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;;;W&M FY18: BPS Operations

>> GOOD MORNING.

I'M MARK CIOMMO, CHAIRMAN OF
WAYS AND MEANS.

TODAY IS MONDAY, MAY 15th.

AGAIN, WE'RE HERE WITH OUR GOOD
FRIENDS FROM THE DEPARTMENT OF
INNOVATION AND TECHNOLOGY AS
THEY RELATES TO DOCKET NUMBER
0943.

0536-38, ORDERS FOR THE FISCAL
YEAR 18 OPERATING BUDGET
INCLUDING ANNUAL APPROPRIATIONS
FOR DEPARTMENTAL OPERATIONS,
ANNUAL APPROPRIATION FOR THE
SCHOOL DEPARTMENT AND OTHER POST
EMPLOYMENT BENEFITS.

DOCKET NUMBER 0539-0543, CAPITAL
BUDGET APPROPRIATIONS INCLUDING
LEASE AND PURCHASE AGREEMENTS.

I'D LIKE TO REMIND FOLKS THAT
THIS IS A PUBLIC HEARING, BOTH
BEING RECORDED ON COMCAST AND
RCN CHANNEL 82.

I'D ASK PEOPLE TO SILENCE THEIR
ELECTRONIC DEVICES.

AT THE CONCLUSION OF THE
HEARING, THE PRESENTATION AND
QUESTIONS AND ANSWERS FROM MY
COLLEAGUES, WE'LL TAKE PUBLIC
TESTIMONY.

THERE'S A SIGN-IN SHEET TO MY
LEFT BY THE DOOR.

WE ASK THAT YOU STATE YOUR NAME,
AFFILIATION AND ADDRESS.

I'D LIKE TO INTRODUCE MY GOOD
COLLEAGUE FROM JAMAICA PLAINS,
MATT O'MALLEY AND WELCOME
JOSHUA, PATRICIA AND EDDIE FOR
YOUR OPENING REMARKS.

THANK YOU.

>> THANK YOU, MR. CHAIRMAN,
COUNCILLOR.

GOOD MORNING.

I'M JOSHUA HODGE.

I'M HERE TODAY AS THE CHIEF
INFORMATION OFFICER TO TESTIFY
TO MAJOR WALSH'S PROPOSED FY-18
BUDGET FOR THE DEPARTMENT OF

INNOVATION AND TECHNOLOGY.
I'D LIKE TO INTRODUCE MEMBERS OF
MY TEAM.

TO MY LEFT IS PATRICIA, THE
CHIEF OF STAFF AND TO HER LEFT
IS EDDIE PINKERTON, THE DIRECTOR
OF OPERATIONS.

PATRICIA, EDDIE AND THE OTHER
MEMBERS OF THE LEADERSHIP TEAM
OVERSEE THE WORK THAT WE DO
EVERY DAY AND PUT A GREAT DEAL
OF EFFORT INTO PLANNING THE
PROJECTS INCLUDING IN THIS
YEAR'S BUDGET RECOMMENDATION.

I ALSO WANT TO ACKNOWLEDGE ED
PESCH, THE BUDGET ANALYST, WHO
IS HERE TODAY IN ATTENDANCE AS
WELL FOR ALL THE WORK THAT HE'S
DONE TO HELP PUT THIS TOGETHER.
I'D LIKE TO SHARE SOME
INFORMATION ABOUT THE MISSION OF
MY DEPARTMENT.

SOME OF OUR RECENT
ACCOMPLISHMENTS AND THE UPCOMING
PRIORITIES THAT ARE REFLECTED IN
THIS PROPOSED BUDGET.

OUR DEPARTMENT'S MISSION IS TO
HELP THE CITY DELIVER GREAT
SERVICES TO OUR RESIDENTS AND
BUSINESSES BY EQUIPPING OUR
DEPARTMENTS WITH THE TECHNOLOGY
AND SUPPORT THEY NEED.

WE ALSO PROVIDE A NUMBER OF
DIGIT SERVICES DIRECTLY TO
CONSTITUENTS.

THE DEPARTMENT HAS FIVE FOCUS
AREAS.

FIRST, CORE INFRASTRUCTURE.
WE MANAGE THE NETWORKS, SERVERS
AND DATA CENTERS AND DESK TOP
COMPUTERS THAT THIRD READING THE
BACKBONE OF THE CITY'S
TECHNOLOGY EFFORT.

WE AIM TO HAVE INFRASTRUCTURE
THAT IS SECURE, MODERN AND
RESILIENT.

SECONDLY, OUR TOOLS FOR
GOVERNMENT.

THESE ARE ENTERPRISE
APPLICATIONS.

WE SUPPORT THE SYSTEMS THAT THE
CITY USES TO RUN THEIR BUSINESS.
TO THE SYSTEMS AND BACK OFFICE
SYSTEMS THAT POWER MANY OF THE

CUSTOMER TRANSACTIONS THAT WE OFFER TO OUR RESIDENTS. OUR GOAL IS TO EQUIP CITY EMPLOYEES WITH GREAT TECHNOLOGY, TO ASSIST THEM IN DELIVERING GREAT SERVICE TO OUR RESIDENTS. THE THIRD AREA OF FOCUS FOR US IS DIGITAL ENGAGEMENT AND SERVICE DELIVERY.

WE WON THE WEBSITE, SOCIAL MEDIA PROGRAM AND MANY MOBILE APPLICATIONS.

WE MAKE INFORMATION SERVICE WAS AVAILABLE VIA DIGITAL DEVICES AND DELIVER A FRIENDLY AND CONVENIENT AND ACCESSIBLE EXPERIENCE.

OUR CONSTITUENTS EXPECT GREAT DIGITAL SERVICES WHEN THEY INTERACT WITH CITY GOVERNMENT. LAST YEAR FOR THE FIRST TIME, THE MAJORITY OF 311 SERVICE REQUESTS CAME IN THROUGH THE MOBILE APP AND WEBSITE.

THE DEMAND CONTINUES TO GROW AND 60% OF 301 REQUESTS ARE DIGITAL. THE FOURTH AREA OF FOCUS IS DATA AND ANALYTICS.

WE HELP THE CITY TO USE DATA TO IMPROVE THE QUALITY OF LIFE AND EFFECTIVE OF OPERATIONS.

WE BUILD DASHBOARDS, CREATE ANALYTICAL TOOLS AND CREATE OPERATIONAL SUPPORT FOR RESIDENTS.

LASTLY, OUR FIFTH AREA OF FOCUS IS BROAD BAND AND DIGITAL EQUITY.

WE WORK TOWARDS THE GOAL TO AFFORDABLE BROAD BAND INTERNET AND THE SKILLS THEY NEED TO SUCCEED IN THE DIGITAL WORK.

WE WANT TO ENCOURAGE THE BROAD BAND MARKET AND USE PROGRAMS TO ASSIST RESIDENTS.

GIVEN OUR BROAD PORTFOLIO, I WON'T GO INTO DETAIL OF THE PROJECTS BUT I WILL HIGHLIGHT A FEW OF THE MAJOR ACCOMPLISHMENTS.

LAST JULY, WE LAUNCHED BOSTON.GOV, THE NEW WEBSITE FOR THE CITY OF BOSTON.

WE AIM TO SET THE STANDARD FOR

MUNICIPAL WEBSITES BY CREATING AN ONLINE FRONT DOOR FOR CITY GOVERNMENT THAT IS ACCESSIBLE, BEAUTIFUL AND EASY TO NAVIGATE. THE SITE HAS RECEIVED NUMEROUS AWARDS AND SINCE LAUNCH, WE RAPIDLY INCORPORATE USER FEEDBACK.

LAST YEAR PROPERTY TAX RETURNS MOST OF THE CITY BUDGET.

WE'RE DEPENDENT ON SUPPORTING A MAIN FRAME SEEM TO COLLECT.

WE ARE BUILT ON MODERN TECHNOLOGY AND WILL USE IT TO SUPPORT TAX COLLECTION FOR YEARS.

WE HIRED THE FIRST CHIEF DATA US AER.

ANDREW LEADS THE ANALYTICS TEAM THAT CONTINUES TO PART IN WITH CITY DEPARTMENT S.

WE WORKED WITH THE BOSTON TRANSPORTATION DEPARTMENT VISION ZERO TEAM TO HELP THEM COLLECT FEEDBACK ABOUT ROAD SAFETY, PROVIDE INSIGHT INTO OPTIMAL LOCATIONS FOR RADAR SPEED SIGNS TO BE PLACED AND BEGAN PILOTING SMART CITIES TECHNOLOGY TO COLLECT INFORMATION TO IMPROVE INTERSECTION SAFETY.

LAST MONTH WE LAUNCHED ANALYZE BOSTON.

THE NEW OPEN DATA SITE.

AFTER TALKING WITH MEMBERS OF THE COMMUNITY AND WITH SUPPORT FROM THE BOSTON PUBLIC LIBRARY, WE BUILT THE SITE TO IMPROVE THE USEFULNESS OF THE OPEN DATA PROGRAM AND TO INCREASE THE EASE WITH WHICH PEOPLE CAN ENGAGE WITH CITY DATA.

AS PART OF THE CITY'S YOUTH PARTICIPATORY, WE'RE WORKING TO MAKE WI FI AVAILABLE IN MORE SPACES WHERE PEOPLE SPEND TIME OUTSIDE THE CLASSROOM SO STUDENTS WITHOUT A HOME INTERNET CONNECTION CAN STILL GET ONLINE.

LAST DECEMBER WE COMPLETED THE LICENSING PROCESS FOR VERIZON ALLOW THEM TO BEGINNING THEIR FIOS SERVICE IN BOSTON.

JUST A FEW MONTHS, THEY HAVE

MADE SERVICE AVAILABLE AT TENS OF THOUSANDS OF ADDRESSES IN ROXBURY AND DORCHESTER.

FOR THE FIRST TIME, PEOPLE IN THE HOUSES HAVE REAL CHOICE WHEN IT COMES TO BROAD BAND AND CABLE TV.

WE'RE HEARING FROM RESIDENTS THAT VERIZON AND COMCAST ARE AGGRESSIVELY COMPETING FOR BUSINESS AND OFFERING LOWER PRICES AND ENHANCED SERVICE OPTIONS.

THERE'S MANY PROJECTS WE'VE WORKED ON THE PAST YEAR. AS YOU LOOK FORWARD TO FY-18, WE'RE EXCITED BY WHAT WE CAN ACCOMPLISH.

A FEW HIGHLIGHTS.

LAST WEEK, WE HAD NEWS OF ANOTHER CYBER ATTACK AFFECTS GOVERNMENTS, HOSPITALS AND BUSINESSES.

WE'RE INVESTING IN OUR CYBER SECURITY DEFENSE.

IN FY-18, WE HAVE A NEW SYSTEM ROLLING OUT THAT WILL PROVIDE A UNIFIED WAY TO MANAGE USER ACCOUNTS AND PASSWORDS AND MORE SECURITY PRACTICES AND BETTER CONTROL OVER ACCESS TO TECHNOLOGY.

TO IMPROVE THE RESILIENCE OF THE SYSTEMS IN THE FACE OF A MAJOR DISASTER, THE SECURITY SPACE IS IN NEW JERSEY AT A SECURED LOCATION.

WE'LL MOVE EQUIPMENT FROM THE HALL TO THE DATA CENTER IN FY-18.

THE EQUIPMENT WILL BE MANAGED BY CITY EMPLOYEES HERE IN BOSTON.

THE LOCATION, WHICH IS GEOGRAPHICALLY DISTANT AND CONNECTED TO A SEPARATE REGIONAL POWER GRID WILL BE MOVED TO THE PRIMARY BOSTON DATA CENTER VIA A FIBER OPTIC CONNECTION.

IT'S A PLAN WE HOPE TO NEVER HAVE TO USE, THIS FACILITY WILL THEN ENSURE CONTINUITY REGARDLESS OF WHAT SCENARIO WE MIGHT FACE.

