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>>> MY NAME IS TIM McCARTHY.

I'M THE DISTRICT 5 CITY
COUNCILOR AND THE VICE CHAIR FOR
THE COUNCIL OF WAYS AND MEANS.
I'M JOINED BY COUNCILOR ED FLYNN
AND COUNCILOR KIM JANEY.

THIS IS A PUBLIC HEARING.
IT IS BEING RECORDED AND
BROADCAST ON CHANNEL 8, VERIZON
1964, AND STREAMED ON THE CITY
OF BOSTON WEB PAGE.

PLEASE SILENCE YOUR CELL PHONES
AND OTHER DEVICES.

WE'LL HAVE PUBLIC TESTIMONY AT
THE END OF THE HEARING.
YOU CAN SIGN UP TO MY LEFT OVER
THERE IN THE CORNER IF YOU WISH
TO SPEAK.

THIS BUDGET WILL ENCOMPASS
AROUND SIX MORE HEARINGS.
YOU CAN GIVE TESTIMONY FOR THE
RECORD IN SEVERAL WAYS.

ONE OBVIOUSLY IS TO COME TO THE
HEARING TO GIVE TESTIMONY.
YOU CAN EMAIL US AND ALSO
OBVIOUSLY WE'RE ALL AVAILABLE
FOR PHONE CALLS AND YOUR
THOUGHTS.

TODAY'S HEARING IS THE
DEPARTMENT OF THE INNOVATION AND
TECHNOLOGY OR THE DOIT
DEPARTMENT.

DOCKETS 0622 THROUGH 0625, OR
IT'S THE FY '20 OPERATING BUDGET
INCLUDING ANNUAL APPROPRIATION
FOR THE SCHOOL DEPARTMENT,
APPROPRIATION FOR OTHER
POST-EMPLOYMENT BENEFITS, SO
OPEB, AND APPROPRIATION FOR
PUBLIC TRANSPORTATION.

WE'RE ALSO GOING TO TALK ABOUT
DOCKETS 0626 THROUGH 0628, WHICH
IS THE CAPITAL BUDGET
APPROPRIATION, INCLUDING LOAN
ORDERS AND LEASE PURCHASE
AGREEMENTS.

I'LL TURN IT OVER TO YOU.
IF YOU CAN JUST INTRODUCE
YOURSELF, YOUR ROLE, AND WELCOME
TO THE IANNELLA CHAMBER.

>> I'M HERE TO TESTIFY ABOUT THE MAYOR'S BUDGET ON DOIT.

I WOULD LIKE TO INTRODUCE THE MEMBERS OF MY TEAM TODAY.

TO MY LEFT IS THE DIRECTOR OF DOIT'S OPERATIONS, AND TO MY RIGHT IS THE CHIEF OF STAFF FOR DOIT.

ALEX, MIKE, AND EDDY AS WELL AS OTHER MEMBERS OVERSEE THE WORK THAT WE DO EVERY DAY AND HAVE A GREAT DEAL OF EFFORT INTO OUR PLANNING, PROJECTS THAT ARE INCLUDED IN THIS YEAR'S BUDGET RECOMMENDATIONS.

AT FIRST, I WOULD LIKE TO SHARE SOME OF THE INFORMATION ABOUT THE MISSION OF MY DEPARTMENT AND SOME OF OUR RECENT ACCOMPLISHMENTS AND THE UPCOMING PRIORITIES REFLECTED IN FY '20'S PROPOSED BUDGET.

OUR DEPARTMENT'S MISSION IS TO HELP THE CITY DELIVER EXCELLENT SERVICE TO OUR RESIDENTS, OUR BUSINESSES BY EQUIPPING THE DEPARTMENT WITH THE TECHNOLOGY AND SUPPORT THEY NEED.

WE PROVIDE DIGITAL SERVICES DIRECTLY TO OUR CONSTITUENTS. WE STRIVE TO CREATE A LEARNING CULTURE FOR OUR EMPLOYEES THAT ENCOURAGES SMART RISKING, INTEGRITY, CURIOSITY, RAPID EVALUATION, AND ENCOURAGES DEPTH AND ABILITY IN AN EVER-CHALLENGING TECHNOLOGY LANDSCAPE.

WE HAVE SIX DIFFERENT AREAS. WE HAVE THE MANAGEMENT OF PHONES, DESKTOP COMPUTERS, LAPTOPS THAT ARE THE BACKBONE OF THE CITY'S TECHNOLOGY EFFORT. ENTERPRISE APPLICATIONS.

SUPPORTING THE APPLICATION SYSTEMS THAT THE CITY USES TO RUN ITS BUSINESS FROM ERP, ENTERPRISE RESOURCE PLANNING THAT MANAGE THE CITY'S FINANCE TO THE SYSTEMS THAT ALLOW CUSTOMERS TO PAY THEIR CODE ENFORCEMENT TICKETS.

THE GOAL OF THE APPLICATIONS TEAM IS TO EQUIP THE CITY

EMPLOYEES WITH GREAT TECHNOLOGY.
THE DIGITAL TEAM.

THE DIGITAL TEAM RUNS THE CITY'S
WEBSITE, SOCIAL MEDIA PROGRAMS,
AND MANY OTHER MOBILE
APPLICATIONS.

THE DIGITAL TEAM AIMS TO MAKE
INFORMATION SERVICES AVAILABLE
VIA DIGITAL DEVICES AND DELIVER
A FRIENDLY, CONVENIENT, AND
ACCESSIBLE EXPERIENCE.

THE ANALYTICS TEAM HELPS THE
CITY USE ONE OF ITS MOST
VALUABLE ASSETS, ITS DATA, TO
IMPROVE QUALITY OF LIFE AND
EFFECTIVENESS OF GOVERNMENT
OPERATIONS.

WE BUILD DASHBOARDS, CREATIVE

ANALYTICAL TOOLS.

BROADBAND AND DIGITAL EQUITY
WORKS TOWARDS THE GOAL OF THE
CITY WHERE EVERY RESIDENT AND
BUSINESS HAVE THE ACCESS TO
AFFORDABLE BROADBAND INTERNET
AND THE SKILLS THEY NEED TO
SUCCEED IN THE DIGITAL AGE.

THE BROADBAND AND DIGITAL EQUITY
TEAM CENTER ON ENCOURAGING
COMPETITION IN THE BROADBAND
MARKET AND SUPPORTING PROGRAMS
THAT ASSIST OUR UNCONNECTED
RESIDENTS.

AND LASTLY, SECURITY.

THERE'S A TREMENDOUS AMOUNT OF
PUBLIC SAFETY, OPERATIONAL,
REPUTATION, AND POLITICAL RISK
ASSOCIATED WITH I.T. SECURITY
AND PRIVACY BREACHES.

WHILE THERE'S NO SOLUTION THAT
GUARANTEES 100% SECURITY, WE
HAVE ADOPTED SECURITY BEST
PRACTICES AND A MULTI-LAYERED
APPROACH TO MANAGING
CYBERSECURITY RISK, WHICH

INCLUDES WHAT I CALL THE THREE
Ps -- PEOPLE, PROCESS, AND
PROCEDURE.

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

SECURITY, CYBERRESILIENCY, INFRASTRUCTURE SECURITY, AND OPERATIONAL AND BUSINESS CONTINUITY IN THE UPCOMING YEARS.

WE STRIVE TO ENSURE THAT THE INTERACTIONS THAT OUR CONSTITUENTS HAVE WITH THE CITY OF BOSTON ARE ALWAYS SAFE AND SECURE.

WE ACCOMPLISH THIS BY UTILIZING A FULL SPECTRUM AND LAYERED APPROACH FOR CYBERSECURITY FROM PERIMETER, NETWORK, DATA, APPLICATION, AND DEVICE SECURITY.

HOWEVER, THIS IS NOT ENOUGH. WE ARE ALSO IN THE PROCESS OF HARDENING OUR OVERALL SECURITY FRAMEWORK WITH A FOCUS ON IMPROVING THE CITY'S OVERALL SECURITY CULTURE AS A VITAL COMPONENT TO OVERALL RISK MANAGEMENT.

GIVING OUR BROAD PORTFOLIO OF

RESPONSIBILITIES, I WON'T GO INTO ALL THE PROJECTS WE HAVE DONE OVER THE LAST YEAR, BUT I'LL GO INTO A FEW.

APPOINTMENT OF GREG McCARTHY AS THE CITY'S CHIEF SECURITY INFORMATION OFFICER.

AN ELEVATED CYBERSECURITY WITH LEADERSHIP STRUCTURE.

LAUNCHED THE ACCESS BOSTON PORTAL AND THE NEW IDENTITY ACCESS MANAGEMENT SOLUTION.

THIS IS A PROGRAM THAT ENABLES SECURE, RELIABLE, CONVENIENT SINGLE SIGN-ON ACCESS TO THE CITY OF BOSTON'S TECHNOLOGY SYSTEMS.

SHORT-TERM RENTAL REGISTRATION MANAGEMENT DESIGNED AND DEVELOPED AND CONFIGURED CAPABILITIES FOR THE CITY'S PLATFORM FOR PUBLIC-FACING PORTAL SUPPORT TO SUPPORT THE CITY'S REGISTRATION WITH ONLINE PAYMENT BY CONSTITUENTS.

IMPLEMENTED THE CITY'S FIRST ANALYTICS DATA WAREHOUSE PLATFORM.

FINISHED THE SECOND PHASE OF DATA CENTER MIGRATION PROJECT RELOCATED DOIT'S I.T. STRUCTURE IN CITY HALL TO A DATA CENTER IN NEW JERSEY.

FUTURE PHASES WILL FOCUS ON MAKING THE FACILITY AVAILABLE TO OTHER AGENCIES AND FURTHER CONSOLIDATION.

THE BOSTON FIBER NETWORK EXPANSION WAS APPROVED TO MOVE INTO IMPLEMENTATION THROUGH A 30-YEAR IRU WITH A CABLE FOR DARK FIBER THAT WILL DOUBLE OUR NETWORK OF SITES FROM 135 TO 270.

THERE ARE MANY OTHER PROJECTS WE HAVE WORKED ON OVER THE PAST YEAR.

A SUMMARY OF THESE HAVE BEEN PROVIDED TO MEMBERS OF THE COUNCIL.

AS WE LOOK TOWARDS FY '20, WE'RE EXCITED ABOUT WHAT WE CAN ACCOMPLISH WITH THIS BUDGET AND THE SUPPORT OF THE COUNCIL.

A FEW OF THE HIGHLIGHTS INCLUDE CONDUCT A DETAILED CYBERSECURITY ASSESSMENT ADDRESSING KNOWN GAPS, IDENTIFY NEW OPPORTUNITY AREAS, ASSIST WITH PROJECT PRIORITIZATION, AND ROAD MAPPING, DEVELOP A FORMAL CYBERSECURITY GOVERNANCE BOARD CONSISTING OF SENIOR TECHNOLOGY AND BUSINESS LEADERSHIP THROUGHOUT THE CITY OF BOSTON, ENHANCE THE IDENTITY AND ACCESS MANAGEMENT PROGRAMS THROUGH INTEGRATION WITH OTHER CITY AGENCIES AND APPLICATIONS, DEVELOP A COMPREHENSIVE DLP TO IDENTIFY, CLASSIFY, AND PROTECT SENSITIVE CITY DATA, MODERNIZE THE PERMITTING PLATFORM WITH ENHANCED FUNCTIONALITY AND MOBILE CAPABILITIES FOR THE CITY'S WORKFORCE, MODERNIZE OUR BASE ERP CAPITAL PLATFORM TO ENSURE SUSTAINABILITY OF THE CITY'S CORE PROCESSOR, BEGIN PHASE 1 OF THE IMPLEMENTATION OF THE VERIZON FIBER CONTRIBUTION TO THE CITY'S FIBER NETWORK BY

CONNECTING 74 CITY FACILITIES USING VERIZON STAR FIBER, BEGIN IMPLEMENTATION OF CROWN SERVICES AND LATERAL CONSTRUCTION PROJECTS TO FACILITATE CONNECTION OF 86 FACILITIES TO THE CITY'S FIBER NETWORK, IMPROVE DATA QUALITY BY LAYING A SOLID FOUNDATION THAT ENABLES US TO FULLY UNDERSTAND THE DATA WE'RE WORKING.

