN SPACES FOR PEOPLE TO, YOU KNOW, CHECK SOMETHING ONLINE OR TO SEND AN E-MAIL. THAT IS A LITTLE BIT DIFFERENT THAN THE DIGITAL EQUITY SPACE BUT I WILL LET MIKE TO KIND OF CHIME IN AND FILL OUT SOME OF THAT ANSWER A LITTLE BIT.

>>

>> YES.

COUNCILOR.

AS DAVID SAID THE CITY'S NETWORK IS MAIN WILL I FOR ADMINISTRATIVE USE -- STAFF AND WE ARE EXPANDING THAT OUT NOW TO ALL OF THE CITY NEIGHBORHOODS. THE BULK OF IT WILL BE DONE BY THE END OF THIS CALENDAR YEAR. I THINK THERE MIGHT BE ANOTHER 80 SITES COMING IN THE FOLLOWING YEAR.

AS THAT BUILDS UP AND SUCCEEDS BUY HIGH WILL BE IN OPEN SPACES, PUBLIC SPACE, EXTENDING OUT FROM THE CAMPUS, IF YOU WILL, OF CITY BUILDINGS AND ALL OF THE

NEIGHBORHOODS.

THE GOAL HERE IS TO PROVIDE A PUBLIC CONVENIENCE.

WE REALLY CANNOT COMPETE IN THE HOME WITH COMCAST OR VERIZON BECAUSE THEY ARE ACTUALLY USING THEIR FIBER, WE ARE ACTUALLY USING THEIR FIBER TO EXTEND THE NETWORK SO WE CAN'T REALLY COMPETE WITH THEM.

HOWEVER AT THE SAME TIME WE WORK ON A NUMBER OF DIGITAL EQUITY INITIATIVES, CERTAINLY AS YOU HEARD EARLIER DURING THE COVID CRISIS, WE WERE ACQUIRING VERY QUICKLY HOTSPOTS AND LITERALLY THROWING THEM OUT TO THE DOOR TO SOCIAL SERVICE AGENCIES THAT ARE REACHING OUT SAYING I NEED HELP, BOSTON RESIDENTS WHO ARE OUR CLIENTS.

AND WE MET THAT NEED, ABOUT 1,500 TO 2,000 UNITS.

NOW GOING FORWARD, WE ARE WORKING WITH TECH -- WE HAVE FUNDING HERE TO PROVIDE TRAINING AND FAMILIARITY WITH ONLINE, TO POPULATION WHOSE HAVE EXPERIENCE.

THAT IS THE GOAL IN OUR FUNDING HERE TODAY.

FIVE YEARS AGO, THE FUNDING WE GAVE TO TECH -- FOR THE LAST FOUR YEARS THE COUNCIL HAS SUPPORTED THAT FUNDING.

IN ADDITION, TECH LESS HOME THEMSELVES HAVE BEEN KNOCKING ON DOORS ALL OVER TOWN IN, AND RAISING MONEY ON THEIR OWN, I THINK THIS COMING YEAR THEY ARE ACTUALLY MATCHING THE CITY'S CONTRIBUTION, SO THEIR FUNDING HAS DOUBLED.

THE FUNDING FOR WHAT THEY DO, I MEAN, I SOMETIMES DESCRIBE THE WORK OF TECH LESS HOME AS A BROKER.

THEY WILL PARTNER WITH ANYBODY. IF YOU CAN'T GIVE THEM MONEY MAYBE YOU CAN TEACH A CLASS. IF YOU CAN'T TEACH A CLASS MAYBE YOU CAN HOST A CLASS AND, THERE ARE HUNDREDS OF PARTNERS AND IT IS WORKING VERY WELL.

I THINK IN THE LAST YEAR, THEO CAN CORRECT ME IF I AM WRONG BUT I THINK IN THE LAST YEAR THEY TRAINED UP 6,000 PEOPLE AND OVER 500 CLASSES.

SO IT WAS A VERY SUCCESSFUL PLATFORM AND WORKS VERY WELL THROUGH THE UNMET NEED, DIGITAL EQUITY IN THE CITY OF BOSTON.

>> THANK YOU, MINE, AND THANK YOU, COUNCIL PRESIDENT JANEY, NEXT WE HAVE COUNCILOR FLAHERTY, THANK YOU SO MUCH, THANK YOU TO THE TEAM.

>> THANK YOU, MADAM CHAIR.

>> YOU'RE WELCOME.

>> THANK YOU.

COUNCILOR FLAHERTY ARE YOU WITH US?

>> YES, THANK YOU, MADAM CHAIR, I WAS ALLOWING MY COLLEAGUE TO FOLLOW UP.