IN FY-18, WE EXPECT TO TRANSITION THE 301 SERVICES TO

THE SALES FORCE PLATFORM.
THIS REPLACES AN AGING SYSTEM,
WILL OPEN THE DOOR FOR
ADDITIONAL 311 SERVICES AND
ALLOW US TO PROVIDE A MORE
PERSONALIZED EXPERIENCE FOR
CONSTITUENTS THAT INTERACT WITH
THE RANGE OF CITY DEPARTMENTS.
WE'RE ALSO RELEASING A NEW WEB
SO WAS TO IMPROVE THE PROCESS.
FOR YEARS WE'VE BEEN WORKING TO
EXPECT THE CITY'S FIBER OPTIC
NETWORK TO CONNECT EVERY SCHOOL
IN BOSTON.
WITH A MAJOR CAPITAL INVESTMENT
THAT WILL SAVE THE CITY MILLIONS
IN TELL COMMUNICATIONS COSTS,
ENSURE EVERY CLASSROOM HAS THE
BAND WIDTH THAT THEY NEED TO
SUPPORT DIGITAL LEARNING.
WE RELEASED AND RP FOR THIS WORK
AND ON TRACK TO BEGIN CONNECTING
MORE SITES IN FY-18.
TO HELP EXPAND THE ARRAY OF
DIGITAL EQUITY PROGRAMS
AVAILABLE TO THE RESIDENTS,
WE'RE LAUNCHING A PILOT GRAND
PROGRAM FOR COMMUNITY
ORGANIZATIONS.
THE GRANTS ARE INTENDED TO
SUPPORT LOCAL ORGANIZATIONS AND
PROVIDING ACCESS AND TEACHING
DIGITAL SKILLS.
THESE AND MANY ARE THIS ARE
OUTLINED IN THE MATERIALS.
THE DEPARTMENT OF INFORMATION
AND TECHNOLOGY IS HERE TO HELP
OUR GOVERNMENT, OUR BUSINESSES
AND RESIDENTS SUCCEED.
OUR MISSION IS TO SUPPORT THE
DELIVERY OF EXCEPTIONAL CITY
SERVICE THROUGH THE USE OF
TECHNOLOGY.
WE'RE NOT HERE TO PROVIDE I.T.
SERVICES BUT INSTEAD TO BE A
TRUE PARTNER WITH OTHER CITY
DEPARTMENTS IN CREATING GREAT
OUTCOMES FOR THE PEOPLE OF
BOSTON.
I WANT TO CLOSE BY SAYING A
THANK YOU TO THE EMPLOYEES OF MY
DEPARTMENT THAT DO THIS HARD
IMPORTANT WORK EVERY DAY AND A
THANK YOU TO THE COUNCIL FOR

CONTINUING TO SUPPORT THEM.
HAPPY TO TAKE QUESTIONS.
>> THANK YOU, JOSHUA.
THAT WAS GREAT.
I WANT TO JOIN YOU IN THANKING
YOU AND YOUR TEAM FOR ALL THE
GREAT WORK THAT YOU DO WITHIN
THE CITY OF BOSTON AND
CONGRATULATIONS ON ALL THE
AWARDS THAT YOU'VE RECENTLY
RECEIVED.
IT'S ON THE HEELS OF MANY YEARS
OF AWARDS.
I WANT TO THANK YOU FOR THOSE
EFFORTS.
I WANTED TO GET INTO A COUPLE OF
BUDGETARY ITEMS.
YOU'RE SEEING A SLIGHT OVERALL
INCREASE IN YOUR BUDGET.
I WAS LOOKING AT THE HISTORICAL
FTEs.
HOW HAVE YOU BUDGETED FOR
APPARENTLY 130 FTEs FOR FY-18
OVER 126 AND FY-17 AND WITH SUCH
A SLIGHT INCREASE IN PERSONNEL
WITH COSTS AND ET CETERA AND IN
THE OVERALL BUDGET?
>> EDDIE?
>> THANK YOU.
SO THE SLIGHT INCREASE IS
ATTRIBUTED TO TWO EMPLOYEES FROM
THE HCM UPGRADE, MOVING ON TO
FULL TIME STATUS AND TO OUR
PAYROLL.
WE'RE ALREADY PAYING FOR THEM
THROUGH CAPITAL CHARGE BANKS
THAT THE OPERATING BUDGET WAS
TAKEN ON THE IMPACT OF THE
EMPLOYEES.
WE'VE ALSO HAD TWO STAFF MOVED
FROM THE CITY'S A&S DEPARTMENT
TO THE DATA TEAM SPECIFICALLY.
SO THAT'S WHAT BRINGS US TO THE
INCREASE.
WE'RE MOSTLY SEEING THE INCREASE
TO OUR EMPLOYEES NUMBERS FROM
TAKING ON THE A&S DEPARTMENT
STAFF.
>> SO ARE THOSE FOUR POSITIONS?
>> CORRECT.
>> I WOULD ADD TO THAT THE HEAD
COUNT NUMBERS THAT YOU'RE SEEING
REFLECT THIS SORT OF PROJECTION
OF ACTUAL NUMBER OF STAFF THAT

WE WILL HAVE HIRED.
HISTORICALLY BECAUSE OF THE
COMPETITIVE MARKETPLACE FOR
TECHNOLOGY TALENT IN BOSTON, THE
CITY HAS NOT HAD A COMPLETELY
FULL ROSTER OF ITS POTENTIAL
POSITION.

SO WE OFFER HAVE A NUMBER OF
VACANT POSITIONS FROM YEAR TO
YEAR AS WE CONTINUE TO FILL
THOSE.

SO SOME OF THIS -- THE INCREASE
REFLECTS THOSE ADDITIONAL PEOPLE
MOVING OVER, BUT ULTIMATELY THE
BUDGET WOULD ANTICIPATE MARGINAL
AMOUNT OF SALARIES FOR THE
UNFILLED POSITIONS.

THAT'S WHY WE NEED TO KEEP THE
APPROPRIATED SEPARATELY.

>> I SAW THE CHARGE THAT WAS A
LITTLE OVER \$1 MILLION.

SO IS THAT THAT FLEXIBILITY OR
IS -- ARE YOU SHIFTING THOSE
FOLKS TO OTHER DEPARTMENTS?

>> YEAH.

PART OF IT IS THE FLEXIBILITY OF
HAVING THAT COME BACK TO OUR
OPERATING BUDGET.

THERE'S UNFORTUNATELY NOT
EVERYONE -- I BELIEVE OUR H.R.
DEPARTMENT IS TAKING ON A COUPLE
OF OTHER POSITIONS TO HELP
MAINTAIN OUR H.R. UPGRADE.

SO I HAVE NOT LOOKED AT THEIR
BUDGET, BUT I BELIEVE THEY
SHOULD HAVE A MODEST INCREASE TO
TAKE ON THAT AS WELL.

>> GREAT.

>> OKAY.

I'M GOING TO SWITCH.

YOU MENTIONED THE WORK ON THE
ASSESSING SITE.

I WAS HOPING THAT WE WOULD HAVE
AN EASIER WAY TO KIND OF SORT,
IF YOU WILL, OWNER OCCUPANTS
FROM NONOWNER OCCUPANTS.

IS THERE A WAY THAT WE'RE GOING
TO GET THERE AT SOME POINT?

I REPRESENT BRIGHTON, ALSTON.

HAVING SAID THAT, THE 2010
CENSUS SHOWS THAT BRIGHTON HAD
THE HIGHEST OWNER OCCUPANCY RATE
IN ITS HISTORY.

SEVEN, EIGHT YEARS LATER, WOULD

BE NICE TO SORT THOSE OUT, TRACK THAT DEMOGRAPHIC.

I'VE HAD A HARD TIME TRYING TO DO THAT.

I'M KIND OF, YOU KNOW, PUTTING PIECES OF PUZZLES TOGETHER BASED ON NEW DEVELOPMENT AND WHAT KIND.

WE COULDN'T CONDOS AS HOMEOWNERSHIP.

BUT WE HAVE NO WAY TO TRACK BY THIS -- BY THE ASSESSING SITE. IF SOMEONE SELLS A PROBABILITY THAT WAS A HOMEOWNER TO A INVESTOR, LET'S SAY AND THEY LOSE THEIR EXEMPTION, THERE'S REALLY NO WAY TO TRACK THAT. I'D LIKE TO SEE THAT AT SOME POINT WOULD BE HELPFUL, YOU KNOW, AS WE KIND OF MEASURE THE GROWTH OF THE CITY AND INDIVIDUAL NEIGHBORHOODS.

>> ABSOLUTELY.

SO I'LL HAVE TO LOOK INTO A LITTLE BIT MORE OF WHAT WE CAN DO SPECIFICALLY ON THIS TOPIC. THERE'S TWO PROJECTS THAT ARE GETTING UNDERWAY IN THE NEXT FISCAL YEAR THAT I THINK MAY BE HELPFUL AND MAY GIVE US AN OPPORTUNITY TO ADDRESS SOME OF THESE QUESTIONS.

ONE IS A REPLACEMENT FOR THE CITY'S PRIMARY SYSTEM FOR PROPERTY TAX ASSESSMENT. IT'S A SYSTEM CALLED CAMA. IT'S ONE OF THE LARGEST ITEMS ON OR CAPITAL BUDGET THIS YEAR. THAT REPLACEMENT WILL BE LED BY THE ASSESSING DEPARTMENT BUT WITH SUPPORT FROM DOIT. THAT WILL MODERNIZE THE CORE PIECE OF TECHNOLOGY THE DEPARTMENT USES TO MANAGE THIS ASSESSMENT.

THE OTHER THING THAT WE EXPECT TO BEGIN IN THE NEXT FISCAL YEAR IS AN OVERHAUL OF THE WEBSITE, THE CITY'S PUBLIC WEBSITE WHERE WE PROVIDE ACCESS TO ASSESSING INFORMATION TO MEMBERS OF THE PUBLIC.

IT'S ONE OF THE MOST POPULAR PAGES ON THE SITE.

IT'S ONE THAT, YOU KNOW, WE
THINK IS DUE FOR AN UPDATE TO
BRING IT INTO ALIGNMENT WITH THE
REST OF THE CHANGES WE'VE MADE
TO BOSTON.GOV.

WE'VE HAD A TEAM OF STUDENTS
FROM HARVARD'S KENNEDY SCHOOL
EVALUATING THE SITE AND
PROVIDING FEEDBACK AND BEGIN A
PROJECT LATER THIS YEAR TO BEGIN
REPLACEMENT OF THAT AND
UPGRADING THAT.

WE'LL HAVE TO COLLECT MORE DATA
ABOUT OWNER OCCUPANCY.

I'D BE HAPPY TO HAVE MEMBERS
FOLLOW UP TO MAKE SURE THAT WE
UNDERSTAND SPECIFICALLY THE DATA
NEED THAT YOU HAVE.

>> THAT WOULD BE VERY HELPFUL.

THANKS.

LET ME ALSO SHIFT TO THE EMS AND
FIRE DEPARTMENT, THE WORK HE'S
DONE TO ENHANCE OUR RESPONSE
TIMES AND THE DATA YOU'RE
COLLECTING THERE.

YOU KNOW, OBVIOUSLY WE SAW AN
INCREASE IN RESPONSE TIMES FROM
EMS.

WE FOUNDED EXTRA PERSONNEL,
EXTRA UNITS.

HOW ARE YOU TRACKING THAT AND
GETTING US THE GOOD DATA?

>> OF COURSE.

THE EMS PROJECT HAS BEEN AN
INTERESTING ONE.

A LOT OF THE WORK THAT STARTED
WITH THE ADVENT OF CITY SCORE,
THE DASHBOARD SYSTEM WE USE TO
MEASURE PERFORMANCE IN THE CITY
ACROSS AN ARRAY OF DIFFERENT
MEASURES FROM MANY DIFFERENT
DEPARTMENTS.