THIS INCLUDES SUCH ITEMS AS A MASTER DATA IMPLEMENTATION SOLUTION TO CLARIFY AND MANAGE THE CITY'S MOST CRITICAL DATA. DEVELOP A BOARD FOCUSED ON THE INTEGRITY AND SECURITY OF DATA USED IN THE CITY OF BOSTON, AND DEVELOP A COMPREHENSIVE ROAD MAP AND TIMELINE TO MIGRATE MORE OF THE CITY'S PHYSICAL INFRASTRUCTURE TO THE CLOUD. THESE AND MANY OTHER PROJECTS ARE OUTLINED IN THE PROPOSED BUDGET MATERIALS.

THE DEPARTMENT OF INNOVATION AND TECHNOLOGY IS HERE TO HELP OUR GOVERNMENT AND OUR BUSINESSES AND OUR RESIDENTS SUCCEED. IT IS OUR MISSION TO SUPPORT THE DELIVERY OF EXCEPTIONAL CITY SERVICES THROUGH THE USE OF TECHNOLOGY.

WE'RE NOT HERE TO SIMPLY PROVIDE I.T. SERVICES BUT TO BE A TRUE PARTNER WITH A SHARED VISION OF SUCCESS WITH OTHER CITY DEPARTMENTS IN CREATING GREAT OUTCOMES FOR THE RESIDENTS OF BOSTON.

I WANT TO CLOSE BY SAYING THANK YOU TO A FEW KEY PEOPLE, STARTING OFF WITH MAYOR WALSH FOR HIS VISION AND STRONG LEADERSHIP ALONG WITH HIS UNWAVERING SUPPORT AS WE ENHANCE THE ONLINE SERVICE DELIVERY AND TRANSFORM THE CITY OF BOSTON.

I WOULD ALSO LIKE TO THANK OTHERS AND THE ENTIRE BUDGET TEAM FOR WORKING TIRELESSLY TO MAKE A VERY SOLID BUDGET, HELPING LAY THE IMPORTANT GROUNDWORK TO SUPPORT CITYWIDE

STRATEGIC INITIATIVES.

I ALSO WANT TO THANK THE
DEDICATED EMPLOYEES THAT MAKE
DOIT.

OUR EFFORTS ARE NOT ALWAYS
VISIBLE, AND THEY ARE CERTAINLY
NOT ALWAYS GLAMOROUS.
OUR WORK OFTEN TAKES TREMENDOUS
COLLABORATION, PATIENCE,
THOUGHTFULNESS, AND DEDICATION.
HOWEVER, THE IMPORTANCE OF THIS
WORK CANNOT BE UNDERSTATED.
MUCH OF WHAT DOIT EMPLOYEES DO
EVERY DAY IS THE CORE BACKBONE
OF ONLINE COMMUNICATIONS,
SOFTWARE APPLICATIONS,
CONNECTIVITY AND DIGITAL EQUITY
IN THE CITY.

I LASTLY AND SINCERELY A BIG
THANK YOU TO THE COUNCIL FOR
CONTINUING TO SUPPORT THE
DEPARTMENT AND THE CRITICAL WORK
THAT WE DO EVERY DAY.

THANK YOU, AND I, ALONG WITH MY
TEAM, ARE HAPPY TO TAKE ANY
QUESTIONS THAT YOU HAVE.

>> THANK YOU VERY MUCH, DAVID.
I'LL TURN IT OVER TO COUNCILOR
JANEY.

SHE HAS TO SCOOT.

I'LL GIVE THE FLOOR TO HER
FIRST.

>> THANK YOU SO MUCH, MR. CHAIR.
FIRST, I WANT TO THANK YOU AND
YOUR TEAM.

WHEN I FIRST STARTED OUT, MY
CAREER IN THE NONPROFIT WORLD,
EMAIL WAS BRAND NEW.

WE HAD TO DIAL UP TO GET TO THE
INTERNET.

THERE WAS ONE COMPUTER THAT
ACTUALLY HAD THE INTERNET.

WE'RE IN A WHOLE NEW WORLD NOW,
AND I APPRECIATE THE WORK THAT
YOU DO.

I HAVE A BUNCH OF QUESTIONS THAT
I THINK I'LL JUST BUNDLE.

I APOLOGIZE THAT I DO HAVE TO
LEAVE FOR ANOTHER COMMITMENT.

I'M VERY MUCH INTERESTED IN WHAT
WE'RE DOING AS A CITY TO CLOSE
THE DIGITAL DIVIDE.

I WANT TO HEAR MORE ABOUT THE
SHORT-TERM RENTAL PLATFORM THAT

YOU'RE WORKING ON, WHERE WE ARE IN TERMS OF MOVING TOWARD CODING, FOR EXAMPLE, AND I DEFINITELY WANT TO HEAR ABOUT YOUR DISCRETIONARY SPENDING AND HOW MUCH OF YOUR MONEY IS GOING TO SUPPORT LOCAL BUSINESS, BUSINESSES OF COLOR AND WOMEN. I'LL SEE IF I HAVE FOLLOW-UPS BASED ON THOSE QUESTIONS. THANK YOU.

>> SO, I WILL START, AND SOME OF THE MEMBERS OF MY TEAM WILL CHIME IN IN DIFFERENT DIRECTIONS.

WHEN WE LOOK AT THE DIGITAL DIVIDE AND DIGITAL EQUITY, THE STARTING POINT, FOR ME, IS REALLY AROUND CONNECTIVITY. AND ONCE THE CONNECTIVITY ISSUE HAS BEEN SOLVED, HOW WE'RE GOING TO USE THAT NEW PLATFORM. SORRY.

>> THAT WAS HIS PHONE.

>> FOR US, IT'S REALLY FINISHING THE CONNECTIVITY.

THAT REALLY IS CORE TO EXTENDING OUT WIRELESS CAPABILITY THROUGH STREETS --

>> WHERE IS IT NOW?

WHERE ARE WE IN TERMS OF OUR TIMELINE OF MAKING SURE EVERYONE HAS ACCESS TO THE WICKET FREE WI-FI?

IS IT IN ALL OF OUR PUBLIC SPACES NOW OR IS IT IN A PERCENTAGE?

IS THE GOAL TO GET IT INTO 100% OF OUR PUBLIC SPACES, WHETHER LIBRARIES, PARKS, ET CETERA, SCHOOLS, OR NOT?

I ASSUME THE GOAL IS TO GET TO 100%.

IF THAT IS IN FACT THE GOAL, WHERE ARE WE NOW IN TERMS OF CLOSING THAT GAP?

>> ON A PERCENTAGE BASIS, LIKE IF TERMS OF TOTAL COMPLETION ROLLOUT THROUGHOUT THE CITY OF

BOSTON.

>> COUNCILOR, I THINK WE HAVE 300 WIRELESS ACCESS POINTS DEPLOYED AROUND THE CITY.

WICKET FREE WI-FI IS AN
EXTENSION OF THE CITY'S NETWORK,
SO WE NEED FIBER TO BE SOMEPLACE
IN THE BUILDING, IN THE STREET,
WHATEVER IN ORDER TO EXTEND OUR
NETWORK TO THAT LOCATION AND
PROJECT OUT WITH THE WIRELESS
ACCESS POINT, THE WAP.
AT THIS POINT WITH THE 300 THAT
WE HAVE, WE ARE OCCASIONALLY --
AS FOLKS CONTACT THE DEPARTMENT,
WE WILL FACILITATE THAT.
WE NEED TO DEPLOY THE FIBER OVER
THE NEXT COUPLE YEARS WELL
BEYOND OUR 130 BUILDINGS TO OVER
270 CITY BUILDINGS.
WE FEEL AT THAT POINT WE'LL BE
IN CLOSE PROXIMITY TO MANY
LOCATIONS THAT DO NOT HAVE
WICKET FREE WI-FI.
>> HOW CLOSE ARE WE GETTING TO
THE 270 IF WE NEED TO GET 270
MORE BUILDINGS?
>> YES, WE'LL GET TO OVER 270
BUILDINGS.
MORE THAN DOUBLE OUR EXISTING
NETWORK.
>> EXCELLENT.
OVER WHAT PERIOD OF TIME?
>> OVER THE NEXT TWO TO THREE
YEARS.
>> EXCELLENT.
>> AT THAT POINT, IT'S THE
COMMERCIAL OR THE BUSINESS SIDE
OF WHAT YOU WOULD DO AT HOME.
ONCE YOU HAVE THE BROADBAND
CONNECTION, YOU JUST PLUG IN THE
WIRELESS ACCESS POINT AND YOU'RE
OFF TO THE RACES.
AND THAT'S WHAT WE HOPE WILL
HAPPEN.
>> WONDERFUL.
>> I DON'T KNOW THAT WICKET FREE
WI-FI IS GOING TO BE UBIQUITOUS,
BUT OUR GOAL WITH WICKET FREE
WI-FI HAS BEEN TO PUT INTO THE
OPEN SPACES THAT THE CITY HAS
SORT OF CARE AND CUSTODY,
WHETHER THAT BE PARKS, COMMUNITY
CENTERS, LIBRARIES, POLICE
STATIONS, ET CETERA.
>> WONDERFUL.
AS A FOLLOW-UP, I HOPE YOU CAN
GET ME THE CURRENT LOCATIONS AND

THE PROJECTED LOCATIONS.

>> YES.

>> I APPRECIATE THAT.

>> THANK YOU.

>> IN TERMS OF DISCRETIONARY SPEND, I'M INTERESTED IN THAT, THE SHORT-TERM RENTALS IN THE TIME THAT'S REMAINING.

THANK F<yYOU.

>> I WANT TO TAKE DISCRETIONARY SPENDING, AND I'LL HAVE ALEX DO THE SHORT-TERM RENTALS.

FOR DISCRETIONARY SPENDING, WE DON'T HAVE ANYTHING SPECIFICALLY EARMARKED FOR LOCAL BUSINESSES PHYSICALLY.

WE HAVE ABOUT SIX, FIVE VENDORS.

SORRY, ONE OF THEM IS A REPEAT.

THEY ARE MINORITY OWNED.

WE'RE DOING OUR BEST TO CONTINUE TO PUSH OUR VENDORS --

>> SIX OUT OF HOW MANY?

>> I CAN GET YOU THAT TOTAL.

I THINK IT'S ABOUT 8% OF OUR OVERALL CONTRACTS FOR FY '20, BUT I CAN GET YOU THE EXACT NUMBERS.

>> THE NUMBER OF MOB_s IS 8%.

AS WELL AS WOB_s?

>> WE'LL GET THAT FOR YOU.

>> JUST TO BE CLEAR, BECAUSE I KNOW I'M RUNNING OUT OF TIME --

AND I APPRECIATE THE CHAIR.

I THINK HE HAS A TIMER THERE, A BUZZER.

