



# FY26 PFD OPERATING OVERVIEW

*Dion Irish, Chief of Operations*

*Carleton W. Jones, Executive Director of Public Facilities*

*Taylor Bostler, Assistant Director of Administration and Finance*



Mayor Michelle Wu



City of Boston  
Public Facilities

# PUBLIC FACILITIES DEPARTMENT

*The Public Facilities Department supports other City of Boston departments in the planning, design, construction, and major renovations of City-owned buildings.*



**CLOUGHERTY POOL RIBBON CUTTING**

**PFD-MANAGED PROJECTS  
REPRESENT 42% OF THE  
FY26-FY30 CAPITAL PLAN.**

**PFD'S WORKLOAD FOR  
FY25-FY29 INCLUDES 111  
PROJECTS IN COLLABORATION  
WITH 7 CITY DEPARTMENTS,  
INCLUDING BPS, BPL, AND BCYF.**



Mayor Michelle Wu



City of Boston  
Public Facilities

# PFD - FY25 ACCOMPLISHMENTS

---

## *Ribbon Cuttings*

- *Josiah Quincy Upper School (LEED Platinum Certified)*
- *Clougherty Pool*
- *Engine 17*

## *Completed the Citywide Facilities Condition Assessment*

*Roxbury Branch Library was awarded the Boston Society of Architects' Harleston Parker Medal*

*Created Operational Transparency website to increase public awareness of projects' scope and purpose*



**JOSIAH QUINCY UPPER SCHOOL**



Mayor Michelle Wu



City of Boston  
Public Facilities

# PFD - ONGOING INITIATIVES

---

## INCREASING APPLICANT POOL AND BIDDER DIVERSITY

*This fiscal year, PFD is continuing to build upon our work in attracting new bidders by attending procurement events lead by the City and conducting outreach to eligible bidders. We are also in the process of posting for a Senior Project Manager for Trade and Supplier Diversity position, which will focus on increasing the number of M/WBE firms who bid our projects and quantifying our progress.*

## PROCESS IMPROVEMENT

*In FY23, PFD hired a Training and Compliance Specialist in an effort to build and improve upon our use of e-Builder (now **Trimble** Unity Construct), and a Business Analyst to assist us with understanding and analyzing our data. We're continuing to streamline existing e-Builder processes to improve efficiency, and also continuing to migrate paper processes into e-Builder.*

## CONTRACT AND INSURANCE REVIEW

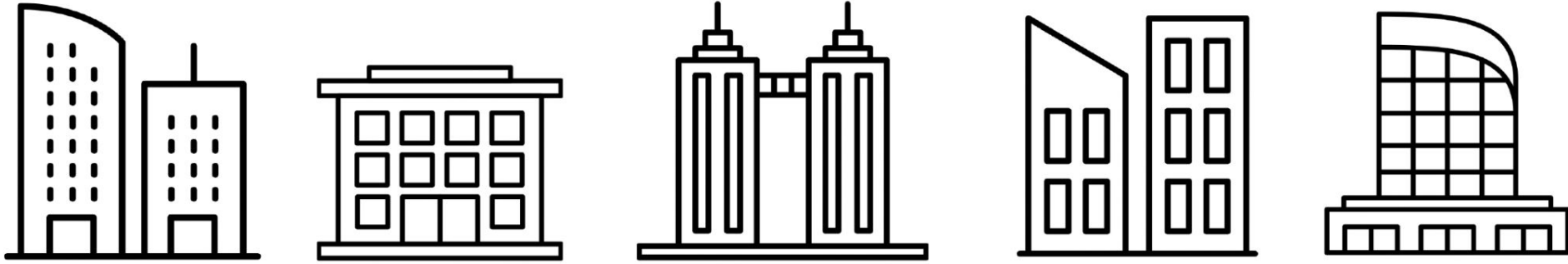
*This year we've been working with the City's Risk Finance Manager and external consultants to thoroughly review and update our standard contract documents and insurance requirements to ensure they accurately reflect our needs and are easy to understand. We anticipate these changes will reduce contractor questions, increase competition and have a positive impact on our average contract execution time.*



Mayor Michelle Wu



City of Boston  
Public Facilities



# FY26 - OPERATIONS CABINET

## PROPERTY MANAGEMENT DEPARTMENT

---

Dion Irish, Chief of Operations  
Eamon Shelton, Commissioner



Mayor Michelle Wu



Property Management

# PROPERTY MANAGEMENT - WHAT WE DO

---

- Care and custody of a wide portfolio of the City's municipal properties
- Maintenance, repairs, and management
- Security
- Sustainability measures and operating-cost reduction
- Building improvement projects
- Space design and building layout upgrades
- Planning and hosting of special events