I THINK WHAT BECAME APPARENT
ONCE WE STARTED LOOKING AT
RESPONSE TIMES IS THAT ALTHOUGH
THEY WERE GOOD, THEY WERE
FALLING JUST SHORT OF THE
TARGETS THAT WE SET FOR EMS UNIT
DEPLOYMENT.

THIS WAS SEVERAL YEARS AGO THAT
THIS WAS RECOGNIZED.

IN THE FY-17 BUDGET, THERE WAS
FUNDING ALLOCATED TO INCREASE
THE NUMBER OF EMS UNITS

AVAILABLE AND TO RESPOND TO CALLS.

THAT WAS THE RESULT OF SORT OF DEEPER INVESTIGATION INTO THOSE CITY SCORE NUMBERS.

SUBSEQUENTLY TO THAT, WE'VE CONTINUED TO WORK CLOSELY WITH BOSTON EMS AND THE BOSTON PUBLIC HEALTH COMMISSION TO TRY TO UNDERSTAND WITH MORE NUANCE THE TYPES AND NATURES OF THE CALLS THEY RESPOND TO AND WHETHER THERE'S OTHER OPTIMIZATIONS TO HELP IMPROVE THE OVERALL QUALITY OF SERVICE BEING PROVIDED.

A DEEP DIVE ANALYSIS IS DONE IN THE FISCAL YEAR OF ALL OF THE DIFFERENT CALL TYPES THAT ARE TAKEN ACROSS THE CITY WHERE CERTAIN CALL TYPES ARE CONCENTRATED AND WHAT THE END RESULT IS, WHETHER THAT RESULTS IN A TRANSPORT OR SOME OTHER SERVICE REFERRAL.

ONE OF THE THINGS THAT WAS THAT WAS UNCOVERED IN THAT ANALYSIS, THERE'S POCKETS IN THE CITY OF PLACES WHERE THERE'S A HIGH NUMBER OF WHAT ARE CALLED UNKNOWN INCIDENT INVESTIGATION CALLS.

ESSENTIALLY THIS MIGHT BE A PERSON THAT IS, YOU KNOW, APPEARS TO BE UNRESPONSIVE ON THE STREET OR SOME OTHER ISSUE THAT CAUSES SOMEONE TO CALL 911 BUT WITHOUT NECESSARILY A LOT OF INFORMATION PROVIDED ABOUT THE MEDICAL SPECIFICS OF THE SITUATION.

IN LOOKING AT THAT, WORKING WITH BOSTON EMS, WHAT WE REALIZE IS MANY CALLS DON'T RESULT IN A TRANSPORT REQUIRING AN AMBULANCE UNIT.

THE MAYOR HAS RECOMMENDED FUNDING FOR SEVERAL COMMUNITY RESPONSE TEAMS THAT WOULD BE A FOOT OR BICYCLE BASED THAT WOULD BE ABLE TO RESPOND TO THESE TYPES IN CALLS IN PLACES THAT ARE HEAVILY CONCENTRATED AND HOPEFULLY ALLOW THESE FOLKS ON FOOT TO PROVIDE KIND OF SOCIAL

SERVICES AND TO FREE UP THE
AMBULANCE UNITS TO DO TRANSPORTS
AND RESPOND TO OTHER CALLS
ELSEWHERE IN THE CITY.

A GOOD EXAMPLE OF A PARTNERSHIP
BETWEEN A SERVICE DELIVERY
DEPARTMENT WITH A VERY STRONG
MISSION AND QUALITY FOCUS AND
OUR DEPARTMENT HELPING THEM
ANALYZE THEIR DATA AND
IDENTIFYING NEW WAYS TO DO
SERVICE DELIVERY THAT IMPROVE
THE OVERALL QUALITY OF SERVICES
FOR EVERYONE IN THE CITY.

I'VE BEEN DOING SIMILAR WORK
WITH THE BOSTON FIRE DEPARTMENT,
LOOKING AT THE WAY THEY DO YOUTH
DEPLOYMENT AND THE IMPACT OF
TRAFFIC AND OTHER FACTORS ON
ARRIVE VALUE TIMES AND HELPING
THEM OPTIMIZE THE WAY THAT THEY
DISPATCH FIRE APPARATUS TO
MINIMIZE THE AMOUNT OF TIME IT
TAKES TO GET TO A SCENE.

>> I BELIEVE IN ONE OF THE PAST

HEARINGS, WHOEVER IT WAS, WAS
TESTIFYING ABOUT USING THAT WAY
AROUND THE BOSTON COMMON AND THE
CORE OF THE CITY WHERE A LOT OF
THEM DON'T NEEDS TRANSPORTS,
MORE OR LESS TRIAGE-TYPE
SERVICES.

THAT'S GREAT TO FREE UP THE
UNITS FOR MORE IMPORTANT CALLS.
LET ME ACKNOWLEDGE THAT WE'VE
BEEN JOINED BY MY DISTRICT CITY
COUNCILLOR, DISTRICT 8 CITY
COUNCILLOR, JOSH ZAKIM AND
COUNCILLOR O'MALLEY.

>> THANK YOU, MR. CHAIRMAN.

GOOD AFTERNOON.

THANKS FOR THE GREAT WORK YOU
DO.

I ALWAYS LOOK FORWARD TO THIS
BUDGET HEARING AND I'M VERY
PROUD OF THE GREAT WORK YOUR
TEAM DOES EVERY DAY.

IT'S THE WAY THAT CITIES CAN NOW
YOU DATA AND ANALYTICS TO BETTER
SERVE CONSTITUENTS, SOMETHING
THAT I THINK WE'RE FAR AHEAD OF
THE CURVE ON AND EXCITING TO
HEAR ABOUT NEW AND INNOVATIVE

WAYS.

MY HATS OFF TO YOU AIN'T YOUR COLLEAGUES WORKING RIGHT NOW. PARTICULARLY DIANA, THE MOST RESPONSIVE PERSON IN THE BUILDING.

I WOULDN'T LET THIS OPPORTUNITY PASS WITHOUT GIVING HER MY HIGHEST AND MOST SINCERE THANKS.

>> SHE'S FANTASTIC.

LUCKY TO HAVE HER.

>> INDEED.

SO THE OPERATING BUDGET IS A SLIGHT INCREASE.

BUT THE EXTEND BUDGET SEEMS TO BE DOWN BY HALF.

IS THAT PART AND PARCEL BECAUSE OF PREVIOUS CONVERSATIONS THAT THAT MONEY HAS BEEN REMOVED?

>> USUALLY RELATES TO GRANTS THAT HAVE ROLLED OFF.

LET ME LOCATE MY NUMBERS ON THAT.

GIVE ME A MOMENT.

>> I GUESS I'M SPECIFICALLY LOOKING AT HUMAN CAPITAL MANAGEMENT, UPGRADE SEEMS TO BE CUT IN HALF.

NEW CHALLENGE GRANT IS GONE AS WELL AS MECHANICS.

>> YES.

I'D BE HAPPY TO SPEAK TO THOSE. I APOLOGIZE.

>> SURE.

>> THE GRANTS ASSOCIATED WITH THE HUMAN CAPITAL MANAGEMENT PROJECT WERE SPECIFIC TO AN UPGRADE THAT WAS COMPLETED IN THE MIDDLE OF LAST CALENDAR YEAR, IN 2016.

THERE'S BEEN SUBSEQUENTLY SOME ADDITIONAL WORK IN COMPLETING THE SORT OF CLEANUP AROUND THAT UPGRADE.

THIS WAS A MAJOR TECHNOLOGY PROJECT TO MODERNIZE THE SYSTEM TO ESSENTIALLY MANAGE PERSONNEL THAT WORK FOR THE CITY, SCHEDULES, PAYROLLS, RETIREMENTS.

ALL OF THE THINGS THAT GO WITH HAVING -- SUPPORTING OUR WORK FORCE.

THIS WAS A MULTIYEAR PROJECT,

AND WE HAD A SUCCESSFUL LAUNCH
LAST YEAR OF THIS NEW VERSION OF
THE SOFTWARE.

AS SUCH WE'RE TRANSITIONING THE
PERSONNEL AND SUPPORT BACK ON TO
OUR REGULAR ESTABLISHED
OPERATING BUDGET.

>> THAT GOES PART AND PARCEL TO
THE CHAIRMAN'S QUESTION ABOUT
FTEs RAISING BY 4.

>> CORRECT.

TWO OF THOSE ARE MOVING ON TO
OUR BUDGET.

THE NIGHT GRANT IS A GRANT THAT
WE RECEIVED THAT SUPPORTED MUCH
OF THE WORK RELATED TO THE
LAUNCH OF THE DATA PORTAL AND
OUR WORK WITH THE BOSTON PUBLIC
LIBRARIES TO MAKE OPEN DATA
SOMETHING THAT IS A MORE
KNOWLEDGEABLE RESOURCE FOR THE
PEOPLE OF BOSTON.

A ONE-TIME GRANT-FUNDED
INITIATIVE THAT ALLOWED US TO
HIRE SEVERAL TEMPORARY STAFF
MEMBERS AND TO DO SOME VERY
INNOVATIVE WORK ALONGSIDE THE
PUBLIC LIBRARY AND TO SUPPORT
THE LAUNCH OF THE NEW OPEN DATA
PORTAL.

THAT PORTAL HAS LAUNCHED.

THE TEMPORARY STAFF HAS ROLLED
OFF AND HE CONTINUE TO SUPPORT
OUR DATA INITIATIVES THROUGH THE
REGULAR BUDGET.

>> AND FINALLY, NEWOVER
MECHANICS IS -- NO GRANT MONEY
THERE.

>> I'M NOT SURE -- WE'LL HAVE TO
GET BACK TO YOU.

>> THAT WOULD MAKE SENSE.

IT'S BEEN THERE THE LAST TWO.
OKAY.

THANK YOU, GUYS.

>> TALK ABOUT SALES PLATFORM.
THE 311 CALLS.

FASCINATING.

60% OF OUR CONSTITUENT CALLS
COME IN THROUGH THE 311 APP AS
OPPOSED TO THE PHONE NUMBER.
THAT'S WONDERFUL.

I SAY THAT EVERY YEAR AND BEARS
COMPETING.

I DON'T LIKE A CIVIC COMMUNITY

GO BY THAT I DON'T GIVE A
TUTORIAL ON MY SMART PHONE.
SALES FORCE, IT'S THE SAME USER
FRIENDLY SYSTEM.
SOME TWEAKS TO MAKE IT MORE
FRIENDLY.
BUT TALK ABOUT WHAT SALES FORCE
IS AND HOW IT WILL BENEFIT THE
CITY.
>> ABSOLUTELY.
FIRST OF ALL, THANK YOU FOR
PROMOTING THE APP.
WE SEE CLOSE TO 100 PEOPLE A DAY
INSTALL THE APP.
NO SMART PART DUE THE PEOPLE
LIKE YOU'RE SELF MAKING SURE THE
COMMUNITY KNOWS ABOUT IT.
SALES FORCE IS REPLACING
TECHNOLOGY THAT SITS BEHIND THE
311 APP.
THE APP IS NOT CHANGING WITH
THIS PROJECT.
BUT WHEN YOU RECORD A POT HOLE IN
THE APP THAT GETS SENT TO A
SYSTEM THAT IS OPERATED, RUN ON
PROMISES IN THE CITY SERVERS.
THAT BASICALLY KEEPS TRACK OF
ALL OF DIFFERENT REQUESTS THAT
HAVE COME IN.
IF A CITY EMPLOYEE USES THEIR
APP AND REPORTS THAT AS FIXED,
IT GOES BACK IN THE SYSTEM AND
GENERATING A MESSAGE TO THE
CONSTITUENT THAT SAYS HEY, THIS
HAS BEEN TAKEN CARE OF.
THE SYSTEM -- THE CRM SYSTEM
THAT WE'RE USING THE ABOUT SEVEN
YEARS OLD.
IT WAS ORIGINALLY THE
MANUFACTURER OF THAT SOFTWARE
ORIGINALLY INTENDED IT TO
SUPPORT CALL CENTERS FOR LARGE
AIRLINES AND HOTELS.
THE CITY ENGENIUSLY ADAPTED IT
TO A DIFFERENT PURPOSE.
WE'RE FINDING IT LACKS THE
FLEXIBILITY THAT WE NEED TO
EXPAND SERVICE.
SO WHAT WE'RE DOING IS REPLACING
THAT PIECE OF TECHNOLOGY WITH
SALES FORCE, WHICH IS A MODERN
AND WIDELY USED PLATFORM FOR
DOING -- REPORTING ALL KINDS OF
CUSTOMER INTERACTIONS.