I'M INTERESTED IN KNOWING THE TOTAL NUMBER OF CONTRACTS AND THEN WHAT PERCENTAGE OF THAT IS GOING TO LOCAL MBE_s OR WBE_s, AND I'M ALSO INTERESTED IN THE TOTAL SPEND AND WHAT PERCENTAGE OF THAT IS GOING AGAIN TO LOCAL MBE_s AND WBE_s.

ONCE WE UNDERSTAND WHAT THE CURRENT IS, I WANT TO KNOW WHAT THE PLAN IS MOVING FORWARD TO INCREASE THOSE NUMBERS FOR FY '20.

>> WE'LL BE HAPPY TO BRING THAT TO YOU AFTER THE HEARING.

I'LL GET YOU THE EXACT NUMBER.

>> THANK YOU SO MUCH.

ONLINE VOTING AND SHORT-TERM RENTALS.

I APPRECIATE YOU TAKING ME OUT OF ORDER.

YOU DO HAVE A TIMER ON, DON'T YOU?

>> YEAH, YOU'RE UP.

>> I DIDN'T HEAR IT BUZZ.

>> GO AHEAD.

>> I APOLOGIZE.

I WANT TO THANK COUNCILOR FLYNN FOR BEING FLEXIBLE.

THANK YOU, MY AMIGO.

THIS IS OBVIOUSLY MY LAST QUESTION, THEN.

>> I'M HAPPY TO SPEAK GENERALLY ABOUT THE SHORT-TERM RENTALS. ONE OF THE EXCITING THINGS ABOUT THIS REGULATION IS IT HAS ALLOWED TRUE COLLABORATION BETWEEN US AND THE DEPARTMENT OF NEIGHBORHOOD DEVELOPMENT AND THE POLICY OFFICE.

IT'S HAD A PLACE FOR US ALL TO COME TOGETHER AT THE TABLE. ONE THING THAT WE WERE ABLE TO DO AS THE DEPARTMENT OF INNOVATION AND TECHNOLOGY IS LEVERAGE SOME EXISTING INVESTMENTS WE'VE MADE TO QUICKLY STAND UP A REGISTRATION PLATFORM.

WE DIDN'T HAVE TO SPEND A SINGLE DOLLAR ON THAT.

WE LEVERAGED TESTIMONY WE ALREADY MADE INVESTMENTS IN THAT WE USED FOR RENTAL REGISTRATION. THAT WAS REALLY JUST US THINKING ABOUT SORT OF HOW DO WE TAKE THE EXISTING TECHNOLOGY THAT WE HAVE AND FIT IT INTO THE CONTEXT OF THE NEW ORDINANCE.

WE FEEL REALLY POSITIVE ABOUT THAT.

WE JUST FINALIZED A CONTRACT WITH THOSE WHO ARE GOING TO DO THE DATA COLLECTION TO SUPPORT OUR EFFORTS.

THAT'S SOMETHING WE'RE DOING IN CLOSE PARTNERSHIP WITH SPECIAL SERVICES.

>> IS THERE ANYTHING ELSE SPECIFIC?

ONLINE VOTING.

I'M SURE MY COLLEAGUE WILL GET TO THAT.

THANK YOU AGAIN FOR THE WORK
THAT YOU'RE DOING.

I LOOK FORWARD TO YOUR
FOLLOW-UP.

THANK YOU, MR. CHAIR.

>> THANK YOU, COUNCILOR.
SINCE WE'VE BEEN JOINED BY
COUNCILOR JOSH ZAKIM, LYDIA
EDWARDS.

COUNCILOR FLYNN, YOU HAVE THE
FLOOR.

>> THANK YOU, COUNCILOR
McCARTHY.

THANK YOU TO THE PANELISTS FOR
BEING HERE.

CAN YOU TALK A LITTLE BIT ABOUT
WI-FI AND PUBLIC HOUSING?

WHAT ACCESS DO OUR RESIDENTS IN
PUBLIC HOUSING HAVE IN REGARDS
TO ACCESS TO THE INTERNET?

>> SURE.

THANKS, COUNCILOR.
IT'S A GOOD QUESTION.

>> NOT TO CUT YOU OFF, BUT I
REPRESENT THE LARGEST NUMBER OF
RESIDENTS IN PUBLIC HOUSING, AND
SO MAKING SURE THAT THEY HAVE
ACCESS TO THE SAME LEVEL OF
TECHNOLOGY AS MY CONSTITUENTS ON
BEACON HILL OR MY CONSTITUENTS
IN THE BACK BAY OR DOWNTOWN
BOSTON -- I WANT TO MAKE SURE MY
RESIDENTS IN PUBLIC HOUSING HAVE
THE SAME AND EQUAL ACCESS TO
THAT SERVICE AS ANYBODY ELSE.

>> YES, COUNCILOR.

JUST BRIEFLY, THERE ARE FOUR
THINGS.

I'LL TRY TO RUN THROUGH IT VERY
QUICKLY.

EVERY HOUSING DEVELOPMENT
OBVIOUSLY HAS ACCESS TO
BROADBAND IF THEY CHOOSE TO PAY
FOR IT FROM COMCAST AND SOON
VERIZON.

IN ADDITION TO THAT, SOME OF THE
FOLKS BEHIND YOU SUPPORT
PROGRAMS FOR PUBLIC HOUSING
RESIDENTS IN ORDER TO HELP THEM
GET ONLINE, IN ORDER TO LEARN
HOW TO GET ONLINE.

THERE'S AN ONLINE LEARNING
READINESS PROGRAM, FOR INSTANCE.
IN ADDITION TO THAT, THE FIBER

PROJECT THAT I MENTIONED TO
COUNCILOR JANEY THAT YOU
SUPPORTED IN OCTOBER, WHEN WE
PUT OUT A CONTRACT FOR 30 YEARS
FOR NOW FIBER, THAT FIBER
PROJECT IS GOING TO REACH EVERY
HOUSING DEVELOPMENT IN THE CITY.
AND WHEN WE DO THAT, WE WILL
HAVE ALL THE ADMINISTRATIVE
NEEDS PER NETWORK, AND WE'LL
INJECT WICKET FREE WI-FI INTO
THE OPEN SPACES AND COMMUNITY
ROOMS OF ALL OF THOSE CENTERS.
MANY YEARS AGO, PUBLIC HOUSING
HAD LOTS OF WI-FI.
I THINK IT WAS ABOUT TEN YEARS
AGO.

IT WAS THE ARRA RECOVERY MONEY
THAT SUPPORTED IT.

AS THE MONEY WENT AWAY, THE
ABILITY TO SORT OF SUSTAIN THAT
ALSO WENT AWAY.

THERE WASN'T NEW MONEY FOR NEW
EQUIPMENT AS THINGS GOT TIRED
AND OLD, SO THIS WILL BE A
REJUVENATION OF ACCESS FOR
EVERYBODY WE HOPE IN PUBLIC
HOUSING IN BOSTON.

>> I THINK THAT'S AN IMPORTANT
ISSUE AS WE TALK ABOUT THE
ACHIEVEMENT GAP IN THE PUBLIC
SCHOOL SYSTEM, MAKING SURE THAT
OUR CHILDREN THAT ARE RESIDENTS
OF PUBLIC HOUSING HAVE THAT SAME
LEVEL OF ACCESS TO EDUCATIONAL
OPPORTUNITIES THROUGH THE
INTERNET AS OTHER RESIDENTS
OUTSIDE OF PUBLIC HOUSING.

THAT WOULD BE A PRIORITY FOR ME,
AND I'D LIKE FOR YOU GUYS TO
STAY ON TOP OF THAT AND CONTINUE
TO UPDATE ME AND THE COUNCIL AS
WELL.

I DON'T EVEN THINK RESIDENTS OF
PUBLIC HOUSING SHOULD BE PAYING
FOR IT.

WE REALLY NEED TO ADDRESS THE
ACHIEVEMENT GAP, AND THAT'S ONE
SMALL WAY OF DOING THAT, SO
WHATEVER I CAN DO TO BE HELPFUL,
PLEASE LET ME KNOW.

MY OTHER QUESTION HAD TO DO
WITH -- CAN YOU TELL ME A LITTLE
BIT ABOUT THE CATHOLIC SQUARE

TENANT ORGANIZATION?

THEY RECEIVE FUNDING.

I WENT BY OUR FACILITY AND HAD AN OPPORTUNITY TO TALK TO SOME OF THE YOUNG PEOPLE THAT WORK THERE AND SOME OF THE YOUNG PEOPLE THAT STAY IN THE PROGRAM, BUT ANY BACKGROUND ON THE PROGRAM ITSELF AND HOW IT'S GOING?

>> YES, IT WAS A DIGITAL EQUITY GRANT GIVEN TO CATHOLIC SCHOOL TENANTS ORGANIZATION LAST YEAR. I THINK IT IS NEAR COMPLETION. THERE WAS INITIALLY I THINK A \$35,000 GRANT.

I'M SORRY.

I'M CHECKING WITH THE NUMBERS GUY TO MAKE SURE I HAVE THAT RIGHT.

YEAH, I BELIEVE THEY'RE ON FULL IMPLEMENTATION.

I BELIEVE TWO COMPONENTS TO IT. IT WAS PROVIDING SOME COMMUNITY ACCESS BUT ALSO PROVIDING TRAINING TO THE COMMUNITY.

I HAVEN'T CHECKED AGAIN WITH THE FOLKS THAT WE FUND SEPARATELY THROUGH THE 21st CENTURY ACCESS FUND, BUT I BELIEVE THAT ALSO HAVE AN AFFILIATED TRAINING PROGRAM WITH CASTLE SQUARE IF THAT HELPS.

>> YEAH, IT DOES, AND I KNOW IT'S A PROGRAM TO HELP RESIDENTS THAT DON'T SPEAK ENGLISH, A LANGUAGE OTHER THAN ENGLISH, SO I THINK IT'S AN EFFECTIVE PROGRAM.

WHATEVER I CAN DO TO BE HELPFUL DURING THIS BUDGET PROCESS, I WANT TO MAKE SURE LANGUAGE ACCESS IS AN ISSUE -- IT'S AN ISSUE I'VE BEEN FOCUSED ON.

THAT TYPE OF PROGRAM TO MAKE SURE ELO STUDENTS AND PEOPLE HAVE A FAIR SHOT OF SUCCESS OF ALL THESE PROGRAMS IS CRITICAL, SO I JUST WANT TO SAY THANK YOU TO YOU.

AM I OUT OF TIME NOW?

>> YEAH.

WE'VE BEEN JOINED BY COUNCILOR ESSAIBI-GEORGE.

COUNCILOR ZAKIM?

>> THANK YOU, CHAIR.

GOOD MORNING, EVERYBODY.

I'LL BE BRIEF.

A COUPLE QUESTIONS AROUND OUR SECURITY, CYBERSECURITY.

I'M NO EXPERT THE WAY YOU ALL ARE, BUT CERTAINLY SEEING SOME OF OUR PEER ISSUES WITH ISSUES LIKE RANSOMWARE MORE SO THAN THE DATA WE HOLD SEEMS TO BE A BIG THREAT TO CITIES.

IS THERE -- WHAT ARE WE GOING TO THE EXTENT YOU CAN TALK ABOUT IT?

DO WE HAVE AROUND THE CLOCK MONITORING?

IS IT ABOUT TWO-FACTOR AUTHENTICATION?

WHAT ARE WE DOING?

WHAT SHOULD WE BE DOING?

ARE WE DOING THE BEST THAT WE SHOULD BE DOING, I GUESS?

>> SO, CYBERSECURITY IN GENERAL, IT'S A VERY LARGE TOPIC.

IN MY EXPERIENCE IN THE I.T.

SECTOR, WHAT'S BEEN MOST SUCCESSFUL IS A VERY LAYERED APPROACH BECAUSE THERE'S NOT ONE SOLUTION THAT'S A PANACEA THAT'S GOING TO SOLVE EVERYTHING.