GOOD AFTERNOON, EVERYBODY, I JUST WANT TO OBVIOUSLY COMMENT FOR THE GREAT WORK AND HOW IMPORTANT PUBLIC ACCESS INFORMATION IS.

>> OBVIOUSLY AS WE KNOW I GET THIS AS A CITY WIDE, INFORMATION IS KEY, PUBLIC ACCESS AND DIGITAL ACCESS THE ALL EQUAL PARTNERS AND ALL ACROSS THE CITY

WHEN WE TALK TO PEOPLE,  
ESPECIALLY DURING -- YOU SAW  
PEOPLE THAT, YOU KNOW,  
APPRECIATED TO BE ABLE TO WATCH  
THINGS AND TO GET INFORMATION,  
TYPICALLY ALL OF OUR CULTURAL  
EVENTS, PARADES, ET CETERA, BUT  
ESPECIALLY DURING COVID, YOU  
KNOW, BEING ABLE TO TUNE IN TO  
THE, AND HAVING ACCESS TO  
TRUSTED SOURCES I THINK IS  
CRITICAL AS WELL.

SO FOR THE JOB THAT EVERYONE  
DOES, GLEN, I SEE YOU ALL ACROSS  
THE CITY BECAUSE WE DO ALL OF  
THE PARADES, WHICH UNFORTUNATELY  
HAVE ALL BEEN SUSPENDED BECAUSE  
OF COVID, BUT AGAIN, INFORMATION  
IS KEY AND MICHAEL AND I GO BACK  
A LONG TIME TO THE EARLY DAYS,  
BACK TO CABLEVISION, IF YOU  
WILL.

AND YOU WERE THERE WHEN -- AND I  
WAS THERE WHEN WE WIRED CITY  
HALL AND PARTICULARLY THE  
COUNCIL CHAMBER FOR ITS FIRST  
TIME. IN FACT, THE SCHOOL BOARD  
--

>> THE SCHOOL WAS KICKING AND  
SCREAMING AND THEY DIDN'T WANT  
TO GO ON TV, SO AS OFFERED THEM  
TO USE OUR CHAMBER BECAUSE  
DECISIONS WERE BEING MADE OVER  
THERE, AND NOT A LOT OF FOLKS  
WERE AWARE OF WHAT WAS HAPPENING  
BECAUSE THEY DIDN'T HAVE THE  
INFORMATION AND THEY WEREN'T ON  
TV.

AND OFFERING THEM TO COME TO THE  
CHAMBER THEY ENDED UP DOING IT  
THEMSELVES.

BUT WITH YOUR EFFORTS AND YOUR  
TEAM'S EFFORTS, I AM HAPPY TO

SEE, I THINK PROBABLY ONE OF THE BEST MUNICIPAL PUBLIC ACCESS PROGRAMMINGS, I KNOW GLEN DESCRIBED IT IN DETAIL, ALL OF THE WORK THAT IS BROUGHT TO BEAR AS WELL AS THE ACCESS THAT PEOPLE GET, SO KEEP UP THE GREAT WORK.

HAPPY TO SUPPORT THIS PORTION OF THE BUDGET AND THE BOARD WILL BE WORKING WITH ALL OF YOU AS WE MOVE FORWARD THE MAKING SURE THAT AGAIN DIGITAL EQUITY IS THERE, PUBLIC ACCESS CONTINUES TO BE THERE.

AND ANY TECHNOLOGICAL UPGRADES THAT WE CAN GET IN MAKING SURE THAT, YOU KNOW, ALL OF OUR COMMUNITIES ARE -- HAVE ACCESS TO WIFI.

IT IS CRITICAL.

THANK YOU VERY MUCH.

>> THANK YOU, COUNCILOR FLAHERTY.

NEXT IS COUNCILOR MEJIA.

COUNCILOR MEJIA.

>> I HAVE NO FURTHER QUESTIONS. I JUST WANTED TO SAY THANK YOU AGAIN FOR ALL OF YOUR HARD WORK. AND THE ONLY THINGLY ECHO IS THAT THE DENTAL DIVIDE AND EQUITY ISSUE IS REAL.

ACROSS THE REGION -- WE DO APPRECIATE IN THINKING ABOUT ALL OF OUR DOCUMENTS ONLINE, IF THAT'S THE DIRECTION WE MOVE FORWARD IN, THAT WE DO SO THINKING ABOUT THOSE FOLKS WHO DON'T KNOW HOW TO NAVIGATE THE INTERNET AND THAT WE STILL HAVE A WAY TO SUPPORT THOSE WHO LIKE THE OLD-FASHIONED WAY OF JUST GOING UP TO THE COUNTER AND

ASKING FOR A BIRTH CERTIFICATE.  
SO MAKING SURE THAT WE ARE  
CREATING SPACE AND OPPORTUNITY  
FOR ALL DIFFERENCE TYPES OF  
FOLKS WHO ARE TRYING TO ACCESS  
THE INFORMATION THAT WE HAVE.  
AND THAT'S IT.