INITIALLY THIS IS SIMPLY TO REPLACE THE TECHNOLOGY. THERE WILL NOT BE ANY NOTABLE CHANGES TO FUNCTIONALITY FOR WHAT END USERS EXPERIENCE WHEN THEY USE THE MOBILE APP AND THERE WON'T BE ANY MAJOR CHANGES TO FIELD EMPLOYEES IN THE CITY. WHERE IT WILL CHANGE, ONE IS ON THE WEBSITE.

IF CONSTITUENTS GO TO THE WEB TO REPORT AN ISSUE, THEY'LL HAVE A BRAND NEW INTERFACE THAT IS DEVELOPED IN HOUSE BY THE CITY'S DIGITAL TEAM, WHICH WILL PROVIDE A MORE EASIER FRIENDLY PROCESS AND MAKE SURE IT'S ROUTED TO THE RIGHT PLACE.

THE TEAM IS USING THIS AS A PLATFORM TO EXPERIMENT AND THINK ABOUT WHAT THE FUTURE OF 311 SERVICE REPORTING MIGHT BE. THE HOPE IS THAT MANY OF THE FUTURES WE DEVELOP FOR THE WEB WILL ROLL BACK INTO THE MOBILE APP.

THE OTHER PLACE THERE'S A DIFFERENCE IS FOR CALL TAKERS IN THE CITY'S CALL CENTER. THEY WILL NOW BE USING A SALES FORCE INTERFACE AND ONE THAT WE THINK WILL SOLVE FOR MANY OF THE USABILITY CHALLENGES THAT SOMETIMES REQUIRE A LOT OF EXPENSIVE TRAINING FOR PEOPLE TO SUCCESSFULLY HANDLE THE CALL-TAKING PROCESS.

SO THAT'S THE INITIAL PLAN. >> SOUNDS LIKE MUSIC TO MY EARS. THE ONE REQUEST I WOULD MAKE AND I WILL REITERATE THIS, THIS IS A GREAT OPPORTUNITY, IS THAT THE COUNCIL DOES NOT HAVE ANY ACCESS TO EITHER THE BACK END OF THE SALES FORCE OR 311.

YET WE PROBABLY GET, I WOULD VENTURE A GUESS, THAT 25% OF ALL OF MY CONSTITUENT'S CASES ARE FOLLOW UPS TO SOMETHING THAT HAPPENED TO 311 WHERE I'LL BE FORWARDED THE E-MAIL.

MY COLLEAGUES ARE THE SAME WAY. IF THERE'S A WAY TO HAVE ACCESS TO ADDRESS THE ISSUES.

I NOT LOOKING FOR DUPLICATION OF EFFORTS.

I HAVE MY OWN SORT OF INTERNAL SYSTEM THAT WE USE AND MY COLLEAGUES DO AS WELL FOR OUR CONSTITUENT SERVICES MANAGEMENT. I WOULD HOPE GOING FORWARD THAT WE COULD HAVE A BETTER OPPORTUNITY TO WORK DIRECTLY AND NOT DUPLICATE.

SO THERE'S BEEN SOME TALK BEFORE ABOUT HAVING A SYSTEM FOR COUNCILLORS TO USE.

IS THAT SOMETHING STILL ON THE TABLE OR --

>> IT'S ON THE TABLE.

FOR RIGHT NOW THE FOCUS IS ON REPLACING THE EXISTING CRM WITH SALES FORCE.

ONCE WE HAVE THAT, WE HAVE TO HAVE THE FLEXIBILITY FOR THE SYSTEM AND THE FUNCTIONALITY FOR OTHER PEOPLE AND DEPARTMENTS TO 311 CASES.

WE'RE HOPING TO LATER THIS YEAR COMPLETE THE TRANSITION ON TO SALES FORCE.

AT THAT POINT, WE HAVE TO PLAN FOR EXPANSION.

>> THAT'S VERY IMPORTANT FOR ME AND FROM MY PERSPECTIVE.

WE WORK WELL TOGETHER.

THAT WOULD BE A GREAT THING TO HAPPEN.

BRIEFLY, YOU TALK A LITTLE BIT ABOUT WORKING WITH THE ENVIRONMENT DEPARTMENT FOR THE ENERGY MANAGEMENT DASHBOARD, WHICH I LOVE.

THIS IS SIMILAR TO THE ORDINANCE PASSED.

CAN YOU TALK ABOUT HOW IT'S BEEN USED WELL?

ANY UNANTICIPATED CHALLENGES OR WAYS TO EXPAND THAT.

>> SURE.

IT'S BEEN A GREAT PARTNERSHIP BETWEEN DOIT AND THE ENVIRONMENT DEPARTMENT.

THE WORK IS NOT PRIMARILY ON DATA BUT INSTEAD ON THE CITY'S OWN BUILDINGS AND THE WAY WE MANAGE ENERGY CONSUMPTION IN SCHOOLS, LIBRARIES, POLICE

STATIONS, CITY HALL ITSELF.
WHAT WE'VE DONE, WE HAVE WORKED
WESTBOUND THE ENVIRONMENT
DEPARTMENT TO CONTRACT WITH A
COMPANY TO DO TWO THINGS.
ONE IS TO PROVIDE A MORE
DETAILED REVIEW AND AUDIT OF ALL
OF OUR ENERGY BILLS TO HELP MAKE
SURE WE'RE NOT OVERBILLED OR
INCORRECTLY BUILT FOR THE ENERGY
WE'RE USING.
THE SECOND THING THE COMPANY
DOES, THEY PROVIDE US WITH A
GREAT DEAL OF RAW DATA THAT
WE'RE ABLE TO VISUALIZE AND MAKE
AVAILABLE THROUGH DASHBOARDS AND
OTHER INTERFACES.
SO THIS PARTNERSHIP, ONCE WE
HAVE THE PRIMARY DATA SORT IN
PLACE, OUR ANALYTICS TEAM WAS
ABLE TO WORK WITH THE
ENVIRONMENT DEPARTMENT TO
DEVELOP CUSTOMIZED DASH BOARDS
THAT ARE ALLOWED FOR PEOPLE AND
DEPARTMENTS TO MONITOR OVER THE
YEAR AND HAVE REAL-TIME METERING
DAILY AVAILABLE ON A REAL TIME
BASIS TO SEE HOW MUCH ENERGY IS
BEING USED.
THIS IS ALLOWED THEM TO BETTER
ENGAGE WITH BUILDING AND
PROPERTY MANAGERS TO HELP THEM
TAKE STEPS TO REDUCE ENERGY
CONSUMPTION AND COST OF ENERGY.
>> I WILL NOT LET A DAY GO BY
WITHOUT SAYING EVERY FISCAL
MANAGER OUGHT TO BE A
ENVIRONMENTALIST.
THE NEW WEBSITE IS NICE.
MIKE ROSS PLAYED A ROLE IN THE
90s IN IT.
IT WAS GREAT THEN BUT IT'S
BETTER NOW.
SHOULD BE A BETTER BUILD OUT FOR
THE COUNCIL COMMITTEE PAGES.
WE CAN MAKE IT EASIER TO TRACK
LEGISLATION.
IT'S MILES AHEAD OF WHERE IT WAS
TWO YEARS AGO.
IT'S BEEN A GREAT UPGRADE BUT
THERE'S ANOTHER THING THAT WE
OUGHT TO BE LOOKING AT.
THOSE ARE MY REQUESTS.
THANK YOU ALL.

>> A GOOD SEGUE TO A SHOUT OUT FOR JAMES DUFFY AND JESSE BOZAC AND THEIR TEAM.
I WANT TO THANK OUR CENTRAL STAFF AS WELL.
THEY'VE DONE A GREAT JOB OF IMPLEMENTING THAT.
WE'VE SINCE BEEN JOINED BY CITY COUNCILLOR AT LARGE ANNISSA ESSAIBI-GEORGE AND COUNCILLOR TIM McCARTHY.
LET ME RECOGNIZE JOSH ZAKIM.
>> MORNING.
I'LL BE BRIEF.
A LOT OF PEOPLE HAVE A LOT TO SAY.
I WANT TO ECHO THE IMPROVEMENTS TO THE WEBSITE.
I USE THE 311 APP MYSELF AS WELL AS TELLING MY CONSTITUENTS, SOME MORE COMFORTABLE THAN OTHERS, I'M USING IT BUT IT'S BEEN A GREAT RESOURCE FOR US.
I WAS ACTUALLY -- EARLY THIS MORNING I WAS WITH MAYOR WALSH AT A CYBER SECURITY FIRM IN BOSTON.
JUST OVER THE LINE, OUTS OF MY DISTRICT.
WE CLAIMED IT FOR DISTRICT EIGHT.
THEY WERE TALKING A LOT ABOUT SOME NEW EMERGING THREATS, SOME THINGS I DIDN'T KNOW ABOUT.
YOU DON'T HAVE TO CLICK ON ANYTHING NOW, FOR THEM TO GET IN THERE, WHICH WAS THE CASE WITH THE RECENT RANSOMWARE ATTACK.
WHAT ARE WE DOING FROM A STANDPOINT OF, YOU KNOW, ASIDE FROM THE ENTREE POINT, WHICH IT LOOKS LIKE IS PART OF THAT MODERNIZING AND USE VERY SAL -- UNIVERSAL ACCESS.
SOMETHING WILL NOT TRANSFERRED FROM \$1 MILLION FROM ONE BANK ACCOUNT TO ANOTHER.
THERE'S A LOT -- EVEN LOCKING UP THE 311 SYSTEM WOULD BE PROBLEMATIC FOR THE CITY.
HOW ARE WE ADDRESSING THAT, MONITORING THAT, PREPARING FOR THE EMERGING THREATS THAT IN DOLLARS AND CENTS, THE RANSOM SO