IT REALLY STARTS DOWN TO, YES, I'M SURE YOU SAW THE HEADLINES OF WHAT HAPPENED IN BALTIMORE THIS WEEK, SO THERE ARE THE RANSOMWARE ATTACKS, BUT THERE'S ALSO INTERNAL BREACHES.

BUT THERE'S ALSO SPEAR PHISHING AND PHISHING ATTACKS, SO THERE'S A LAUNDRY LIST OF VULNERABILITIES THAT CAN HAPPEN.

WHAT THE APPROACH STARTS OFF WITH IS INDIVIDUALS, USERS OF THE PCs, AND MAKING SURE THAT THEY ARE EDUCATED IN TERMS OF THE HYGIENE THAT NEEDS TO BE IN PLACE TO BE A SECURE ENVIRONMENT.

THAT'S ONE OF THE THINGS I TALKED ABOUT IN MY OPENING REMARKS AROUND SECURITY WAS CREATING THAT SECURITY CULTURE, AND THAT'S REALLY WHERE IT STARTS BECAUSE MOST OF THESE

BREACHES REALLY HAPPEN AT THE
END USER LEVEL FROM INFORMATION
BEING SHARED OUT.

SO, WHERE WE'RE APPROACHING SORT
OF THE ACCESS BOSTON IS A
TWO-FACTOR AUTHENTICATION.
YOU NEED TWO FACTORS TO GET ON
OUR SYSTEMS.

THAT'S ONE OF THE STEPS WE'RE
TAKING.

ALSO, LOOKING AT HOW TO PLATFORM
MONITORING, LOOKING AT THE
ENVIRONMENT, THE CONTINUED
SCANNING OF THE ENVIRONMENT TO
BE LOOKING FOR THREATS.

THERE'S A LOT I'M GOING TO BE
WORKING ON.

>> DO WE DO THAT INTERNALLY OR
DO WE CONTRACT WITH SOMEONE ELSE
TO DO THE MONITORING?

>> SO, THE WAY I'VE ALWAYS
APPROACHED SECURITY -- AND THIS
IS MORE OF A ROUNDABOUT
ANSWER -- IS IT STARTS OFF WITH
PEOPLE FIRST.

IT STARTS OFF WITH PEOPLE IN THE
RIGHT JOBS WITH THE RIGHT
SKILLS.

AND THEN YOU LAYER ON HARDWARE,
SOFTWARE, SOLUTIONS, SERVICE
CONTRACTS.

THERE IS AN OPPORTUNITY TO
ANSWER YOUR QUESTION DIRECTLY.
THERE IS AN OPPORTUNITY TO DO IT
INTERNALLY BUT ALSO HAVE IT
VALIDATED EXTERNALLY BECAUSE WE
ALSO NEED TO HAVE IT LOOKED AT
FROM OUTSIDE BECAUSE THERE'S THE
POSSIBILITY WE COULD HAVE THE
ISSUE INTERNALLY.

THAT'S WHY WE'RE NOT SEEING IT.

>> HOW IS INTERACTING WITH THE
ELECTIONS COMMISSION?

I THINK THERE HAVE BEEN OVER THE
LAST FEW YEARS AN ATTEMPTS TO
GET INTO STATE VOTER
REGISTRATION FILES, I ASSUME
MUNICIPALITIES AS WELL AROUND
THE COUNTRY.

IS THAT A FOCUS OF OUR EFFORT?

THAT'S AN IMPORTANT ISSUE HEADED
INTO 2020 FOR SURE.

I DON'T KNOW HOW MUCH OF AN
INTEREST RUSSIANS HAVE IN OUR

CITY COUNCIL ELECTIONS UPCOMING,
BUT CERTAINLY IN 2020 WANT TO
MAKE SURE WE'RE PREPARED.

>> SO, YES, THAT IS ABSOLUTELY
SOMETHING WE'RE WORKING ON AT A
CITY LEVEL AND STATE LEVEL.

FROM WASHINGTON, D.C., THAT'S ON
A NATIONAL LEVEL.

AND WE'RE ALL TRYING TO GET IT
RIGHT, AND THE CLOCK IS TICKING
TO THE 2020 ELECTION.

WE'RE ALL REALLY TRYING TO FOCUS
ON HARDENING OUR ELECTION
INFRASTRUCTURE.

AND SOME STATES ARE BETTER OFF
THAN OTHERS, BUT THAT'S
DEFINITELY SOMETHING WE ARE
FOCUSED ON TO PREPARE OURSELVES
FOR THAT.

>> GO AHEAD.

>> DO WE SPECIFICALLY HAVE A
GOVERNMENT COMMITTEE FORMED WITH
ELECTIONS ON EMERGENCY
MANAGEMENT AND ARE PARTICIPATING
IN ANY OF THE CONTRACTUAL
DECISIONS WITH HARDWARE TO MAKE
SURE SECURITY IS NUMBER ONE.

THAT'S SOMETHING I WAS GOING TO
ADDRESS TO SAY ELECTRONIC VOTING
IS INCREDIBLY IMPORTANT FROM
ACCESS, BUT SECURITY HAS TO BE
THE NUMBER ONE THING.

OBVIOUSLY, THAT'S WHERE WE COME
TO THE TABLE EVERY DAY.

>> YEAH, COUNCILOR JANEY AND I
HAVE DIFFERENT IDEAS ABOUT
ELECTRONIC VOTING AT THIS POINT
IN TIME FOR THAT REASON.

I SEE THE CHAIRMAN LOOKING AT
ME.

I WOULD LIKE TO ADD THAT IN
BOSTON WE'RE LUCKY TO BE HOME TO
SOME OF THE LEADING
CYBERSECURITY FIRMS IN THE
WORLD.

CERTAINLY THE NATION.

MANY OF THEM ARE BASED IN MY
DISTRICT, AND MANY OF THEM HAVE
EXPRESSED AN INTEREST ON A PRO
BONO BASIS OF WORKING WITH THE
CITY AND THE STATE.

I WANT TO MAKE SURE WE TAKE
ADVANTAGE OF THAT TO THE EXTENT
IT'S APPROPRIATE, AND I'M HAPPY

TO HELP WORK WITH YOU ON THAT.

>> THANK YOU, COUNCILOR.

WE'VE BEEN JOINED BY COUNCILOR

FRANK BAKER.

DID I ALREADY SAY ANNISSA WAS

HERE?

>> UH-HUH.

>> I APOLOGIZE FOR COMING IN THE

MIDDLE OF YOUR PRESENTATION.

I'VE BEEN LUCKY TO WORK WITH YOU

WHEN I WAS IN THE ADMINISTRATION

WORKING AT OHS AND SEEING YOU

WORK EFFICIENTLY AND MAKING SURE

WE GOT METCO -- NOT METCO.

MAKING SURE WE GOT THE METRO

LIST.

ONE OF THE GREATER EQUALIZERS IS

ACCESS TO TECHNOLOGY AND BEING

ABLE TO ACCESS CITY RESOURCES

THROUGH TECHNOLOGY IS HOW PEOPLE

ARE ABLE TO ACCESS JOBS, SO MY

LINE OF QUESTIONING HAS BEEN

ANSWERED, BUT I WANT TO TALK

ABOUT AREAS THAT I HOPE TO SEE

AN INCREASE IN ACCESS.

WE HAD A LOT OF CONVERSATION

ABOUT MARIJUANA EQUITY AND

CONCERNS ABOUT THAT.

ONE OF THE THINGS YOU DID

EXTREMELY WELL IS WHEN IT CAME

TO CONTRACTING.

THERE WAS THE MAP OF PROPERTY

FOR CONTRACT, THE RFP.

YOU CAN SEE WHERE ALL THAT'S

HAPPENING.

IT'S EXCEPTIONAL.

I BROUGHT IT UP TO OFFICE OF

EMERGING INDUSTRIES, AND I HOPE

THEY'RE GOING TO HAVE A MAP THAT

SHOW WHERE THE APPLICATIONS ARE

FOR CANNABIS STORES OR CANNABIS

PRODUCTS, WHERE THEY ARE IN THE

PIPELINE, IF THEY'VE BEEN

GRANTED, IF THEY'VE GOTTEN A

HOST COMMUNITY AGREEMENT SO THAT

COMMUNITIES CAN MONITOR FROM A

30,000-FOOT VIEW OF WHAT'S GOING

ON BUT ALSO FROM THE COMPANIES,

SO THEY'RE NOT BUMPING UP

AGAINST EACH OTHER.

I THINK IT WOULD ALSO REALLY

CREATE ACCESS TO PEOPLE COULD

PLAN A LITTLE BIT MORE.

ANOTHER AREA WHERE I THINK

ACCESS AND TECHNOLOGY ARE PIPELINES THAT WE WANT TO CREATE -- THE REPORTS ARE OUT THERE AND THE COMMENTS ARE OUT THERE ABOUT HOW WE DON'T HAVE A LOT OF CITY CONTRACTS GOING TO PEOPLE OF COLOR AND WOMEN. HAVING SEEN AND TRIED TO GUIDE SOMEONE THROUGH THE CONTRACTING PROCESS, I WAS OVERWHELMED BY IT, BUT WHAT COULD HELP IS WORKING WITH THE AGENCIES TO MAKE SURE THE PORTAL IS MORE STREAMLINED, BUT MAYBE UNIVERSAL APPLICATION FOR CERTAIN KIND OF CONTRACTS.

YOU SIGN UP, AND THEN YOU'RE GETTING NOTIFICATIONS ABOUT WHEN THEY'RE AVAILABLE AGAIN, IF THERE'S A CERTAIN TIME THEY SHOULD BE GOING TO APPLY FOR.

A CERTAIN PORTAL WHERE ONLINE BASIC INFORMATION IS HELD AND AS CITY CONTRACTS COME UP IN CONSTRUCTION OR TECHNOLOGY OR HOUSING, WHATEVER THE AGENCY IS, MAYBE SOME PEOPLE COULD HAVE ACCESS TO IT THAT WAY.

THE SAME WITH JOBS.

I WOULD LOVE TO SEE THERE'S AN APP THAT COULD BE CREATED FOR FOLKS TO KNOW WHEN JOBS ARE AVAILABLE.

I KNOW THE WEBSITE IS UP AND PEOPLE CAN GO FIND THEM AND SEARCH FOR THEM, BUT AGAIN IT IS ABOUT PIPELINE CREATING AND BRIDGE BUILDING.

AND I'VE SEEN YOU DO SUCH INCREDIBLE WORK WITH HOUSING AND RIM, SO I'M JUST SUGGESTING OTHER THINGS AS WELL.

FINALLY, YOUTH ENGAGEMENT.

THEY'RE ON THE PHONES.

THEY'RE ON THE COMPUTERS.

THEY'RE THERE WITH YOU, AND I'M JUST WONDERING IF THERE'S A POSSIBILITY TO GET SOME KIDS WORKING WITH YOU.

ARE YOU WILLING TO WORK WITH KIDS TO TURN IT AROUND, AND HAVING THEM COME IN AND SAY WHAT THEY'D LOVE TO SEE WITH A CITY GOVERNMENT WEBSITE?

I THINK THAT WOULD BE A
WONDERFUL BRIDGE TO BUILD.

>> THANK YOU, COUNCILOR.

RIGHT ON TIME.

COUNCILOR PRESIDENT ANDREA
CAMPBELL.

>> THANK YOU, COUNCILOR
McCARTHY, AND THANK YOU GUYS FOR
BEING HERE.

I APOLOGIZE FOR BEING LATE.

