

FY27 - OPERATIONS CABINET

Dion Irish, Chief of Operations

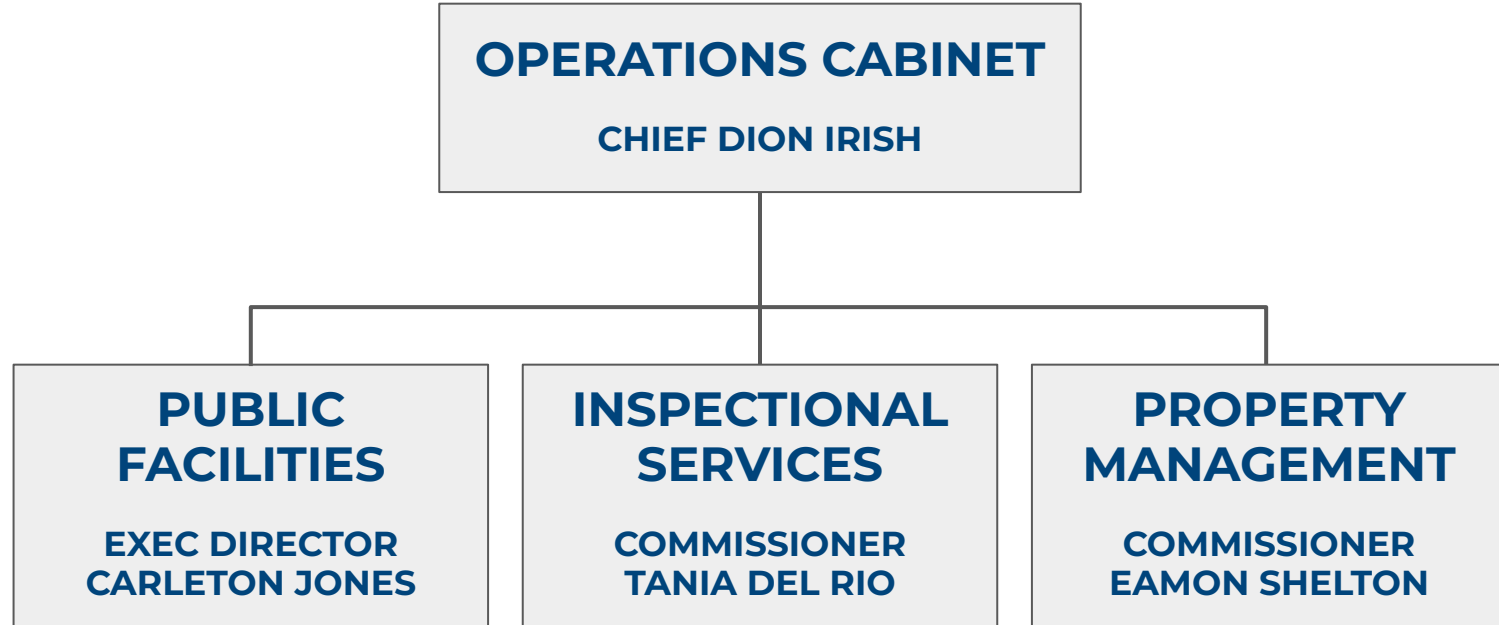


Mayor Michelle Wu



Inspectional Services

ORGANIZATION



CROSS-CUTTING DEPARTMENT INITIATIVES

CITYWIDE LEASE ASSESSMENT

A cross-cabinet initiative to review all leases where the City is either landlord or tenant, review compliance of lease requirements and alignment with market prices, and recommend improvements for lease management. Includes leases held by BPL, BFD, BPD, BPHC, BCYF, PMD, and more.

STATE OF GOOD REPAIR STEERING COMMITTEE (SOGRSC)

The Operations Cabinet formed the SOGRSC with members from OBM, BPS, PMD, and PFD to coordinate the turnover of the Citywide Facilities Conditions Assessment to departments, the uptake of the Asset Essentials platform for workorder management system, and coordination of new asset data with capital budgeting.

SUMMER 2026 EVENT COORDINATION

The Operations Cabinet plays a key role in the planning of summer 2026 events, including the planned FIFA Fan Fest on City Hall Plaza, coordinating transportation, budget, and transportation discussions for World Cup and Sail Boston 2026, and facilitation of the Sail Boston-aligned vendor program on City owned land.

INTERDEPARTMENTAL POOLS COORDINATION

Operations works to bring together BPS, BCYF, OBM, PFD, and PMD towards getting City-owned pools into a better state of repair and open more each year.





FY27 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.