TO SPEAK IS NOT HUGE BUT A HUGE
VULNERABILITY FOR THE CITY.
HOW ARE WE ADDRESSING THAT?
>> THANK YOU FOR THE QUESTION.
SOMETHING THAT WE SPEND A LOT OF
TIME AND ENERGY WORKING ON.
I START BY SAYING THE MOST
RECENT MALWARE ATTACK THAT TOOK
PLACE OVER THE WEEKEND HAS NOT
AFFECTED THE CITY.
OUR SYSTEMS HAVE NOT BEEN
IMPACTED BY THAT.
THE TEAMS THAT WORK ON SUPER
SECURITY IN MY DEPARTMENT AS
WELL AS IN A NUMBER OF THE OTHER
DEPARTMENT, LIBRARIES, SCHOOLS,
ALL IN COMMUNICATION LAST WEEK
AND TOOK THE STEPS THAT WERE --
BECAME AVAILABLE AS PEOPLE
STARTED TO UNDERSTAND WHAT WAS
HAPPENING AND WHAT COULD BE
DONE.
UNFORTUNATELY WHEN IT COMES TO
SUPER SECURITY, THERE'S NO
SILVER BULLETS.
A CONSTANTLY EVOLVING LANDSCAPE
OF THREATS.
IT'S A BIT OF A -- SORT OF A --
IT'S A BIT OF A BACK AND FORTH
WITH THE PEOPLE WHO WOULD DO ILL
AND THERE THERE LIKELY NEVER BE
AN ANSWER THAT, YOU KNOW, MAKES
US COMPLETELY SECURE.
WE TAKE A STRATEGY THAT IS KNOWN
AS DEFENSE IN DEPARTMENT.
CORE TO THIS, THERE'S NO ONE
PLACE, ONE THING OR ONE
TECHNOLOGY THAT WILL STOP ALL
CYBER SECURITY THREATS.
THINKING ABOUT THE ORGANIZATION,
ALL OF THE DIFFERENT SYSTEMS
THAT OPERATE, PRIORITIZING YOUR
WORK BASED AROUND THAT RISK, YOU
CAN SUBSTANTIALLY LOW ER THE
LIKELIHOOD YOU'LL BE PART OF
THESE ATTACKS.
THREE OF THE THINGS THAT WE'RE
DOING RIGHT NOW.
I MENTIONED THE NEXT GENERATION
FIRE WALL.
WE ROLLED OUT SUPER SECURITY
AWARENESS.
ONE OF THE MOST BASIC AND
IMPORTANT THINGS THAT YOU CAN DO

TO HELP KEEP INFRASTRUCTURE STAFFS.
SOME OF THE ADMINISTRATORS IN MY DEPARTMENT THAT HAVE PRIVILEGED LEVEL ACCESS PRIOR TO DOING THAT, WE DID A TEST WHERE WE SENT A FAKE FISHING E-MAIL OUT TO CITY PLOY YEARS AND MEASURED HOW MANY PEOPLE CLICKED ON THE LINK AND HOW MANY PEOPLE ENTERED THEIR CREDENTIALS.
WE WENT THROUGH THE TRAINING PROCESS AND DID ANOTHER FISHING CAMPAIGN.
WE SAW A 50% NUMBER OF PEOPLE THAT CLICKED.
THE NUMBER WAS NOT ZERO.
THAT IS AN IMPORTANT PART OF SECURITY.
I MENTIONED ABOUT THE IDENTITY AND WORK THAT WE'RE DOING.
ONE OF THE THINGS CRUCIAL TO IMPROVING SECURITY IS TO IMPROVE A WAY THAT PASSWORDS AND LOGGING MATERIALS ARE MANAGED.
THIS WILL HELP US MAKE SURE THAT IF SUSPICIOUS BEHAVIOR HAPPENS, WE CAN SHOT OFF ACCESS CRITICALLY.
WE'LL IMPROVE THE OVERALL SECURITY OF PASS WORDS AND LOG-INS.
THIS IS AN IMPORTANT FOUN DAY SHOUNL -- FOUNDATIONAL ASSESSMENT.
I'M VERY CONFIDENT IN THE WORK THAT WE'RE DOING.
>> I WOULD JUST ADD THAT I'M LEARNING MORE AND MORE ABOUT THIS INDUSTRY.
NOT OBVIOUSLY THE TECHNICAL DETAILS THAT ARE BEYOND ME.
BUT AS MORE COMPANIES ARE BASING IN BOSTON PROPER -- WE HAVE A CLUSTER OF CYBER SECURITY FIRMS.
IT'S AN IMPORTANT RESOURCE.
MANY OF THEM WANT TO BE GOOD CONTRIBUTING CITIZENS AND RESIDENTS.
THESE ARE COMPANIES THAT THIS IS THEIR WHOLE PURPOSE.
WHETHER IT'S OFFICE MEETINGS OR EVENTS, THEY WANT TO BE CONTRIBUTES IN THE CITY OF

BOSTON.

SO I WOULD URGE YOU TO PARTNER WITH THEM WHERE APPROPRIATE.

MAKES SENSE.

COMPLETELY SHIFTING TOPICS, YOU MENTIONED EARLIER ABOUT FIRE DEPARTMENT AND EMS, TRACKING, DATA, THAT SORT OF THING.

A LOTS OF REQUESTS FROM CONSTITUENTS AND ACTIVISTS ABOUT TRAFFIC SAFETY.

TRACKING INCIDENTS WITH CYCLISTS AND PEDESTRIAN.

WE'VE HAD SOME FATALITIES.

BTD HAS BEEN GREAT WITH SIGNAL

AL -- ADJUSTMENTS.

WHERE ARE THE INCIDENTS

HAPPENING?

IS IT'S CAR VERSUS CAR OR CAR

VERSUS CYCLIST.

DO YOU HAVE THAT DATA?

>> THERE'S TWO PLACES WHERE THAT IS TRACT.

THE MOST COMPREHENSIVE SOURCE IS EMS AND BOSTON HEALTH COMMISSION WHEN THERE'S AN INJURY CRASH THAT TAKES PLACE.

BECAUSE OF THE NATURE OF THE HIPPA LAW AND PROTECTS MEDICAL RECORDS, THERE'S SOME LIMITS TO THE DATA THAT CAN BE RELEASED. THEY HAVE DETERMINED THAT A LOT OF THE CRASH DATA THAT IS DESIRED IN TERMS OF A DETAILED LOCATION INFORMATION, TIME, THE NATURE OF THE INCIDENT, THAT THAT WOULD ACTUALLY -- FOR THEM TO RELEASE THAT IN A FULL FORM WOULD VIOLATE THEIR REQUIREMENTS UNDER THE HIPPA RULES.

FATALITIES ARE TRACKED BE -- BY THE POLICE DEPARTMENT.

THERE'S A MAP OF INJURIES AND FATALITIES ORGANIZED BY TYPE OF -- WHETHER IT WAS A PEDESTRIAN, A DRIVERER OR A CYCLIST INVOLVED.

THAT IS UPDATED WITH FREQUENCY AND A GOOD SORT OF DATA.

>> AND THAT'S ACCURATE -- HOW IS THAT SORTED?

FROM EMS CALLS OR --

>> IT'S AN A BRIDGED VERSION OF THE DATA THAT EMS COLLECTS.

>> THANK YOU.

I APPRECIATE YOUR EFFORTS ACROSS
THE BOARD AND LOOK FORWARD TO
CONTINUING YOU WORK.

THANK YOU.

>> THANK YOU.

WE'VE BEEN JOINED BY DISTRICT 4
CITY COUNCILLOR ANDREA CAMPBELL.
COUNCILLOR ESSAIBI-GEORGE.

>> THANK YOU.

I WANT TO TALK ABOUT THE FIBER
NETWORK IN OUR SCHOOLS.

YOUR GOAL IS TO COVER 100 BPS
BUILDINGS.

THAT'S IN ADDITION TO PREVIOUS
GOAL.

CAN YOU TALK ABOUT THE TOTALS
AND OVER WHAT FISCAL YEAR 18
WILL HAVE ACCOMPLISHED WITH
THAT.

>> SURE.

TODAY WE HAVE ABOUT 120 CITY
BUILDINGS THAT ARE CONNECTED TO
BONET, THE FIBER OPTIC NETWORK.
OF THOSE ARE PUBLIC SAFETY
BUILDINGS, POLICE STATIONS, FIRE
DEPARTMENT BUILDINGS.

WE HAVE A NUMBER OF CITY
ADMINISTRATIVE BUILDINGS THAT
ARE CONNECTED ON THE NETWORK.
WE HAVE ALL OF OUR PUBLIC
LIBRARIES ON THE NETWORK AND 23
SCHOOLS CONNECTED, MOSTLY THE
HIGH SCHOOLS AND LARGER
FACILITIES.

THE PROBLEM THAT WE HAVE ON THE
CAPITOL BUDGET REQUEST IS TO
CONNECT THE REMAINING BUILDINGS.
THAT WILL BE PRIMARILY SCHOOLS
AND WILL ALSO INCLUDE A NUMBER
OF PUBLIC HOUSING FACILITIES AND
A HANDFUL OF CITY OFFICES AND
PUBLIC WORKS THAT ARE NOT
CURRENTLY CONNECTED.

THE GOAL IS TWO FIELD.

IT'S TO MAKE SURE THAT EVERY
CITY BUILDING AND ESPECIALLY OUR
SCHOOLS HAS THE BAND WIDTH THAT
THEY NEED TO PROVIDE EDUCATIONAL
SERVICES TO CHANGE AND TO CO THE
DAILY WORK.

WE SPEND MILLIONS A YEAR ON
TELECOMMUNICATION SERVICES.
THE PLACES THAT WE PUT OUR OWN

FIBER OPTIC CONNECTIONS, WE'VE SAVED A GREAT DEAL ON THE COST THAT IT WOULD BE PAID OUT TO TELECOMMUNICATIONS COMPANIES FOR THOSE SERVICES AND TAKE ADVANTAGE OF FEDERAL PROGRAMS LIKE E RATE TO HELP SUPPORT THE OVERALL COST OF OPERATING THE NETWORK.

WHILE THIS IS A LARGE CAPITAL INVESTMENT, IT WILL HAVE A QUICK, WE BELIEVE, RETURN ON THAT INVESTMENT AND COST SAVINGS ALONE AND WILL HELP MAKE SURE THAT EVERY SCHOOL AND EVERY CLASSROOM HAS THE BAND WIDTH THAT THEY NEED.

>> I'M ASSUMING JUST BECAUSE THIS IS YOUR BUSINESS AND NOT MINE, THAT ESPECIALLY IN OUR SCHOOLS, DURING LARGE TESTING PERIODS, AS A FORMER TEACHER, MY FEAR IS THAT THE COMPUTERS WILL CRASH AND NOT ALL KIDS WILL SUCCESSFULLY UPDATE AND LOAD AND DO ALL THAT SORT OF FANCY STUFF. WE'RE CONFIDENT WE CAN HANDLE THAT?

>> WE ARE.

IT'S A PARTNERSHIP BETWEEN DOIT AND THE BOSTON PUBLIC SCHOOLS I.T. OFFICE.

THEY -- THE DOIT PROVIDES THE CONNECTIVITY TO THE BILLING. WE'RE BRINGING IN THE CABLE AND MAKING SURE THERE'S ENOUGH BAND WIDTH.

THE BOSTON PUBLIC SCHOOLS TAKES CARE OF THE WIRELESS AND THE COMPUTERS.

THEY HAVE DONE A LOT OF WORK TO MAKE SURE THEY CAN SUPPORT TESTING AND SPECIAL CARTS AND SUPPORT TESTING IN THAT SPECIFIC CLASSROOM.

SO IT IS A PARTNERSHIP AND WE WORK CLOSE THINK WITH THEM TO MAKE SURE WE'RE PROVIDING THE SERVICES THAT THEY NEED TO SUPPORT THIS KIND OF CONNECTIVITY.

>> THAT'S GREAT.

I DIDN'T KNOW WHAT CAME FIRST. THE COMPUTER CARTS.

TIMES HAVE CHARGED.
CAN YOU TALK ABOUT EXPANDING THE
FIBER OPTIC NETWORK TO OUR
CITY'S SHELTERS AND SOME OF THE
DAY PROGRAMMING SITES THAT WE
HAVE ACROSS THE CITY?

>> YEAH.

IT'S A GREAT QUESTION.
YOU KNOW, I DON'T HAVE A LOT
SPECIFICALLY TO TELL YOU ABOUT
THAT.
RIGHT NOW OUR WORK COMES IN TWO
STRANDS.
ONE IS TO MAKE SURE THAT WE HAVE
THE BASIC CONNECTIVITY TO CITY
OPERATED BUILDINGS.