I REVIEWED THE BEGINNING OF YOUR
PRESENTATION.

AND THANK YOU FOR ALL YOU'RE
DOING NOT JUST FOR YOU BUT THOSE
WHO HAVE BEEN IN TOUCH.

I WANT TO FOLLOW UP ON COUNCILOR
FLYNN'S QUESTION RELATED TO
WI-FI IN PUBLIC HOUSING OR FREE
WI-FI I SHOULD SAY BUT ALSO FREE
WI-FI IN SENIOR BUILDINGS IN
PARTICULAR.

TO THE EXTENT THERE'S MORE THAT
WE COULD BE DOING, I WOULD LOVE
TO CONTINUE THE SAME
CONVERSATION ABOUT THAT WITH
COUNCILOR FLYNN AND ANYONE ELSE.

I DO REMEMBER SOME OF THE
BUILDINGS IN DORCHESTER IN MY
DISTRICT.

THERE WERE SOME DISCOUNTED
PROGRAMS FOR SOME FOLKS, BUT A
LOT OF THE SENIORS COMPLAINED
ABOUT NOT BEING ABLE TO AFFORD
THAT, EVEN WITH SOME OF THE
DISCOUNTS COMING FROM THE
PROVIDERS.

IN SOME CASES IN SOME PARTS OF
MY DISTRICT YOU ONLY HAVE ONE,
WHICH IS REALLY UNSETTLING WHEN
YOU THINK ABOUT THE LACK OF
COMPETITION AND WHAT THAT DOES
FOR RATES.

THAT'S CHANGING QUITE A BIT WHEN
YOU HAVE VERIZON COMING ONLINE,
BUT JUST A MAJOR ISSUE WHEN YOU
ONLY HAVE ONE PROVIDER.

APPRECIATE YOUR WORK WITH
RESPECT TO THIS ISSUE.

AND ANY WAY I CAN BE HELPFUL OR
IF THERE'S SOME WAY TO THINK
CREATIVELY ABOUT PUBLIC AND
PRIVATE PARTNERSHIPS, I WOULD BE
HAPPY TO SUPPORT THOSE EFFORTS.
MY SECOND SORT OF LINE OF

QUESTIONS HAS TO DO WITH THE COUNCIL TECHNOLOGY FOR THE COUNCIL.

WE'VE BEEN TALKING QUITE A BIT WITH DOIT AND LOOKING AT ALL CITY DEPARTMENTS.

I'M GOING TO PUT THE COUNCILORS IN AS A CITY DEPARTMENT.

AS AN INSTITUTION, IT DOESN'T HAVE A CASE MANAGEMENT SYSTEM. WE DID A SURVEY EARLY ON AT THE BEGINNING OF MY COUNCIL PRESIDENCY.

SOME COUNCILORS ARE USING MANILA FOLDERS TO TRACK CASES IN 2018, WHICH WE ALL KNOW IS RIDICULOUS. I'M CURIOUS WHICH DEPARTMENTS CURRENTLY HAVE A CRM SYSTEM TO DO THEIR WORK, PARTICULARLY THEIR CONSTITUENT CASES, AND WHAT'S THE COST?

AND IF WE HAVE TO DO A SORT OF AFTERWARDS DOCUMENT THAT -- I'M CURIOUS WHAT THE COST IS FOR THAT SYSTEM AND WHAT THE NUMBER OF USERS ARE IN THAT PARTICULAR DEPARTMENT.

>> I THINK WE'LL HAVE TO GET BACK TO YOU ON SPECIFICS IN TERMS OF DEPARTMENTS.

WE DON'T HAVE ONE CENTRAL PRODUCT THAT WE'RE RECOMMENDING.

AS WE'VE HAD THESE CONVERSATIONS, THE WAYS THEY INTERACT WITH CONSTITUENTS IS QUITE DIFFERENT, BUT IT'S SOMETHING WE'VE SPENT A LOT OF TIME THINKING ABOUT AS HAVING ONE CORE TECHNOLOGY.

WE CAN GET BACK TO YOU SPECIFICALLY ON THE NUMBER OF USERS AND COSTS.

>> AWESOME.

I IMAGINE NOT EVERY DEPARTMENT HAS A CRM SYSTEM.

THERE ARE SOME STILL TRYING TO GET ONLINE.

IN THAT SAME SORT OF LIST IF WE CAN INCLUDE THOSE DEPARTMENTS THAT DON'T HAVE A SYSTEM JUST YET BUT ARE IN THE BOAT OF THE COUNCILOR TRYING TO GET ONE, THAT WOULD BE HELPFUL TOO.

LASTLY, I'LL JUST SAY INCLUDED

IN THE COUNCIL BUDGET SPECIFICALLY FUNDING FOR THIS SO WE COULD PUT OUT AN RFP TO FIND A CASE MANAGEMENT SYSTEM AND MAYBE EVEN HAVE A COUPLE OF OPTIONS DEPENDING ON HOW COUNCILORS WORK.

I'LL CONTINUE TO PUSH THAT FORWARD THIS YEAR.

GIVEN THE VOLUME OF CASES WE HAVE, IT WOULD BE REMARKABLE IF PEOPLE, PARTICULARLY COUNCILORS, DIDN'T HAVE TO TRY TO PAY FOR THESE THINGS THROUGH A CAMPAIGN ACCOUNT.

ELECTRONIC DATABASE, ELECTRONIC FILES FOR OUR CONSTITUENTS. MAYBE THE TECHNOLOGY IS SO GOOD YOU COULD SEE IF ANOTHER COUNCILOR IS WORKING THAT CONSTITUENT CASE AND YOU'RE NOT DUPLICATING WORK OF OTHER COUNCILORS.

SAVES US TIME AND ENERGY. I'LL CONTINUE CONVERSATIONS ON THAT.

THANK YOU.

>> THANK YOU VERY MUCH. COUNCILOR ANNISSA ESSAIBI-GEORGE.

>> THANK YOU, CHAIR, FOR CHAIRING A VERY WELL-RUN MEETING TODAY.

JUST TO FOLLOW UP ON COUNCILOR CAMPBELL'S QUESTIONS, LAST YEAR, ONE OF THE GOALS WAS TO IMPROVE OUR REGISTRATION SYSTEM.

THERE WAS CONVERSATION AROUND REPLACING THE CURRENT SYSTEM. CAN YOU SHARE SOME OF THE UPDATE ON THAT WEBSITE?

>> HAPPY TO.

WE PLAN TO HAVE AN RFP RELEASED --

>> COULD YOU.

>> I'M SORRY.

GOING TOWARD THE END OF FY 19 AND FY 20, WE PLAN TO HAVE AN RFP TO FIND A SOLUTION TO REPLACE THAT.

OVER THE NEXT MONTH, YOU SHOULD SEE THAT PUBLISHED.

MY HOPE IS BY MIDSUMMER WE'LL BE REVIEWING PROPOSALS MOST LIKELY

WORKING WITH YOU AND YOUR
STAFF --

>> JULY?

>> I'LL HAVE TO GET BACK TO YOU.
IT IS MORE WHERE WE'RE JUST
ALLOCATING RESOURCES IS THE
PRIORITY, BUT I THINK THAT'S
PROBABLY WHERE WE FELL SHORT IN
PUSHING THIS FORWARD IN FY 19,
BUT WE SHOULD HAVE SOMETHING OUT
ON THE STREETS OVER THE NEXT
COUPLE MONTHS.

>> OKAY.

EVENTUALLY OR SOON HOPEFULLY.

>> YES.

>> THE FUNDS THAT WERE
AFFILIATED WITH THAT ITEM FOR
THIS CURRENT FISCAL YEAR '19,
WILL THAT DOLLAR AMOUNT ROLL
OVER INTO FY '20 OR HOW WILL
THOSE DOLLARS BE USED?

>> I'LL HAVE TO GET BACK TO YOU
ON SPECIFICS ON THAT.

WE'RE MAKING SURE WHATEVER
SOLUTION IT IS IT IS ADEQUATELY
FUNDED.

>> ONE OF THE GOALS THAT WAS
DISCUSSED LAST YEAR DURING THIS
HEARING WAS AN EFFORT FOR YOU TO
PARTNER WITH THE YOUTH
ENGAGEMENT OFFICE REGARDING SOME
OF OUR YOUTH JOBS AND CREATING
SOME SORT OF PORTAL TO ACCESS
THOSE JOBS.

CAN YOU TALK A LITTLE BIT ABOUT
THAT PROCESS?

>> YEAH.

THAT WORK IS STILL ONGOING, AND
WE'VE BEEN HAVING CONVERSATIONS
WITH THEM TO FIGURE OUT THE BEST
WAY TO DO THAT.

IT'S BEEN A LOT OF BACK AND
FORTH TO FIGURE OUT IF IT IS AN
APPLICATION OR SOMETHING THAT
SHOULD LIVE ON OUR WEBSITE.

>> IS THERE A YOUTH JOBS PORTAL
AT THIS POINT?

>> NO, NOT CURRENTLY.

>> WHERE DOES THAT STAND?

ARE WE INCLUDING AN RFP ON THAT
TO GET THAT PROCESS ONLINE?

>> WE'RE TRYING TO FIGURE OUT IF
AN RFP IS THE RIGHT THING TO DO,

BUT WE'LL GET AN UPDATE ON THAT.

>> THAT'S IT FOR ME.

THANK YOU, CHAIR.

>> THANK YOU, COUNCILOR.

COUNCILOR FRANK BAKER?

>> THANK YOU, MR. CHAIR.

GOOD MORNING.

EXCUSE ME.

I DIDN'T HEAR THE BEGINNING OF
THE PRESENTATION.

I'M SORRY ABOUT THAT.

LINE 5, CONTRACTED SERVICES.

A COUPLE YEARS, THERE WAS LIKE 7
MILLION 400 WHATEVER AND IT'S
STEADILY DECLINED.

CAN YOU EXPLAIN WHAT THAT IS AND
WHAT THOSE SERVICES ARE AND THE
DECLINE?

>> YES.

A LOT OF IT IS BRINGING
INDIVIDUALS IN ON A SHORT-TERM
BASIS TO HELP US WITH SOME
PROJECTS MOVING FORWARD.
ONE WAY WE'VE BEEN ABLE TO
MITIGATE THESE COSTS IS THE
BUDGET OFFICE HAS WORKED WITH US
TO REDUCE OUR HEAD COUNT.
WE'VE HAD MOSTLY 10 TO 15 NEW
HEAD COUNT FOR JUST SUPPORT.

>> HEAD COUNT MEANING NEW
EMPLOYEES?

>> YEP.

AND LIKE I SAID, CONTRIBUTE TO
THE BUDGET OFFICE KNOWING THAT
WE NEED SUPPORT FOR THOSE
PROJECTS.

WE CAN'T CONTINUE USING OUTSIDE
THIRD-PARTY SERVICES TO PROVIDE
THAT.

>> SO WE HIRED IN-HOUSE?

>> YES.

>> GOOD, GOOD.

ANOTHER CHARGE, I FOR 900, OTHER
CHARGES.

WHAT IS THAT?

>> IT'S MOSTLY OUR SOFTWARE
RENEWALS.

THIS LINE IS A CHALLENGE FOR US
OR ANYONE IN THE I.T. INDUSTRY,
I THINK.

ON AVERAGE, WE LOOK AT A 3%
INCREASE ACROSS ALL OF OUR
SOFTWARE PLATFORMS, SO WE'RE
TRYING TO DO MORE AND MORE WITH

PROCUREMENT TO TRY TO SUPPRESS THOSE COSTS.

IT'S A CHALLENGING LINE ITEM.

>> WITH EACH CONTRACT, IT IS 3% EVERY YEAR.