THANK YOU SO MUCH FOR ALL OF  
YOUR HARD WORK AND I AM LOOKING  
FORWARD TO CONTINUING THIS  
PARTNERSHIP AND LEARNING MORE  
ABOUT WHAT YOU DO.

THANK YOU.

>> THANK YOU, COUNCILOR MEJIA.

>> THANK YOU, COUNCILOR MEJIA  
AND THEN WE ARE BACK UP TO THE  
TOP.

>> THANK YOU.

I AM REALLY HAPPY TO HEAR ABOUT  
THE TECH LESS HOME OUTREACH.

>> COUNCILOR BREADON.

>> I THINK IN THE OUTBREAK OF  
THIS CRISIS WE REALIZE HOW  
VULNERABLE OUR ELDERS ARE AND  
HOW NOT TECH SAVVY A LOT OF THEM  
ARE AND JUST TO HAVE ACCESS TO  
TECHNOLOGY AND TO KEEP CONNECTED  
TO PEOPLE, ESPECIALLY IF THEY  
ARE IN -- THEY HAVE LIMITED  
MOBILITY AND WHATEVER, EVEN  
WITHOUT THE COVID CRISIS, IT IS  
REALLY AN IMPORTANT PIECE.

AND I AM GLAD THAT WE ARE  
WORKING WITH TECH REFORM TO MAKE  
THAT HAPPEN.

OTHER ISSUE THAT HAPPENED I  
THINK COVID-19 HAS BROUGHT TO  
LIGHT OPPORTUNITIES FOR  
INCREASED PARTICIPATION IN  
PUBLIC FORUMS AND ONE THING I  
NOTICED RECENTLY, HAD A ZOOM  
CALL FOR THE MEETING, IT WAS THE  
FIRST MEETING WE HAD IN A FEW



MONTHS AND THE ATTENDANCE AT THE MEETING WAS 70 PEOPLE.

I THINK AS FAR AS PUBLIC MEETINGS, MAYBE IT CAN BE A HYBRID MODEL TO INCREASE ACCESS AT MEETINGS SO FOLKS CAN JOIN US REMOTELY AND JUST EXPAND THE REACH OF MAKING SURE WE CAN HEAR THE VOICES OF MORE PEOPLE.

I THINK -- YOU KNOW, I KNOW YOU FOLKS ARE INNOVATORS AND CONSTANTLY THINKING ABOUT HOW WE MIGHT IMPROVE THINGS, SO I APPRECIATE THAT.

I THINK WE HAVE AN EXCITING OPPORTUNITY RIGHT NOW TO IS MAKE THINGS HAPPEN IN A DIFFERENT WAY.

JUST BECAUSE WE DO THINGS DIFFERENTLY, IT HAS OPENED UP LOTS OF NEW IDEAS OF THINGS WE CAN BE TRYING.

SO THANK YOU SO MUCH FOR ALL OF YOUR WORK.

THE INFORMATION TECHNOLOGY IS A REALLY CRITICAL PART OF WHAT WE DO AND HOW WE REACH OUR CONSTITUENTS AND THE POPULATION IN BOSTON.

SO THANK YOU SO MUCH.

>> THANK YOU, COUNCILOR BREADON.

>> THAWDGES, COUNCILOR BREADON.

I SEE CHAIR BOK HAS RETURNED SO I WILL WRAP UP MY COMMENTS WITH A THANK YOU.

I APPRECIATE ALL OF YOUR WORK AND LIKE I SAID EARLIER, IF YOU ARE NOT UP AND RUNNING NONE OF US ARE UP AND RUNNING, ESPECIALLY DURING THIS TIME, SO THANK YOU FOR THAT CONTINUED WORK AND THANK YOU FOR ALLOWING US TO REMAIN PRODUCTIVE DURING

THIS TIME.

>> MADAM CHAIR, I AM RETURNING THE GAVEL TO YOU.

>> THANK YOU SO MUCH, COUNCILOR ESSAIBI GEORGE, YES AND I HAVE BEEN FOLLOWING THE HEARING, I JUST HAD TO STEP AWAY FOR A MOMENT.

SO AGAIN I WANT TO THANK THE FOLKS WHO SPOKE ON BEHALF OF THE ACCESS FUND AND WE WANT TO THANK ALL OF YOU THAT DO IT.

AND ALSO FOR PROVIDING ANSWERS, WRITTEN ANSWERS TO OUR QUESTIONS.

I HAD A BUNCH OF QUESTIONS THERE THAT YOU GUYS ANSWERED.