WE'VE DONE A LOT AND WE'RE
EXPANDING THAT.
WHEN WE HAVE CONNECTIVITY IN THE
BUILDINGS, WE'RE USING THAT TO
PROVIDE PUBLICLY ACCESSIBLE
INTERNET SERVICE TO EMPLOYEES
AND TO RESIDENTS WHO FIND
THEMSELVES IN THOSE SPACES.
I MENTIONED IN MY OPENING
REMARKS, WE EXPANDED THE WI FI
SERVICE TO A NUMBER OF BCYF
COMMUNITY CENTERS TO MAKE SURE
YOUNG PEOPLE HAVE ACCESS OUTSIDE
THE SCHOOL DAY.

WE'RE EAGER TO LOOK AT
OPPORTUNITIES WITH CITY OPERATED
OR PARTNER OPERATED SHELTER
FACILITIES TO SEE IF WE ARE ABLE
TO BRING THAT BASIC CONNECTIVITY
IN THE BUILDINGS AND B, WHETHER
WE CAN OFFER SOME KIND OF PUBLIC
WI FI OR FREE SERVICE FOR THE
PEOPLE WHO ARE THERE AND BEING
SERVED WHY THOSE BUILDINGS.

>> THANK YOU.

THIS IS GENERAL OVERALL
QUESTION.
WE TALK A LOT ABOUT EQUITY GAPS.
WE HAVE A DIGITAL EQUITY GAP IN
THE CITY.

CAN YOU TALK ABOUT YOUR PROGRAM?
IT'S CALLED THE DIGITAL EQUITY
PILOT PROGRAM.

THAT'S IN THE -- MENTIONED IN
THE BUDGET.

>> YEAH.

THANK YOU FOR ADDRESSING THIS.
I THINK IT'S ONE OF THE BIG AND

BIG AND UNDERAPPRECIATED
CHALLENGES.

THE BEST DATA, 15% OF THE
HOUSEHOLDS DON'T HAVE A BROAD
BAND CONNECTION AT HOME.
THOSE ADULTS DON'T HAVE ACCESS
TO THE EMPLOYMENT AND
EDUCATIONAL OPPORTUNITIES THAT
COME FROM BEING CONNECTED TO THE
INTERNET.

YOU'LL PEOPLE CAN'T GET ONLINE
TO DO HOMEWORK OR EXPLORE
ASSESSING OR CULTURAL OR ANY
OTHER TYPES OF ACTIVITIES, THIS
IS A MAJOR CHALLENGE.

BEING CONNECTED IS A FUNDAMENTAL
PART OF PARTICIPATING IN TODAY'S
SOCIETY AND OUR ECONOMY.

SO WHILE WE DON'T HAVE AN EASY
ANSWER TO THIS CHALLENGE, WE'RE
INVESTING ON A NUMBER OF FRONTS
TO TRY TO CLOSE THE GAP.

WE HAVE, AS I MENTIONED, OUR
WICKED FREE WI FI PROGRAM THAT
HAS CONNECTIVIIES IN SCHOOLS
AND MANAGEMENT CENTERS AROUND
THE CITY.

THROUGH MONEY RECEIVED AS PART
OF OUR CABLE FRANCHISE,
TECHNOLOGY GOES HOME.

PROVIDES DIGITAL LITERACY SKILLS
AND ACCSY TO EQUIPMENT TO
RESIDENTS OF BOSTON WHO BELIEVE
THEY HAVE SERVED OVER 22,000
PEOPLE AND FAMILIES IN THE CITY
AND WE ARE FOR THE FIRST TIME
THIS YEAR ESTABLISHING THE PILOT
GRANT PROGRAM THAT YOU
MENTIONED, WHICH WILL ALLOW US
TO MAKE SMALL SEED GRANTS TO
COMMUNITY ORGANIZATIONS THAT
WANT TO AD A DIGITAL COMPONENT.
WHAT WE HOPE TO TO WITH THIS IS
TO ENCOURAGE ORGANIZATIONS THAT
MAY HAVE PROVIDED MORE
TRADITIONAL TYPES OF SERVICES TO
START THINKING ABOUT THIS
CHALLENGE AND THESE GAPS AND
FINDING WAYS THAT SEEM
APPROPRIATE FOR THE PEOPLE THEY
SERVE AND THE COMMUNITIES
THEY'RE A PART OF.

WE TONIGHT THINK THE FUNDING IS
SUFFICIENT TO GET 100% OF ALL

BOSTONIANS ONLINE BUT WILL HAVE
NEW PROGRAMS BROUGHT TO THE
FOREFRONT.

>> ALL RIGHT.

AND HOW DO YOU MEASURE THAT
SUCCESS?

>> IT'S A GREAT QUESTION.

IT'S A HARD THING TO MEASURE.
I THINK THERE'S BEEN A LOT OF
WORK DONE.

THERE'S BROAD NUMBERS THAT WE
CAN GET, THAT COME FROM THE
AMERICAN COMMUNITY SURVEY THAT
ASKS QUESTIONS TO HOW AND IF
PEOPLE ARE CONNECTED.

WE'LL CONTINUE TO MONITOR THAT
AS A LONG-TERM METRIC.

THE OTHER THING THAT WE'VE DONE
IS SPORADIC SURVEYING IN
SPECIFIC CONTEXT.

THE BOSTON PUBLIC SCHOOLS, FOR
EXAMPLE, DID SURVEYS OF STUDENTS
IN SEVERAL ELEMENTARY SCHOOLS TO
TRY TO UNDERSTAND DO PEOPLE HAVE
SMART PHONES, DO THEY HAVE HOME
BROAD BAND, ARE THERE CHALLENGES
AROUND AFFORD ABILITY, ARE THERE
LITERACY OR EQUIPMENT ACCESS
CHALLENGES.

WE'LL CONTINUE TO DO THAT KIND
OF TARGETED SIMPLING AND
RESEARCH AND TRY TO UNDERSTAND
THE SHAPE OF THE CHALLENGE WE
FACE AS THE CITY AND MAKE SURE
THE PROGRAMS WE'RE SUPPORTING
ARE DESIGNED TO ACTUALLY ADDRESS
THE NEED.

>> SO HAVE WE BEEN ABLE TO
IDENTIFY WHICH PARTS OF THE
CITY, WHETHER IT'S GEOGRAPHY OR
DEMOGRAPHIC SPECIFIC WHERE THESE
GAPS ARE?

>> I DON'T THINK WE HAVE A
COMPLETE VIEW OF THAT LANDSCAPE.
I MEAN MOST COMMONLY WHAT WE SEE
IS THAT LOWER INCOME FAMILIES
ARE LESS LIKELY TO HAVE A BROAD
BAND CONNECTION.

WE SEE HIGH RATES OF CELL PHONE
OWNERSHIP, HOWEVER, ACROSS THE
CITY, ACROSS ALL INCOME
BRACKETS.

SO THAT'S PART OF THE CHANGING
LANDSCAPE OF THE DIGITAL EQUITY

CHALLENGE, IS THAT YOU'LL FIND A HOUSEHOLD WHERE ONE OR MORE MEMBERS HAS A SMART PHONE. THEY MAY OR MAY NOT HAVE THE DATA PLAN THAT WOULD ALLOW THEM TO TAKE ADVANTAGE OF EDUCATIONAL VIDEO PROGRAMMING ON A REGULAR BASIS.

SO I DON'T THINK WE HAVE A COMPLETE GRASP OF THE CHALLENGE BUT WE'RE LEARNING MORE AND MORE EVERY DAY OF THE SERVICES. WE'LL BE INSTRUCTIVE TO HELP US HOW THAT IMPACTS EDUCATIONAL OUTCOMES AND TO LEARN FROM THOSE STUDENTS AND THEIR FAMILIES AND WHAT THAT MEANS IN CONTEXT FOR THEM IN TERMS OF AFFORD ABILITY AND BROAD BAND ACCESS CHALLENGES.

>> THAT'S GREAT.

I DO REMEMBER A TIME -- I HAD A STUDENT THAT TYPED A WHOLE PAPER ON HER CELL PHONE.

SUBMITTED SORT OF VIA TEXT.

I DO RECALL HE E-MAILED IT OR SOMETHING.

CONVERTED IT INTO A DOCUMENT.

DID IT ALL ON HIS CELL PHONE.

PROBABLY A BLACKBERRY.

IT WAS THAT MANY YEARS AGO.

SO I GUESS HE HAD A KEYBOARD.

THE KIDS ARE CONNECTED.

THERE'S WORK THAT WE NEED TO DO.

>> YES.

>> THANK YOU.

>> COUNCILLOR McCARTHY.

>> THANK YOU, MR. CHAIR.

WELCOME.

GOOD AFTERNOON.

TELL ME I'M NOT ONE COUNCILLOR WHO CLICKED ON THE FISHING SCAM.

I DON'T WANT TO KNOW.

GENERALLY I'M GOOD WITH THAT STUFF.

I WAS LISTENING TO COUNCILLOR O'MALLEY TALKING ABOUT 311.

I WAS VERY PROUD TO BE A LITTLE PART OF THAT SIX, SEVEN YEARS AGO WHEN WE OPENED STREETScape. IT HAS COME SO FAR AND WE PUSH IT AT EVERY COMMUNITY MEETING. IT WORKS SO WELL.

THE PAPER TRAIL WORKS SO WELL.

THERE WERE HICCUPS EARLIER AND A GOT-YOU REPORT ON THAT.

BUT SOMEBODY WHO HAS WORKED IN THE YARDS AS WELL AS PENCIL PUSHING, IT'S A VALUABLE TOOL. THANK YOU FOR YOUR CONTINUED EXPANSION ON THAT.

I WANT TO GO TO THE TRASH DAY APP.

A STRANGE QUESTION.

WE GET -- BECAUSE BOSTON PUBLIC WORKS IS STAGGERING LEAF PICKUP, A LOT OF OUR CALLS IN SPRING, IN PARTICULAR IN THE FALL, PEOPLE THAT DRAG -- ESPECIALLY IN DISTRICT FIVE WHERE I HAVE PEOPLE WITH LARGE YARDS AND THEY CALL ME AND SAY I DRAGGED 30 BAGS TO THE SIDEWALK AND THEY DIDN'T PICK IT UP TODAY.

I SAID DID YOU LOOK AT TRASH DAY APP?

NO, THAT'S RIDICULOUS.

ANY CHANCE IF THEY HAVE A TRASH DAY APP THAT WE CAN PUT IN AN ALERT FOR THE RECYCLE?

I THINK IT WOULD -- A LOT OF PEOPLE WOULD BE VERY, VERY HAPPY IN THEY GOT THAT HEADS-UP.

>> YEAH, THAT IS ONE OF THE FEATURES OF THE APP.

I GOT THE MESSAGE THE NIGHT BEFORE.

IF THERE'S ANY DELAYS, IT ALERTS ME AND COVERS ISSUES OF HAZARDOUS WASTE COLLECTION AND LEAF PICKUP AND ALL OF THAT.

SO ANYONE THAT INSTALLS THE APP AND ACCEPTS -- ALLOWS THEM TO PROVIDE NOTIFICATIONS, THEY SHOULD GET MODIFY OF THE SPECIAL COLLECTION.

>> DO YOU HAVE A SMALL LIKE INSTRUCTION SHEET PUT TOGETHER FOR ME?

I'LL PUT THAT ON SOCIAL MEDIA AND FLAG IT.

THIS WEEKEND, HYDE PARK IS NOT LEAF PARK IS NOT

LEAF SELECTION AND I HAVE A CALL-IN SHEET THAT SAYS I DRAGGED EVERYTHING IN THE RAIN AND KNOW THE BAGS ARE WET AND I CAN'T DRAG THEM BACK AND IT'S A

SAD STORY.

GENERALLY PUBLIC WORKS GOOD
ABOUT ADDRESSING IT.

>> WE DON'T WANT PEOPLE
FRUSTRATED BY THAT.

WE'LL GET YOU THAT IN DIGITAL
FORM AND WE ALSO HAD PRINTED
CARDS THAT WOULD BE GREAT FOR
DISTRIBUTION THAT EXPLAIN WHAT
THE APP IS AND WHAT IT DOES.