>> I CAN GIVE YOU MORE DETAILS ON THAT.

IT DOES FLUCTUATE, BUT IT IS A CHALLENGE FOR US TO MAINTAIN COSTS ON THAT LINE.

>> THANK YOU.

DO WE HAVE ANY EFFORTS GOING ON OR CAN WE EXPLAIN -- CAN WE TALK ABOUT WHAT'S HAPPENING IN THERE WITH THEIR ABILITY TO SAY EVERYBODY HAVE THE SAME SET OF PLANS?

WE BROUGHT THIS PAPERWORK IN WITH THE PLANS IN THERE, AND SOMEWHERE ALONG THE LINE THAT HARD COPY WAS MISSING.

CAN WE TALK ABOUT WHAT'S HAPPENING OVER THERE?

>> THAT'S ANOTHER PLACE WHERE WE'RE FOCUSING A TON OF ATTENTION.

THERE'LL BE A PROCUREMENT SPECIFICALLY IN THE HEARING THAT WORKING ON TOGETHER.

>> WHAT'S THE TIMELINE ON THAT?

>> WE'RE IN THE PROCESS OF FINALIZING THE DETAILS, BUT IT SHOULD BE IN PRETTY SHORT ORDER FOR THE RFP TO BE RELEASED.

>> THE RFP WILL BE SIX MONTHS?

>> THE RFP WILL BE LESS THAN THAT, BUT IT'S GETTING THE FOLKS IN.

>> CAN YOU TALK ABOUT WHAT WE'RE LOOKING TO DO OVER THERE?

>> I CERTAINLY CAN.

IT IS ABOUT JUST PROVIDING VARIOUS CHANNELS FOR CONSTITUENTS TO BE ABLE TO SUBMIT THEIR PLANS IN WHATEVER FORMAT.

>> AND THEN ALSO THE PUBLIC WILL BE ABLE TO ACCESS THIS TECHNOLOGY.

ARE WE WORKING ON -- SORRY.

ARE WE WORKING ON TWO DIFFERENT PLATFORMS, ONE THAT WOULD BE IN-HOUSE AND THEN ALSO WITH THE WAY THE PUBLIC INTERACTS WITH

IFT?

DOES THAT MAKE SENSE TO YOU?

>> SORRY.

I'M NOT SURE I TOTALLY UNDERSTAND THE QUESTION.

>> I MAY FOCUS ON THE OPERATIONS, AND DOES THAT INTERFACE WITH THE PUBLIC AT ALL?

WILL THAT INTERFACE WITH THE PUBLIC?

>> YES, ABSOLUTELY.

THIS IS NOT JUST ABOUT INTERNAL OPERATIONS.

THE PLANS COME FROM THE PUBLIC WHO ARE APPLYING FOR PERMITS.

THEN IT GOES ACROSS VARIOUS AGENCIES.

>> GOOD.

THANK YOU, MR. CHAIR.

THERE ARE TWO PEOPLE WHO SIGNED UP TO TESTIFY, SO WE'LL DO PUBLIC TESTIMONY BEFORE SECOND ROUND OF QUESTIONING FROM THE COUNCILORS.

SUSAN O'CONNOR AND DANIEL NOISE.

>> THEY PROBABLY SIGNED UP FOR THE FOLLOWING HEARING.

>> OKAY.

AT NOON?

ALL RIGHT.

GOOD ENOUGH.

THAT'S FINE.

COUNCILOR FLYNN, DO YOU HAVE ANYTHING FURTHER?

COUNCILOR FLYNN?

>> THANK YOU, COUNCILOR McCARTHY.

AGAIN, THANK YOU TO THE PANELISTS FOR BEING HERE.

MICHAEL, I KNOW YOU HAVE AN

ORGANIZED EXCELLENT OUTREACH ON CABLE TELEVISION.

CAN YOU TALK ABOUT SOME OF THE TV PROGRAMS FOR OUR IMMIGRANT COMMUNITY, THOSE THAT MAY NOT SPEAK ENGLISH?

WHAT TYPE OF OUTREACH AND SERVICES ARE WE PROVIDING TO THEM IN TERMS OF CABLE PROGRAMS?

>> CERTAINLY, COUNCILOR.

THIS DISCUSSION SORT OF OVERLAPS WITH THE FOLLOWING DISCUSSION,

WHICH WILL BE FUNDING FOR THE ACCESS FUND.

BOSTON NEIGHBORHOOD NETWORK MEDIA GROUP, THE BNNT GROUP HAS A VERY ACTIVE -- I THINK IT'S READY FOR THE NEXT HEARING, BUT THEY HAVE A VERY ACTIVE RECRUITMENT OF PROGRAMMING IN OTHER LANGUAGES.

AND I BELIEVE THEY HAVE SOMEONE ON STAFF, WHEN THEY HAVE IDENTIFIED A CONSTITUENCY THAT'S NOT BEING SERVED BY LOCAL BOSTON PROGRAMMING -- THEY HAVE A VERY STRONG NETWORK ACROSS MASSACHUSETTS AS WELL AS IN OTHER CITIES ACROSS THE COUNTRY, AND THEY SHARE THIS PROGRAMMING BACK AND FORTH IN ORDER TO PROVIDE A PRETTY ROBUST ARRAY OF PROGRAMMING IN LANGUAGES OTHER THAN ENGLISH.

>> THANK YOU, MICHAEL.

I'VE NOTICED THAT AS WELL.

I DO WATCH THE PROGRAMS.

I THINK IT'S AN EXCELLENT SERVICE THE CITY OF BOSTON PROVIDES TO OUR RESIDENTS, SO I'M HAPPY ABOUT THAT.

AND I THINK IT'S AN EXCELLENT WAY THAT WE'RE ABLE TO REACH A LARGE POPULATION OF RESIDENTS THAT MAY NOT SPEAK ENGLISH, SO I JUST WANTED TO RECOGNIZE THE GOOD WORK OF THE CITY OF BOSTON ON THAT INITIATIVE.

MR. CHAIRMAN, THAT'S ALL I HAVE.

>> COUNCILOR ANNISSA
ESSAIBI-GEORGE?

>> I'M GOOD.

THANK YOU.

>> I THINK THAT WILL WRAP THIS UP.

LET ME SHUT THIS OFF BEFORE IT STARTS BUZZING AGAIN.

THERE WE GO.

THESE WERE DOCKETS 0622 THROUGH 0625.

WE ADVERTISED DOCKETS 0626 AND 0628.

WE WILL ADJOURN THIS HEARING, AND WE'LL CRANK OUT THE NEXT ONE AT NOON FOR DOCKET 0626 THROUGH 0628.

THIS HAS BEEN A HEARING FOR
DOCKETS 0622 THROUGH 0625 WITH
THE DEPARTMENT OF INNOVATION AND
TECHNOLOGY.
THIS HEARING IS ADJOURNED.

>> GOOD AFTERNOON.

I'M TIM McCARTHY.

TIM VICE CHAIR OF THE WAYS AND
MEANS.

I'M JOINED WITH MY COLLEAGUE AND
PRESIDENT OF THE CITY COUNCIL,
ANDREA CAMPBELL.

I WANT TO REMIND EVERYBODY THIS
IS A PUBLIC HEARING BEING
BROADCAST ON COMCAST CHANNEL 8,
RCN 82, VERIZON 1964 AS WELL AS
STREAMED ON THE CITY OF BOSTON
WEB PAGE.

PLEASE SILENCE YOUR CELL PHONES
AND OTHER DEVICES.

WE'LL HAVE PUBLIC TESTIMONY.

IF YOU'D LIKE TO SIGN IN, WE
HAVE A COUPLE PEOPLE READY TO
TESTIFY.

WE'VE BEEN JOINED BY COUNCILLOR
ESSAIBI-GEORGE AS WELL.

TODAY'S HEARING IS ON 21st
CENTURY FUND, CABLE-RELATED
FUND.

APPROVING \$4,400,000 FROM THE
201st CENTURY FUND KNOWN AS
PUBLIC EDUCATION OR GOVERNMENT
OR PEG ACCESS AND CABLE-RELATED
FUNDS.

PURSUANT TO SECTION 53 F OF
CHAPTER 44 FOR CABLE RELATED
PURPOSES CONSISTENT WITH THE
FRANCHISE ARE AGREEMENT AND THE
CABLE OPERATORS, MONITORING
COMPLIANCE FOR CABLE OPERATORS
AND PREPARATION AND RENEWAL OF
THE FRANCHISE LICENSE.

WE'RE JOINED BY THE TEAM.

I BELIEVE MIKE LYNCH WILL TAKE
THE LEAD OR DAVE.

I HAVE YOU ON THE LIST.

WELCOME BACK LET'S ROLL.

>> THANK YOU, MR. CHAIR.

TODAY'S ORDER UNDER CONSIDER IS
THE THIRD YEAR OF THIS ORDER.
FUNDING FOR PEG ACCESS COMMUNITY
TELEVISION AND OTHER
CABLE-RELATED INITIATIVES.

CHANGED STATE LAW A FEW YEARS
AGO AND THE CITY OF BOSTON
ADAPTED TO THAT CHANGE WITH
APPROVAL OF THE COUNCIL BY
CREATING THIS SPECIAL FUND.
THROUGH THAT FUND, WE HAVE TWO
FUNDING CONTRIBUTIONS.

ONE IS THE BOSTON NEIGHBORHOOD
NETWORK TV AND THE OTHER IS TTH,
THE DIGITAL EQUITY INITIATIVE.
THESE HAVE GONE BACK TO 1982.
THIS IS A SLIGHTLY ALTERED
FUNDING MECHANISM, BUT IT'S ONE
THAT THE COUNCIL HAS APPROVED IN
THE PAST TWO YEARS, THIS IS THE
THIRD YEAR OF THE GRANT-RELATED
FUNDING.

THIS DOES REQUIRE A RENEWAL.
IT'S AN ACCEPT AND EXPEND ORDER.
WE HAVE SUSAN O'CONNOR, THE
INTERIM GENERAL MANAGER AS WELL
AS THE DIRECTOR, DAN NOY AND
ALSO SITTING HERE IS GLEN
WILLIAMS.

GLENN IS FROM BNN.
THEY HAVE TESTIMONY IF YOU'D
LIKE TO HEAR FROM THEM.
I'D BE HAPPY TO ANSWER ANY
FURTHER QUESTIONS.

>> ALL RIGHT.

LET'S GO WITH THE PUBLIC
TESTIMONY.

THAT WOULD BE GREAT.

SUSAN AND DAN?

IN THE ORDER.

COME UP TO THE MICROPHONE OVER
THERE BEHIND MICHAEL.

>> I'M SUSAN O'CONNOR.

I'M THE INTERIM GENERAL MANAGER,
INTERIM MEANING WE'RE LOOKING TO
GET A PERMANENT GENERAL MANAGER
IN PLACE.

BUT AFTER CURTIS ANDERSON WAS
GENERAL MANAGER FOR 23 YEARS, WE
ELECTED TO HAVE A GAP IN TERMS
OF MAKING SURE THINGS WERE
SQUARED AWAY.

I'M TESTIFYING TODAY ON BEHALF
OF BNN IN SUPPORT OF THIS ORDER
TO FUND PUBLIC EDUCATION
GOVERNMENT ACCESS.

BNN PROVIDES TO BOSTON CABLE
VIEWERS, RADIO LISTENERS AND
RESIDENTS THAT GOES THROUGH THE

INTERNET AND THE STREAMING THAT WE DO.

I'D LIKE TO NOTE THE COMMUNITY IMPACT IN BOSTON IS STRONGER THAN EVER.