AND SO I JUST WANT TO QUICKLY CHECK, SOME OF YOU IN ATTENDANCE IF YOU RAISED YOUR BLUE HAND AND IF YOU WISH TO TESTIFY, IF YOU ARE HERE TO TESTIFY, JUST RAISE YOUR HAND AND THEN OTHERWISE MINDFUL THAT WE HAVE ANOTHER HEARING.

SO IT HAS BEEN A LONG DAY.

SO THANK YOU SO MUCH TO THE CROWD AND TO ISD FROM EARLIER THIS MORNING.

DAVID, ANY FINAL WORDS?

>> NO.

THANK YOU VERY MUCH FOR YOUR SUPPORT, FOR YOUR CONTINUED SUPPORT AND THANK YOU FOR THE TIME THIS MORNING AND I HOPE THAT YOU APPRECIATE THE IMPORTANT WORK THAT TECHNOLOGY DOES, EVEN IN THE WAKE OF THE COVID-19 CRISIS THAT WE HAVE ALL BEEN THRUST INTO.

THE ROLE OF TECHNOLOGY TO KEEP US ALL CONNECTED.

YOU KNOW, IN LOOKING TO SEE WHAT

IS AROUND THE CORNER AS WE START TO OPEN UP THE CITY.

>> YES.

AND SORRY, AND I JUST SAW MY COLLEAGUE, COUNCILOR CAMPBELL ALSO HAS SOME FINE COMMENTS. SO COUNSELS CAMP, I WANT TO GIVE YOU THE FLOOR.

>> THANK YOU, COUNCILOR BOK, AND I DIDN'T HAVE ANY QUESTIONS BUT I DID WANT -- AND -- SAYS HELLO. I DID WANT TO THANK DAVID YOU AND YOUR TEAM TO JUST ECHOING MY COLLEAGUE FORCE INCREDIBLE WORK YOU ARE DOING, FLOORLY AS WE OBVIOUSLY HAVE GONE REMOTE AND VIRTUAL AND EVERYTHING WE ARE DOING.

SO THANK YOU YOU AND YOUR TEAM FOR THE HARD WORK.

WE KNOW HOW CRITICALLY IMPORTANT IT IS AND, GLEN, THANK YOU FOR YOUR WORK TO FUND BNN, WE CAN'T STRESS ENOUGH HOW IMPORTANT IT IS THAT FOLKS HAVE ACCESS TO PROGRAMMING AND I KNOW YOU MENTIONED THE SERVICE WHICH WAS A REALLY POWERFUL SERVICE AND ALSO CRITICALLY IMPORTANT TOO FOR A COMMUNITY AND FOR ORGANIZATIONS LIKE YOURS.

AND THEO, OF COURSE, THANK YOU YOU AND DAN AND YOUR INCREDIBLE TEAM FOR WORKING ON THE DIGITAL DID.

OBVIOUSLY THIS IS BEFORE COVID-19 IT HAS ONLY BEEN EXACERBATED BY THIS PANDEMIC SO WE ARE -- MY TEAM AND I ARE ABSOLUTELY LOOKING FORWARD TO CONTINUE TO WORK IN PARTNERSHIP WITH YOU AND SO MANY OTHERS AND ALSO LOOKING FORWARD TO WORKING

IN PARTNERSHIP WITH ALL OF YOU,  
ON THIS CRITICAL ISSUE.

SO THANK YOU, SO, SO MUCH AND  
STAY SAFE AND HEALTH THINK AND  
HAVE A GOOD AFTERNOON.

>> THANK YOU, COUNCILOR BOK.

>> THANK YOU VERY MUCH,  
COUNCILOR.

>> THANK YOU SO MUCH.

THANK YOU.

THANK YOU COUNCILOR.

AND, OH, I WILL JUST PUT A BUG  
IN THE FOLKS EAR, BECAUSE I  
FORGOT TO ASK ABOUT IT BUT I  
WILL JUST GET TO YOU OFF-LINE,  
BUT I KNOW THAT COUNCIL  
PRESIDENT JANEY -- ON THE  
COUNCIL ARE INTERESTED IN  
TECHNOLOGICAL SOLUTIONS TO BE  
ABLE TO LOOK AT THE CENSUS  
REDISTRIBUTING ISSUE NEXT YEAR  
AND HOW DO THAT MOST EFFECTIVELY  
SO I THINK WE MAY BE KNOCKING ON  
YOUR DOOR SOME TIME SOON.

>> GREAT.

ALL RIGHT.

WITHOUT FURTHER ADO, THIS  
HEARING OF THE WAYS AND MEANS  
COMMITTEE IS ADJOURNED.

THANK YOU SO MUCH.

>>

THANK YOU, EVERYONE.

>>