>> I'LL SEND THAT OUT I KNOW WE
HAD A LONG DISCUSSION AT THE
PUBLIC WORKS HEARINGS BECAUSE IF
THE BAGS GET WET THEY START TO
STINK.

YOU KNOW THE STORY.

MY LAST QUESTION A SIMPLE ONE I
THINK, THE OFFICE EQUIPMENT I
HAVE IS THROUGH YOU OR THROUGH
PURCHASING?

>> MOSTLY PURCHASING.

>> BECAUSE WE HAVE PRINTERS DOWN
HERE THEY DON'T EVEN MAKE PARTS
FOR ANYMORE.

THEY'RE THAT AWFUL.

THE OTHER DAY WE WERE
HANDWRITING ENVELOPES BECAUSE IT
DOESN'T TAKE THE ENVELOPES
ANYMORE.

IF WE GET NEW PRINTERS THAT
WOULD BE GREAT.

>> ONE OF THE TOPICS WE'RE
LOOKING AT IS PRINT SERVICES SO
WE WON'T HAVE THE SITUATIONS
YOU'RE TALKING ABOUT AS HAVING
TO BUY OUTDATED PARTS FOR
PRINTERS AND HAVE SOMEONE COME
IN AND MAINTAIN THE PRINTERS IN
THE SPACES.

WE'RE LOOKING FORWARD TO THAT IN
THE NEXT FISCAL YEAR.

>> THANK YOU FOR THE JOB YOU'RE
DOING.

>> WE GAVE YOU THE OLDEST MODEL
AVAILABLE.

I'M SORRY.

>> I THINK YOU DID.

>> I'D LIKE TO RECOGNIZE
COUNCILOR CAMPBELL.

DO YOU TRACK THE SUBSCRIBERS?
DO YOU KNOW HOW MANY WE HAVE?

>> I DON'T HAVE THAT NUMBER OFF
THE TOP OF MY HEAD.

I KNOW WE HAVE THOUSAND OF

ACTIVE USERS.

I DON'T KNOW IF WE KNOW HOW MANY HAVE IT INSTALLED BUT WE LOOK AT NEW INSTALLS AND THE PERCENTAGE OF REQUESTS AND THE NUMBER OF REQUESTS OVER THOSE CHANNELS. WE'LL GET YOU MORE DATA.

>> THANKS, COUNCILOR CAMPBELL.

>> THANK YOU, COUNCILOR CIOMMO AND ALL THE WORK YOU DO IS ESSENTIAL TO OUR PLANNING AND AN EFFICIENT SYSTEM TO DELIVERING TO CONSTITUENTS AND YOU SPOKE ABOUT THOSE WHO ATTEND OUR SCHOOLS AND PARTICIPATE IN OTHER WAYS.

WHAT WOULD IT TAKE AND WHAT WOULD IT TAKE TO REACH THOSE FOLKS WE'RE NOT REACHING NOW? IT WAS GREAT TO HEAR ABOUT THE EQUIPMENT TO OVER 20,000 FAMILIES AND THAT'S GREAT BUT WHAT WOULD IT TAKE FUNDING WISE TO REACH WHATEVER THAT NUMBER IS AND I DON'T KNOW WHAT THAT NUMBER IS FOR RESIDENTS IN THE CITY THAT DON'T HAVE EQUITABLE ACCESS TO ONLINE SERVICES AND FRANKLY GO ONLINE.

>> IT'S A GREAT QUESTION.

MY HONEST ANSWER IS WE DON'T KNOW WHAT WOULD TAKE AND THE MODEL FOR THAT.

THERE'S NO MAJOR CITIES ANYWHERE IN THE COUNTRY THAT HAVE SOLVED THIS PROBLEM IN A WAY THAT GUARANTEES UNIVERSAL ACCESS. IF WE THINK OF THE BASELINE THERE'S ROUGHLY 15% OF HOUSEHOLDS THAT LACK ACCESS TODAY IN THAT A BASIC HOME BROADBAND INTERNET CONNECTION YOU START AT \$40 TO \$50 A MONTH YOU CAN RUN THAT MATH OUT AND IT TAKES US QUICKLY TO THE TENS OF MILLIONS A YEAR IF WE WERE TO TRY TO SUBSIDIZE AN INTERNET CONNECTION FOR HOUSEHOLDS THAT CAN'T AFFORD ONE.

EVEN A MODEL LIKE THAT RAISES LOGISTICAL QUESTIONS AROUND IT AND SOMETHING WE DON'T HAVE A CLEAR ANSWER TO.

A COUPLE OF PROGRAMS THAT ARE

OUT THERE WHICH I THINK WOULD BE GREAT AND I'D ASK FOR THE COUNCIL'S HELP IN RAISING AWARENESS AROUND AND GETTING SUPPORT FROM THE CITY THE OTHER IS KNOWN AS INTERNET ESSENTIALS. THAT'S A PROGRAM PROVIDED BY COMCAST TO PROVIDE LOW-COST CONNECTIONS TO SPECIFICALLY TO FAMILIES AND SENIORS WHO MAY NOT BE ABLE TO AFFORD A \$40 A MONTH INTERNET SERVICE.

THE COST FOR THIS IS \$10 A MONTH AND IT PROVIDES THEM WITH A CONNECTION THAT FAST ENOUGH TO SUPPORT EDUCATIONAL APPLICATIONS AND SUPPORT COMMUNICATION OF SENIORS AND LOVED ONES AND THAT'S A PROGRAM AVAILABLE TO MANY MANY RESIDENTS IN BOSTON. THERE ARE ENTRY QUALIFICATIONS BUT FOR FAMILIES OF YOUNG STUDENTS THAT IS PRIMARILY THEY ARE ELIGIBLE FOR FREE AND REDUCED LUNCH FOR THE BOSTON PUBLIC SCHOOLS IS COMMON. THERE ARE OTHER RULES AROUND THE PROGRAMS BUT THE INTERNET ESSENTIALS I THINK OFFERS A VERY LOW-COST WAY FOR FAMILIES MA THAT MAY NOT OTHERWISE GET ONLINE.

>> IT'S GREAT TO HEAR ABOUT COMCAST'S INVOLVEMENT. I'M OK WITH BLOWING THEM UP BUT OTHER INTERNET SERVICE PROVIDERS AND WHAT THEY MAY BE DOING TO

ENGAGE WITH CITIZENS IN BOSTON AND WHAT THEY MAY BE DOING TO HELP OUT WITH THESE PROGRAMS AND WHAT COMMUNITY BENEFITS THEY MAY BE PROVIDING IN THIS SPACE.

IS IT JUST COMCAST OR VERIZON AND OTHERS PARTICIPATE?

>> IT'S A GREAT QUESTION. AT THE MOMENT COMCAST IS THE ONLY LARGE INTERNET PROVIDERS THAT OFFERS A DISCOUNT HOME BROADBAND SERVICE AS PART OF THEIR OFFERING.

WHEN VERIZON NEGOTIATED OFFERED FIOS IN BOSTON THEY OFFERED A ONE-TIME GRANT TO THE BOSTON

PUBLIC LIBRARIES TO DO A
HOT-SPOT LENDING PROGRAM.
THIS IS A PROGRAM WHERE SOMEONE
CAN CHECK OUT A HOT SPOT AND
TAKE IT HOME WITH THEM AND BE
ABLE TO GET ONLINE.
THE FUNDING APPRECIATED BUT IT'S
NOT SUFFICIENT OVER THE LONG
HAUL.

WE'RE CONTINUING TO WORK WITH
THE BOSTON PUBLIC LIBRARIES TO
GET THAT PROJECT OFF THE GROUND
AND HOPING IT LEARN WHETHER THE
MODEL IS ONE WHERE WE CAN EXPAND
IN THE FUTURE PERHAPS CONTINUED
SUPPORT FROM OTHER
TELECOMMUNICATIONS COMPANIES.
WE'VE ALSO HAD CONVERSATIONS
WITH SMALLER UPSTART COMPANIES
IN BOSTON OFTEN SERVICING
APARTMENT BUILDING USING
WIRELESS CONNECTIONS.

THERE'S INTEREST ON THE PART OF
THOSE TO CONNECT PUBLIC HOUSING
FACILITIES AND PROVIDE
DISCOUNTED OR FREE ACCESS IN
CHANGE FOR GETTING ACCESS WHICH
WOULD ALLOW THEM TO OFFER
COMMERCIAL SERVICE.
CONCEPTUALLY WE THINK IT'S A
GREAT IDEA.

I THINK THERE'S PROCUREMENT AND
LOGISTICAL THINGS WE'RE WORKING
THROUGH TO MAKE SURE IT'S FAIR
AND LEGAL BUT EXCITED ABOUT THE
POSSIBILITY OF THAT.
OUR BROADBAND AND DIGITAL EQUITY
ADVOCATE A MEMBER OF THE
DEPARTMENT IS IN CLOSE CONTACT
WITH THE ISPs AND TRYING TO
IDENTIFY PLACES TO WORK WITH
THEM TO HELP CLOSE THE GAP.

>> THE LAST PART IS VERY
EXCITING.

I IMAGINE THE 15% ARE GOING TO
BE COMING FROM A PUBLIC HOUSING
BUILDING ACROSS THE CITY.
THAT'S EXCITING TO HEAR.
AND FRANKLY TO HEAR ABOUT THE
SMALLER PROVIDERS STILL BEING
ABLE TO TAKE PART IN SOME WAYS.
WHAT'S THE VERIZON PROGRAM
SUPPOSED TO LAUNCH?

>> WE'RE STILL WORKING ON THE

TIME LINE WITH THEM.

THERE'S BEEN SOME PERSONAL
TURNOVER.

WE HAVE THE FUNDING AVAILABLE
AND HOPEFULLY IN THIS CALENDAR
WE'RE WE'LL BE ABLE TO GET THE
PROJECT LAUNCHED AND OFF THE
GROUND.

>> THAT'S VERY EXCITING.

MY LAST LINE OF QUESTIONING HAS
TO DO WITH TECHNOLOGY ON THE
COUNCIL'S SIDE.

I WAS HAVING CONVERSATIONS WITH
FOLKS I CALL TECHIES WHO DON'T
WORK FOR THE CITY OF BOSTON WHO
ARE RESIDENTS BUT WHO WERE JUST
COULDN'T BELIEVE WE DIDN'T HAVE
TECHNOLOGY TO DO SOME OF OUR
CONSTITUENT SERVICE WORK AND ONE
CONSTITUENT SAID I'LL GIVE YOU
THE SYSTEM AND TECHNOLOGY AND WE
RAN INTO REGAL ISSUES WITH THAT.
AND WE DON'T HAVE ACCESS FOR
SORT OF 311 AND THERE ARE
PROGRAMS AND THAT HAVE BEEN
TESTED AND PILOTED AND LIKE THEM
WHERE EACH CONSTITUENT WE DEAL
WITH YOU CAN BUILD AN ELECTRONIC
FILE FOR AND PUT DETAILED
INFORMATION IN THAT.

I'M CURIOUS AS TO WHAT YOUR
DEPARTMENT MIGHT BE THINKING IN
TERMS OF TECHNOLOGY ON THE
COUNCIL'S SIDE FOR US TO DO
CONSTITUENT SERVICES AND SOMEONE
MENTIONED SALESFORCE AND THAT
MAY BE A POSSIBILITY.
WOULD LOVE TO HEAR MORE ABOUT
THAT TOO.

>> WE'RE IN THE MIDST OF
DEPLOYING SALESFORCE TO REPLACE
THE CRM THAT SUPPORTS 311 AND
ONCE WE HAVE THE CONVERSION IN
PLACE LATER THIS YEAR WE'RE
LOOKING FOR OPPORTUNITIES TO
EXPAND SALESFORCE TO SERVE OTHER
PARTS OF THE CITY.