**OUR GOAL: TO PROVIDE POSITIVE, ACCESSIBLE, AND SAFE ENVIRONMENTS FOR THE CITY'S WORKFORCE AND RESIDENTS**



Mayor Michelle Wu



Property Management



# PMD - FY25 ACCOMPLISHMENTS



**Boston's Resilient  
Building Plan/  
BCYF Gym Floors**



**Reopening of the  
Johnson Community  
Center**



**Activation of  
City Hall Plaza &  
larger downtown  
community**



**Graffiti  
Removal  
Program**



**Landmarking of  
City Hall**



Mayor Michelle Wu



Property Management

# PMD - ONGOING INITIATIVES

---



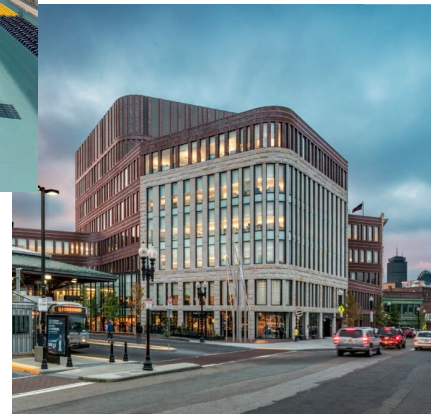
**Architectural  
Tours of City Hall**



**26 Court Street -  
Reopening and Transition**



**Improvements to BCYF  
Stand-Alone Pools**



**Opening of New  
Retail Spaces**



Mayor Michelle Wu



Property Management



# FY26 - OPERATIONS CABINET INSPECTIONAL SERVICES DEPARTMENT

---

Dion Irish, Chief of Operations  
Tania Del Rio, Commissioner



Mayor Michelle Wu



Inspectional Services

# INSPECTIONAL SERVICES - WHAT WE DO

---

- **Mission:** To protect the health and safety of Boston's business and residential communities by enforcing building, housing, health, and environmental regulations effectively and consistently.
- **Budget:** \$23,833,947
- **Revenue:** \$55,641,586
- **Selected highlights for 2024:**
  - 36,474 building permits issued
  - 55,949 building inspections
  - 26,137 housing inspections (12,388 reactive + 13,749 proactive)
  - 17,583 environmental/rodent control inspections (6,162 reactive + 11,421 proactive)
  - 15,768 health inspections



## Programs/Initiatives

### Boston Rodent Action Plan (BRAP)



### Rental Registration Program



### Breathe Easy at Home Program



# ISD - FY25 ACCOMPLISHMENTS

---

- **PLANS AND ZONING DIVISION REORGANIZATION**

- *Reduced permitting time as measured by time to first review in Plan and Zoning applications from a 50 day average in 2024 to current average of 35 days.*

- **CENTRALIZED INSPECTION REQUESTS**

- *Launched centralized intake for inspection scheduling through the Call Center, improving accessibility and processing efficiency. Gained supervisory visibility into Building inspectors' workload.*

- **BOSTON RODENT ACTION PLAN (BRAP)**

- *Advanced citywide coordination to effectively manage the rodent population. Key initiatives include: sensor deployment to establish baseline measurements and evaluate intervention impact, strategic community outreach. Additionally, our Environmental Services Division was able to reduce our reduction in service level agreement (SLA) response time for rodent complaints from 30 days to 10 days and is currently meeting it in 100% of cases.*

- **VIOLATION BACKLOG REDUCTION**

- *ISD has cleared a backlog of open violations that stood at 5,000+ in 2024. We currently have 1,500 open violations, none of them eligible for administrative closure due to them being ongoing active situations that the Department is following up on.*





Increase plan review



Intake Inspection Request



Inspection Process



Mayor Michelle Wu

# ISD - ONGOING + NEW INITIATIVES

---

- **PLANS AND ZONING DIVISION**

- Continue lower average review time of 35 days.
- Fully digitize remaining paper processes (Certificates of Occupancy, trench permits, etc)
- Take in at least 60% of permit inspection requests via the centralized Call Center

- **HOUSING DIVISION**

- Increase number of registered rental units

- **BOSTON RODENT ACTION PLAN (BRAP) + ENVIRONMENTAL SERVICES**

- Analyze pilot sensor data to determine most effective pest control strategies
- Increase compliance with Site Cleanliness Ordinance by 10%

- **TECHNOLOGY AND INNOVATION**

- Launch mobile inspection result entry for all division
- Improve ISD website and permitting portal with clearer guidance on permit types and enable online inspection request functionality
- Implement new digital plan review software by December 2025