WE CONDUCTED A CITYWIDE COMMUNITY SURVEY TO MEASURE HOW THE BOSTON CABLE SUBSCRIBERS SUPPORT BNN.

WE FOUND THERE WAS VERY HIGH SUPPORT FOR BNN AMONGst ALL KINDS OF GROUPS, ESPECIALLY THOSE UNDER 40 AND THOSE WHOSE FIRST LANGUAGE IS NOT ENGLISH. THAT ADDRESSES SOME OF THE QUESTIONS THAT CAME UP PREVIOUSLY.

80% STRONGLY VALUE BNN'S COMMUNITY CHANNEL THAT FEATURE LOCAL CONTENT.

75% FIND BNN PROGRAMS TO BE OF PERSONAL INTEREST AND 90% AGREE THAT TV TRAINING, PRODUCTION IS VALUED AS COMMUNITY SERVICES. NOT ONLY IN BOSTON BUT OUTSIDE OF BOSTON.

WE DO A LOT OF TRAINING AND PEOPLE FIND THAT THEY GET GREAT PROGRAMS.

AT THE MAYOR'S OPEN HOUSES AND OTHER COMMUNITY EVENTS, PEOPLE SPEAK TO US ABOUT THE IMPORTANCE OF SHARING ART, CULTURE, LOCAL NEWS, LOCAL INFORMATION AND VIEWPOINTS IN THEIR COMMUNITIES HERE IN THE CITY OF BOSTON.

WE REGULARLY HEAR TESTIMONY OF YOUNG PEOPLE ABOUT THE VALUE OF OUR HANDS-ON TRAINING, SUMMER YOUTH PROGRAMS, INTERNSHIPS AND HOW THESE PROGRAMS PREPARE THEM FOR CAREERS IN MEDIA.

I'M HAPPY TO REPORT THAT DURING THIS FISCAL YEAR TO DATE, BNN STAFF AND CREW HAVE PRODUCED 968 SHOWS INCLUDING NEIGHBORHOOD NETWORK NEWS, WHICH IS BNN'S NIGHTLY NEWS PROGRAM, ELECTION COVERAGE OF EVENTS THAT INVOLVE THE RACES FOR THE U.S.

REPRESENTATIVE FROM THE SEVENTH CONGRESSIONAL DISTRICT, THE SUFFOLK COUNTY DISTRICT ATTORNEY AND REPRESENTATIVES FROM THE

MASSACHUSETTS HOUSE OF REPRESENTATIVES.

WE DO A LOT OF COVERAGE OF HIGH SCHOOL SPORTS AND GAMES THROUGH GAME OF THE WEEK, AND WE ALSO DO LIVE COVERAGE OF PARADES, CIVIC EVENTS AND COMMUNITY CELEBRATIONS A LOSS THE CITY.

IN ADDITION TO WHAT IS PRODUCED INSIDE OF OUR STUDIOS, BNN MEMBERS HAVE PRODUCED OVER 2,900 TV SHOWS IN BOSTON.

THAT'S 76 NEW SHOWS EACH WEEK TALKING ABOUT WHAT'S GOING ON IN THE CITY OF BOSTON.

MANY BNN PRODUCED SHOWS ARE AVAILABLE FOR VIEWING THROUGH WHAT WE CALL VIDEO ON DEMAND, VOD, FOR THE CONVENIENCE OF THOSE THAT CAN'T WATCH PROGRAMS WHEN THEY'RE BROADCAST OR EVEN REPEATED.

WE HAVE OVER 800 BOSTON NONPROFITS, SCHOOLS, CHURCHES, CITY AGENCIES AND COMMUNITY GROUPS WHO USE BNN RESOURCES.

TV AND RADIO STUDIOS, WE HAVE MEDIA LAB EQUIPMENT, EQUIPMENT THAT THEY CAN TAKE OUT, PRODUCTION FACILITIES AND CONNECT TO BOSTON RESIDENTS.

WE HAVE OVER 18 BOSTON RESIDENTS THAT HAVE BEEN CERTIFIED IN RADIO PRODUCTION.

THEY HAVE CREATE OVER 321 HOURS IN THE PAST NINE MONTHS.

AN UNANTICIPATED IMPACT OF THE RADIO STATION, INDIVIDUALS WITH DISABILITIES THAT MIGHT HAVE MADE IT DIFFICULT FOR THEM TO PRODUCE A TV SHOW NOW FIND IT AS A GREAT RESOURCE IN ORDER TO GET THEIR VIEWS EXPRESSED.

WE PROVIDE PUBLIC SERVICE TO BOSTON NONPROFITS BY CREATING PSAs, CHANNEL SLIDES AND WE ALSO THROUGH OUR LOCAL ORIGINATION FEATURE THE NONPROFITS IN THE BNN-PRODUCED PROGRAMMING.

WE JUST IMPLEMENTED A WEEK-LONG VACATION PROGRAM AND WE'RE CALLING IT THE BNN MEDIA FORCE, BECAUSE WE DON'T -- CAN'T CALL IT A CAMP, IN WHICH CADETS FROM

GRADES 4-6 LEARN HOW TO PRODUCE THEIR OWN SHOWS FROM CONCEPT AND PLANNING THROUGH SHOOTING AND EDITING.

THESE PROGRAMS ARE BROADCAST ON OUR CHANNEL AND WE'RE GOING TO EXPAND TO SIX TO EIGHT WEEKS DURING THE SUMMER.

WE HAVE A VERY STRONG PARTNERSHIP WITH ROXBURY COMMUNITY COLLEGE.

THEY PROVIDE CLASSROOM SPACE WHEN THE MEDIA ARTS BUILDING WAS UNDER CONSTRUCTION.

WE HAVE TWO STUDENTS FROM RCC THAT WILL BE COMPLETING 150-HOURS INTERNSHIPS AT BNN.

AND WE MAKE -- OTHER WAYS MAKE OUR MEDIA RESOURCES AVAILABLE TO RCC CLASSES AND STUDENTS AS NEEDED AND AS APPROPRIATE.

I HOPE'S BEEN ABLE TO CONVEY THE GREAT PUBLIC BENEFITS AND VALUE OF THE CITY'S CONTINUED SUPPORT FOR PEG ACCESS AND BNN TV RADIO AND DIGITAL PRODUCTIONS.

WE'RE PROUD OF OUR SUCCESS AND PROVIDE COMMUNITY ACCESS TELEVISION FOR BOSTON FOR OVER 36 YEARS AND WITH YOUR APPROVAL AND CONTINUED SUPPORT FOR BNN AND THROUGH THIS FUNDING, WE'LL PROVIDE LOCAL TELEVISION, RADIO AND MEDIA TRAINING AND PRODUCTION AND ACCESS SERVICES TO EVERYONE.

THROUGH OUR MANY PARTNERSHIPS, BNN MEDIA WILL CONTINUE PROVIDE ENGINEERING AND TECHNICAL SUPPORT THROUGH THE BOSTON PEG CHANNEL, INCLUDING BOSTON CITY TV, BOSTON FAMILY TV AND THE WVCA COMMUNITY STATION, WHICH I BELIEVE ARE ESSENTIAL COMMUNITY PROGRAMMING SERVICES.

IT'S THE ONLY WAY TO GET ACCESS TO WHAT'S GOING ON LOCALLY OTHER THAN OTHER KINDS OF DISASTERS.

ON BEHALF OF BNN, I WOULD LIKE TO THANK THE CITY COUNCIL, MAYOR WALSH, DAVID INGLE, MIKE LYNCH AND EVERYBODY FOR THEIR CONTINUED COMMITMENT TO SUSTAINING BNN MEDIA, A PLACE

WHERE BOSTON RESIDENTS TO CREATE
LOCAL PROGRAMMING FOR LOCAL
BENEFIT.

WITHOUT THE SUPPORT OF THE CITY
OF BOSTON THROUGH CABLE AND
RADIO LICENSES, WE WON'T BE ABLE
TO SERVE SO MANY BOSTON
RESIDENTS AND NONPROFITS OVER
THESE YEARS.

THANKS VERY MUCH.

>> THANK YOU.

I HAVE NO QUESTIONS.

EVERY TIME I'M IN THAT BUILDING
WITH ALL OF THE PROGRAMS GOING
ON, IT'S A POSITIVE VIBE GOING
ON.

CURTIS WAS THERE FOR SO LONG AND
NOW YOU HAVE TAKEN OVER AND DONE
A WONDERFUL JOB.

ALL OF THE SHOWS ARE WELL-LIKED.

IT IS A SPECIAL PLACE.

YOU COME IN THERE, DAVID OR
WHOEVER GREET'S YOU OUT OF THE
GATE AND SITS YOU DOWN.

IT'S A POSITIVE THING.

EVERYTHING THAT COMES OUT OF
THERE, WHETHER IT'S THE PARADE
OR WHATEVER YOU'RE COVERING,
IT'S DONE SO WELL AND SO
PROFESSIONALLY.

I WANT TO THANK YOU FOR A GREAT
JOB THAT YOU DONE IN THE
INTERIM.

MAYBE YOU SHOULD JUST STAY.

THINKING ALOUD.

>> THANK YOU FOR COVERING THE
DORCHESTER DAY PARADE.

AND ACROSS THE CITY.

CAN YOU TELL US VERY BRIEFLY HOW
MANY SCHOOLS YOU'RE PARTNERED
WITH?

I KNOW OUR STUDENTS USE THE
STUDIOS.

>> I DON'T KNOW THE ANSWER TO
THAT QUESTION.

>> I WAS GOING TO GIVE YOU A
MOMENT --

>> ONE OF THE THINGS THAT WE
WANT TO -- WE ARE ON THE
ADVISORY COUNCIL AT MADISON PARK
HIGH SCHOOL.

ONE OF THE THINGS I'M TRYING TO
DO IS HELP THOSE STUDENTS ENGAGE
IN WHAT IS GOING ON WITHIN THE

CITY AND WHAT THEY PRODUCE,
WE'LL GUARANTEE THAT WE
BROADCAST.

IT'S NOT COOKED.

IT'S SOMETHING THAT WE'RE TRYING
TO WORK ON.

LAST SUMMER, WE HAD A LOT OF
STUDENTS FROM -- THROUGH OUR
YOUTH VOICES PROGRAM.

THERE WERE 16 STUDENTS THAT CAME
FROM VARIOUS HIGH SCHOOLS WITHIN
THE CITY.

I THINK THIS YEAR WE'LL TRY TO
FOCUS ON GETTING THE YOUNGER
KIDS ENGAGED.

THERE'S A VERY BIG DIFFERENCE IN
THE ATTITUDE OF THE YOUNGER
KIDS.

THEY HAVE NOT REACHED THE TOO
COOL FOR SCHOOL SITUATION.

THAT IS GOING TO BE A BETTER
PIPELINE IF WE GET THEM
APPROPRIATELY YOUNG.

THEY'RE AMAZING IN THE THIRD AND
FOURTH GRADE, TO KIND OF GET --

HAVE THEM BEFORE A FEEDER INTO
MORE DIVERSE LEVEL OF

PROGRAMMING BEING PRODUCED AND
MADE AVAILABLE.

AND A LOT OF OTHER THINGS I'D
LIKE TO SEE HAPPEN IN TERMS OF A
YOUTH FOCUS.

I'D LOVE TO HAVE A TV PROGRAM
THAT -- GOOD NEWS ABOUT YOUTH IN
BOSTON.

THAT'S NOT THE TITLE, BUT THINGS
ALONG THOSE LINES.

>> THANKS, CHAIR.

>> THANK YOU.

>> DAN?

>> GOOD AFTERNOON.

I'M HONORED TO BE HERE.