RIGHT NOW WE'RE MANIACALLY
FOCUSSED ON THE SWAP OUT OF THE
OLD PIECE OF TECHNOLOGY WITH THE
NEW ONE AND MAKING SURE THAT
GOES SMOOTHLY SO WE DON'T
DISRUPT THE EXISTING 311
SERVICES BUT ONCE WE'RE

CONFIDENT IN THAT PLATFORM WE'RE HOPING TO EXPAND TO THE COUNCIL AS WELL TO US DIRECTLY OR THE ABILITY TO FOLLOW ALONG WITH CONSTITUENT REQUESTS TO GET UPDATES WHEN THINGS CHANGE. WE'RE CURRENTLY TARGETING LATER THIS FALL TO LAUNCH SALESFORCE. ONCE THAT'S LAUNCHED AND STABLE WE WANT TO DO LISTENING TO BETTER UNDERSTAND THE CRM REQUIREMENTS AND NEEDS OF DIFFERENT DEPARTMENTS TO START TO MAKE A PLAN FOR FUTURE EXPANSION OF THAT.

>> THAT'S GREAT TO KNOW. THE SYSTEMS WE'RE USING NOW, GOOGLE AND GOOGLE SHEETS SEEMS SO OLD SCHOOL AND I'M NOT TECH SAVVY BUT MY TEAM IS AND FOR US TO BE EXPOSED TO WHAT'S HAPPENING IN OTHER MUNICIPALITIES AND SEE WHAT'S OUT THERE IT CAN BE FRUSTRATING. I LOOK FORWARD TO CONTINUE THE CONVERSATION AND THANK YOU FOR THINKING ABOUT THE COUNCIL AND OUR NEEDS WHEN IT COMES TO OUR CONSTITUENT.

THANK YOU VERY MUCH. HAVE A WONDERFUL DAY. THANK YOU, COUNCILOR CIOMMO. >> JUST TO PIGGYBACK A LITTLE ON THAT.

WE HAVE PUBLICLY ACCESSIBLE SERVICE DO ALL OF OUR LIBRARIES HAVE COMMUTERS? AND I'M NOT SURE SO WIDE BCYM HAS PUBLICLY ACCESSIBLE COMPUTERS.

>> I DON'T KNOW IF ALL OF THEM AND I DON'T HAVE NUMBERS WHICH HAVE WI-FI BUT A NUMBER DO. >> TO ADDRESS THE EQUITY ISSUES OBVIOUSLY THAT MIGHT BE A GOOD PLACE TO LOOK TO SERVE AREAS. I REPRESENT ALLSTON BRIGHTON AND THE GARDENS TO NAME TWO WHO HAVE PUBLICLY ACCESSIBLE COMPUTERS AND SERVICE.

>> I WOULD GIVE A SHUT OUT TO THE BOSTON PUBLIC LIBRARY SPECIFICALLY. THEY DO INCREDIBLE WORK AROUND

NOT ONLY ACCESS TO TRADITIONAL
INFORMATION AND DIGITAL.
THEY HAVE PUBLIC WI-FI AND
THEY'VE DONE WORK TO EXPAND THAT
SERVICE TO THE AREA IMMEDIATELY
SURROUNDING THE LIBRARY AND
OFFER COMPUTER LABS THAT ARE
HEAVILY USED IF AT MOST IT NOT
ALL THEIR BRANCH.
THEY'RE INCREDIBLE PARTNERS.
>> COUNCILOR ESSAIBI GEORGE.
>> A SIMILAR QUESTION.
LISTENING TO THE GREAT WORK
YOU'RE DOING WITH CONNECTING THE
CITY WE'RE ASSUMING WE'RE ALSO
MAKING SURE THE NETWORK WILL
CONTINUE TO BE RESILIENT SHOULD
SOMETHING HAPPEN.
THERE ARE SOMETIMES AND JUST
USING MY GOOGLE CALENDAR I USED
IT RELIGIOUSLY UNTIL I GOT HERE
AND OTHER PEOPLE NEEDED TO
ACCESS MY CALENDAR.
I DON'T HAVE INTERNET ACCESS OR
MY PHONE FREEZES I GET STUCK.
WHERE WE BACKING UP AND CREATING
DUPLICATION OF SERVICES SO IF
SOMETHING HAPPENS CITY WIDE OR
WITHIN THE COMMUNITY CENTER
THERE'S BACKUP RESOURCES?
>> THERE DEFINITELY ARE.
WE HAVE EXTENSIVE BACKUPS OF
DATA TO MAKE SURE IF A SERVER
CRASHES WE CAN GET THE DATA
BACK.
OUR NETWORK IS REDUNDANT.
THE WAY THE FIBER NETWORK IS
CRAFTED THERE'S MULTIPLE
COVERAGE IN THE CITY IF SOMEONE
CUT OUT A CABLE THE REST OF THE
NETWORK CAN BACK THAT UP.
IT DOESN'T GUARANTEE 100% UP
TIME BUT CAN ALLOW FOR WORKING
AROUND AND IN DEVELOPING SO THAT
IF THERE WERE A HURRICANE WE'D
HAVE SERVERS TO PROVIDE
CONTINUITY OF OPERATIONS IN A
PLACE THAT IS IN A DIFFERENT
POWER GRID AND FAR AWAY
PHYSICALLY FROM US.
THERE'S THINGS WE'RE DOING BUT
FOR ALL WE'RE TRYING TO ASSESS
WHAT THE VULABILITIES ARE AND
MAKING SURE WE'RE BUILDING MORE

RESILIENT SYSTEMS SO AS IT'S ESSENTIAL.

>> AND WE HAVE MORE PROCESSES AND WE'LL HAVE A COORDINATED SYSTEM FOR ASSISTING THE EXPERIENCES IN HOMELESSNESS OR ACCESS OR SERVICE PROVIDERS. CAN YOU TALK ABOUT WHAT'S HAPPENED IN THE LAST YEAR ESPECIALLY ON THE DATA WAREHOUSE YOU REFERENCED?

>> WE'D BE ABLE TO SPEAK TO THE SERVICES WE'VE BEEN ABLE TO PROVIDE AS COORDINATOR ACCESS BUT IN TERMS OF BEING ABLE TO HAVE THE SAME PROVIDERS SHARE THAT INFORMATION THROUGH A COORDINATED ACCESS PLATFORM THAT'S BEEN UP AND RUNNING THAT AND THE INFORMATION IS UP TO DATE AND MORE IMPORTANTLY IS ALL IN THE SAME PLACE WHICH PREVIOUSLY WAS NOT NECESSARILY THE CASE.

WE HAVE MORE INFORMATION ABOUT FOLKS OUTIZING SERVICE -- UTE UTILIZING SERVICES IN BOSTON.

>> AND TO WORK WITH THE NBDA TO WORK ON DEVELOP SYSTEM SIMILAR TO NEW YORK CITY'S HOUSING PORTAL WHERE INDIVIDUALS AND FAMILIES CAN ACCESS AFFORDABLE HOUSING AND RENTAL OPPORTUNITIES.

WE TALKED ABOUT FOR WHAT YOU'VE DONE AND I UNDERSTAND THERE'S BEEN SOME WORK DONE AND WHAT IT COULD MEAN TO GO THE FULL MILE AND PUT EVERYTHING UP.

>> ABSOLUTELY.

I'D BE HAPPY TO SPEAK TO WHAT WE'VE DONE AND WHAT WE'RE THINKING ABOUT IN THE FUTURE. THE THING WE HAVE DONE RECENTLY EARLY THIS YEAR IS DIGITIZE THE METRO LIST.

THE LIST OF POTENTIAL AFFORDABLE HOUSING OPPORTUNITIES AVAILABLE ONLINE INSTEAD OF A PDF ON YOUR CELL PHONE OR BROWSER BY NEIGHBORHOOD IT GIVES PEOPLE ACCESS TO THE INFORMATION. TO THE POINT YOU ALLUDED TO IS ONCE YOU HAVE THAT INFORMATION

IT'S AND YOU END UP HAVING TO
CALL ALL OF THESE DIFFERENT
HOUSING PROVIDERS.
THEY DO NOT HAVE THE STANDARD
APPLICATION AVAILABILITY
INFORMATION IS NOT OFTEN
PUBLICLY LISTED ANYWHERE.
IT BECOMES BURDENSOME TO A
PERSON OR FAMILY LOOKING FOR
HOUSING OPPORTUNITIES.
WE'D BE EXCITED TO EXPLORE THE
IDEA OF CREATING A MORE UNIFORM
AND STREAM LINE ACCESS TO
HOUSING AND WE HAVEN'T BEEN ABLE
TO COME UP WITH A LIST OF WHAT
THE TECHNOLOGY IS FOR THAT.
I THINK IT WILL LIKELY BE
SUBSTANTIAL WITH SYSTEMS THAT
CAN WORK FOR THE CITY AND THE
MANY PROVIDERS OF HOUSING THE
CITY.
IT WILL ALSO BE A SIGNIFICANT
PROCESS LIST.
RIGHT NOW THERE ARE NUMEROUS
PROVIDERS SOME OF WHICH RECEIVE
DIFFERENT SUBSIDIES OR OPEN FOR
DIFFERENT RESIDENTS AND FINDING
A WAY TO CATALOG AND TO CREATE A
MORE STREAMLINED APPLICATION
PROCESS IS NO SMALL TASK BUT WE
WOULD BE VERY EXCITED TO PARTNER
WITH OTHER CITY AGENCIES TO TAKE
THAT ON GIVEN THE OPPORTUNITY
ESPECIALLY GIVEN THE DEGREE TO
WHICH HOUSING AFFORDABILITY IS
ONE OF THE BIGGEST CHALLENGE.
>> SOMETHING WE HOPE TO ADVOCATE
FOR AND WORK ALONGSIDE YOUR
DEPARTMENT AND OTHERS TO MAKE IT
A REALITY SOON.
THAT'S IT FOR ME.
THANK YOU VERY MUCH.
>> JUST TO FOLLOW UP ON THAT.
EVER AFFORDABLE HOUSING LOTTERY
HAS TO ADVERTISE I BELIEVE
CERTAIN DICTATED TIMES WHERE WE
WOULD BE REQUIRED TO HOST THOSE.
WE'RE STILL OPERATING IN HALF
THE 20th CENTURY AND PUT OUT IN
PAPERS LESS AND LESS PEOPLE ARE
READING BUT SHOULD PROBABLY HAVE
POSTING BOARDS.
MY WIFE WORKS FOR WINGATE
PROPERTIES WHICH PROVIDES A LOT

OF AFFORDABLE HOUSING.
WE HAD A BUILDING ON THE RIVER
WAY SHE SAID WAS BEAUTIFUL AND
THEY CERTAINLY HAD NO SHORTAGE
OF APPLICANTS BUT AGAIN UNLESS
YOU READ THE NOTICE IN THE
PAPER -- IF WE HAD A CLEARING
HOUSE TO TELL THEM TO PUT YOUR
AD IN THE PAPER WE MAY WANT TO
LOOK AT AN ORDINANCE THAT
REQUIRES THE POSTING.
>> WE LOVED TO EXPLORE THAT.
>> I LOVE THAT.
>> I WANT TO THANK YOU AGAIN.
ONE OF MY FAVORITE CONSTITUENTS,
MY NEIGHBOR, EDDIE, AND I WANT
TO THANK A LONG-TIME EMPLOYEE
THAT'S ALWAYS BEEN FOR ME GOING
BACK TO MY DAYS AT THE SENIOR
CENTER TIM BROWN THE INFORMATION
SIDE AND JERRY TURNER.
WITH THAT I WANT TO ADJOURN
TODAY'S HEARING ON THE
DEPARTMENT OF INNOVATION AND
TECHNOLOGY.
WE WERE TALKING ABOUT THE
INTERNET A LOT THOUGH.
THIS HEARING IS ADJOURNED.