I WANT TO THANK THE DO IT TEAM
OVER THE YEARS THAT HAVE BEEN SO
KIND TO US AND HOUSED US UNTIL
WE OUTGREW OUR SPACE.

I'M DAN NOY.

I'M THE CO-DIRECTOR.

MY PARTNER IN CRIME, THEODORE
HANNAH, JUST HAD A BABY.

SHE'S HOME WITH HER LITTLE ONE.

I'M TRYING TO SURVIVE.

BARELY DOING IT AS MIKE REMINDS
ME OFTEN.

WE'RE BOSTON'S NONPROFIT FOR THE DIGITAL DIVIDE.

I'M TESTIFYING THIS AFTERNOON IN FAVOR OF THIS ORDER TO FUND THE 21st CENTURY ACCESS FUND, WHICH WILL SUPPORT US, WHICH IS AN AWARD WINNING NONPROFIT. WE OVERCOME BARRIERS IN ADVANCED LIVES.

WE'RE THE DIGITAL EQUITY INITIATIVE THAT HELPS BOSTONIANS IN NEED.

WE PARTNER WITH LOCAL SCHOOLS AND COMMUNITY ORGANIZATIONS TO OFFER FREE DIGITAL SKILLS TRAINING, DISCOUNTED NEW COMPUTERS AND ASSISTANCE TO FIND LOW COST, HIGH QUALITY INTERNET.

WITH THIS FUNDING, WE PRIORITIZE LOW INCOME AND UNDERSERVED POPULATIONS, 3-93 INCLUDING PEOPLE FROM CHALLENGED NEIGHBORHOODS, THOSE WITHOUT TECHNOLOGY AT HOME, THE UNEMPLOYED, THE UNDEREMPLOYED AND THE OVEREMPLOYED.

PEOPLE THAT DO NOT SPEAK ENGLISH AND INDIVIDUALS WITH DISABILITIES.

OPEN THE POPULATION THAT WE SERVE, MORE THAN 80% OF TGH HOUSEHOLDS HAVE INCOMES UNDER \$35,000 A YEAR.

60% ARE UNDER \$20,000 A YEAR.

47% OF THE ADULTS IN OUR PROGRAM, ENGLISH IS NOT THEIR FIRST LANGUAGE.

32% OF PARTICIPANTS IN OUR COMMUNITY PROGRAM ARE UNEMPLOYED.

ABOUT 45% OF OUR SCHOOL COURSES SUPPORT STUDENTS WITH SPECIAL NEEDS.

THE CURRENT MODEL WAS DEVELOPED AT THE FREDERICK MIDDLE SCHOOL WHERE I WAS PROUD TO WORK FOR FIVE YEARS IN THE GROVE HALL NEIGHBORHOOD OF DORCHESTER.

RECOGNIZING THE NEED TO EDUCATE STUDENTS USING THE MOST UP TO DATE AND POWERFUL TECHNOLOGY, OUR TEAM TRANSFORMED THE SCHOOL INTO ONE OF THE NATION'S FIRST LAP STOP SCHOOLS.

TGH WAS UNABLE TO EDUCATE AND EQUIP FAMILIES WITH A HOME COMPUTER.

THIS COLLABORATION WAS A TURNING POINT.

WHEN THE CITY EMPLOYED FOR A FEDERAL GRANT TO EXPAND, WE COLLABORATED WITH THE BOSTON PUBLIC LIBRARY, BOSTON YOUTH AND FAMILIES, THE BOSTON HOUSING AUTHORITY, BOSTON PUBLIC SCHOOLS AND THE TIMOTHY SMITH NETWORK WHICH ALLOWED FOR THE SUPPORT OF THREE TIMES THE NUMBER OF FAMILIES AT A SUBSTANTIAL LOWER COST.

WE CONTINUE TO WORK WITH ALL OF THOSE ORGANIZATIONS TODAY, TEN YEARS LATER.

WITH THE CITY'S SUPPORT, WE HAVE SERVED MORE THAN 30,000 PEOPLE. WE HAVE DISTRIBUTED MORE THAN 20 NEW COMPUTERS ACROSS 2,000 COURSES.

PARTICIPANTS HAVE LEARNED HOW TO FIND JOBS ONLINE, DIGITALLY COMMUNICATE WITH THE TEACHERS, FIND AFFORDABLE HOUSE, SIGN UP FOR SNAP, NAVIGATE ONLINE RESOURCES AND SO MUCH MORE.

WITH THE SUPPORT OF THE CITY COUNCIL AND APPROVED FOR FUNDING, WE'RE EXCITED TO CONTINUE THIS PARTNERSHIP GOING FORWARD AND ONE LAST THING I'D LIKE TO ADD, WE ARE ALWAYS WELCOMING VISITORS IN OUR COURSES.

WE RUN ABOUT 400 COURSES AS YEAR ACROSS BOSTON AT MORE THAN 150 DIFFERENT SITES.

I'D LOVE TO HAVE YOU COME VISIT AT SOME POINT.

I'LL MAKE THAT OFFER.

WE BASICALLY RUN EVERY DAY, ANY DAY, YEAR ROUND SO WE CAN FUND SOMETHING FOR YOU TO VISIT.

THANK YOU VERY MUCH.

>> THANK YOU, DAN.

YOUR NUMBERS WERE INCREDIBLY IMPRESSIVE.

SCARY AT THE SAME TIME.

WE HAVE SO MANY WITH SO MUCH NEED.

THANK YOU FOR ALL THAT YOU DO.

>> THANK YOU.

>> PRESIDENT CAMPBELL?

>> THANK YOU, DAN.

I JUST WANTED TO THANK YOU FOR HIGHLIGHTING THE FREDERIC SCHOOL AND THE WORK THAT STARTED THERE UNDER YOUR LEADERSHIP AND YOUR PREVIOUS WORK THERE.

THESE ARE SCHOOLS THAT OFTEN DON'T GET NOTICED FOR DOING REALLY REMARKABLE THINGS. SO THANK YOU.

THIS IS MY DISTRICT.

HAD TO GIVE YOU A SHOUT OUT.

>> I MISSED THAT.

>> COUNCILLOR?

>> THANK YOU.

HOW MANY OUTLETS ARE THERE.

>> WE HAVE OVER 150.

50 OF THOSE ARE BOSTON PUBLIC SCHOOLS.

OF THE REMAINING 100, COMMUNITY CENTERS, PUBLIC LIBRARIES, PUBLIC HOUSING.

WE USED TO RUN A COURSE IN THE BASEMENT OF A CHURCH RECTORY. WE WOULD GO ANYWHERE WHERE THE PEOPLE ARE THAT WE WANT TO SERVE.

WE INTENTIONALLY GO INTO THE AREAS AND NEIGHBORHOODS WHERE THERE MIGHT NOT BE RESOURCES.

WE WANT TO SAY HEY, YOU DESERVE ANYTHING ANYBODY ELSE HAS.

WE GO INTO THOSE LOCATIONS.

IF YOU'RE CURIOUS ABOUT SITES, GO TO OUR WEBSITE.

>> THAT'S MANY MORE THAN LAST YEAR.

>> YEAH.

YES.

WE WENT OUT AND TOOK -- KIND OF JUMPED A BIT LAST YEAR.

HISTORICALLY WE WERE SERVING ABOUT 3,000 PEOPLE A YEAR.

LAST YEAR WE SAID OKAY, LET'S OPEN IT UP.

WE INCREASED OUR FUND-RAISING.

THE GOAL WAS 4,275.

WE SERVE 5, 313 PEOPLE.

THE PROGRAM WAS 75% IN ONE YEAR.

WHILE MY PROGRAM STAFF DID CARD WHEELS, I LOST MOST OF MY HAIR

AND SAID HOW ARE WE GOING TO PAY FOR THIS?

I WANT TO TIE THIS BACK TO THE CITY FUNDING.

IT'S INCREDIBLE HOW WE'RE ABLE TO LEVERAGE CITY FUNDING TO GET PRIVATE FUNDING.

OUR -- TWO OF OUR BIGGEST PRIVATE FUNDERS ARE BANKS.

I KNOW THEY WOULD NOT BE TWO OF OUR BIGGEST FUNDERS IF WE DON'T HAVE SUPPORT OF THE CITY.

WHAT KEEPS ME UP AT NIGHT TO BE HONEST, I THINK ABOUT -- I

MENTIONED THAT 30 PLUS PERCENT ARE UNEMPLOYED.

THIS YEAR IT'S 42%.

THE 2,000 ADULTS WE SERVED ARE UNEMPLOYED.

THESE ARE PEOPLE THAT ARE NOT BEING COUNTED IN THE UNEMPLOYMENT NUMBERS.

THEY HAVE GIVEN UP.

THE MORE I SAY NO, ONE MORE THING THAT THEY GIVE UP ON.

SO OUR STORY IS, EVEN THOUGH WE HAVE GROWN QUITE A BIT, THE NEED IS SO MUCH BIGGER.

THE CITY SHOULD BE REALLY PROUD OF THE DIGITAL EQUITY WORK WE'RE DOING.

A LOT OF PLACES AROUND THE COUNTRY, WE'RE THE PREMIER OF THIS.

I GET CALLS PROBABLY ONCE A WEEK FROM BIG CITIES, DETROIT, L.A.

SAYING HOW DO YOU DO THIS.

THE CITY BACKS UP.

THEY'RE LIKE HOW DO YOU DO THAT?

THE TRUTH IS, WE HAVE MORE TO DO.

OUR GOAL IS TO GET EVERYONE ONLINE, EVERYONE WITH A NEW COMPUTER.

PROBABLY MOST IMPORTANTLY, EVERYBODY TO HAVE THE SKILLS SO THEY CAN DO WHAT THEY NEED TO DO IN THEIR LIFE.

>> WANT TO CHAIR THE BANKS?

>> CAPITAL ONE IS THE BIGGEST --

>> HOW MUCH DID THEY GAVE?

>> OVER \$100,000 LAST YEAR.

AND BMI MELON GAVE US 75,000 AS WELL.

>> THE CITY'S CONTRIBUTION?

>> JUST NORTH OF A MILLION
DOLLARS.

IN THE PAST, ONE OF THE THINGS
WE WORKED ON, TOO, IN 2016, WE
TOOK ON A STRATEGIC PLAN TO TRY
TO INCREASE OUR SUSTAINABILITY,
GROW OUR PROGRAM AND ALSO REMAIN
TRUE TO THE PEOPLE WE'RE
SERVING.

ONE OF THE BIG POINTS IS WE
NEEDED TO DIVERSIFY OUR FUNDING.
SO IN 2013, 2014, ALMOST 100% OF
OUR FUNDING CAME FROM THE CITY.
I'M PROUD TO SAY LAST YEAR THAT
NUMBER IS DOWN TO NORTH OF 60%.
SO OUR GOAL AT LEAST IN THE VERY
NEAR TERM IS TO GET TO 50%.

>> THANK YOU.

>> THANK YOU VERY MUCH, SO THAT
WILL WRAP UP DOCKET NUMBER 0630.
I'D LIKE TO THANK THE DO IT TEAM
FOR COMING DOWN THIS ASP.
GOING THROUGH THE BUDGET
PROCESS.

CERTAINLY THANK DAN AND SUSAN
FOR THEIR TESTIMONY.

WONDERFUL PROGRAMS.

THANKS FOR GLEN WILLIAMS, THE
VOICE, FOR MAKING AN APPEARANCE.

SO THIS HAS BEEN DOCKET NUMBER
0630, MESSAGE AND ORDER
APPROVING THE APPROPRIATION OF
\$4,400,000 IN THE 21st CENTURY
FUND KNOWN AS THE PEG.

0630 IS NOW ADJOURNED.