**GROVE HALL COMMUNITY CENTER
GROUNDBREAKING**

**PFD-MANAGED PROJECTS
REPRESENT 27% OF THE
FY27-FY31 CAPITAL PLAN.**

**PFD'S WORKLOAD FOR
FY27-FY31 INCLUDES 88
PROJECTS IN COLLABORATION
WITH 11 CITY DEPARTMENTS,
INCLUDING BPS, BPL, AND BCYF.**



Mayor Michelle Wu



City of Boston
Public Facilities

PFD - FY26 ACCOMPLISHMENTS

Ribbon Cuttings

- Carter School
- Henderson Upper Schoolyard
- PJ Kennedy Elementary School
- Sarah Roberts School

Ground Breakings

- BCYF Grove Hall Community Center
- BCYF North End Community Center
- BPL Chinatown Branch
- BPL Fields Corner Branch
- EMS Seaport Station

**FY 26 also marked the re-opening 26 Court St,
home to PFD and many other City departments**



SARAH ROBERTS SCHOOL



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Public Facilities

PFD - BUILDING AWARDS

Josiah Quincy Upper School

*Built Environment + Green Building of the Year
LEED Platinum, only Boston school and 1st in the State
Boston Society of Architects Commendation for Educational
Facilities*

Roxbury Library

2024 Harleston Parker Award winner (announced in 2025)

Carter School

*Construction Managers Association of America (CMAA)
Chapter Choice Award*

City Hall Plaza

2025 Boston Preservation Alliance Award

Curley Community Center

2025 Boston Preservation Alliance Award



CARTER SCHOOL RIBBON-CUTTING



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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 interview phase of hiring 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 Trimble processes to improve efficiency, and are also continuing to migrate paper processes into Trimble so that everything is located in one place.*

OPERATIONAL TRANSPARENCY

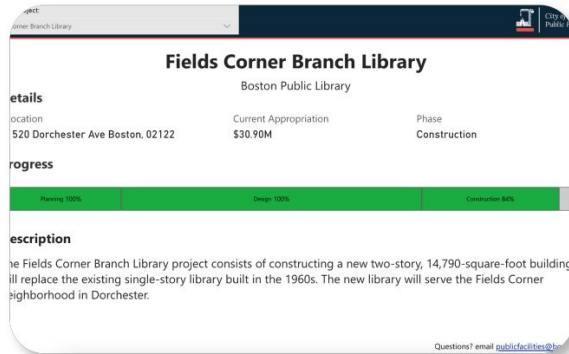
In FY25 PFD, with support from the Operations Cabinet, created a project dashboard for residents to view updates to PFD's capital projects. This dashboard is updated on a monthly basis by the Project Manager's via their schedule updates, and has been cited by the City of Washington D.C. as a model for how municipal governments can promote operational transparency.



PFD - ONGOING INITIATIVES

INNOVATION:

The Public Facilities Department solved this problem by creating a “Project Status Look Up” dashboard to link construction project signs and our website. We added QR codes to these signs so that anyone passing by can scan them with a smartphone to see live project updates on the digital dashboard.



This tool connects the physical work on the street to a page that shows general project information and project progress. Residents can also access this dashboard on the Public Facilities website.



Scan the QR code here to learn more about the City’s capital projects!



Mayor Michelle Wu



City of Boston
Public Facilities

PFD - ONGOING INITIATIVES

Select a Project:

Fields Corner Branch Library



City of Boston
Public Facilities

Fields Corner Branch Library

Boston Public Library

Details

Location

1520 Dorchester Ave Boston, 02122

Current Appropriation

\$30.90M

Phase

Construction

Progress



Description

The Fields Corner Branch Library project consists of constructing a new two-story, 14,790-square-foot building that will replace the existing single-story library built in the 1960s. The new library will serve the Fields Corner neighborhood in Dorchester.

Questions? email publicfacilities@boston.gov

*Our operational transparency dashboard allows anyone to view a description of the **overall project scope**, and the project's **current status**.*



Mayor Michelle Wu



City of Boston
Public Facilities

FY27 - 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.
- **Proposed Budget:** \$25,783,356
- **Selected highlights for 2025:**
 - 37,294 building permits issued
 - 58,539 building inspections
 - 27,900 housing inspections (14,839 reactive + 13,061 proactive)
 - 14,858 rodent control inspections (6,221 reactive, 4,208 SCL inspections, 3,268 violations + 1,161 proactive)
 - 16,692 health inspections



ISD - FY26 ACCOMPLISHMENTS

- **PLANS AND ZONING DIVISION REORGANIZATION**

- Completed Plans and Zoning Division reorganization and enhanced performance management tools to monitor review quality and timeliness.
- Reduced permitting time as measured by time to first review in Plan and Zoning applications from a 35 day average in 2025 to current average of 33 days. Moving forward, we are hoping to provide better reporting on time to issue from application to issuance. It currently stands at 6 days for short form applications, 1 day for trades applications, and 44 days for non-ZBA long form applications.

- **MOVING LEGACY IN-PERSON OR PHONE PROCESSES ONLINE**

- We added an online option for permit inspection requests, reducing call volume significantly.
- We brought sheet metal, trench, and sprinkler applications online. This month, we will provide an online option for Certificate of Occupancy for the first time.
- Removed yearly certificate of inspection requirement for establishments under 50 inoccupancy not serving alcohol, in accordance with state regulations, as part of the Mayor's Permitting Transformation Initiative.



ISD - INITIATIVES

MAYOR'S PERMITTING TRANSFORMATION INITIATIVE HIGHLIGHTS

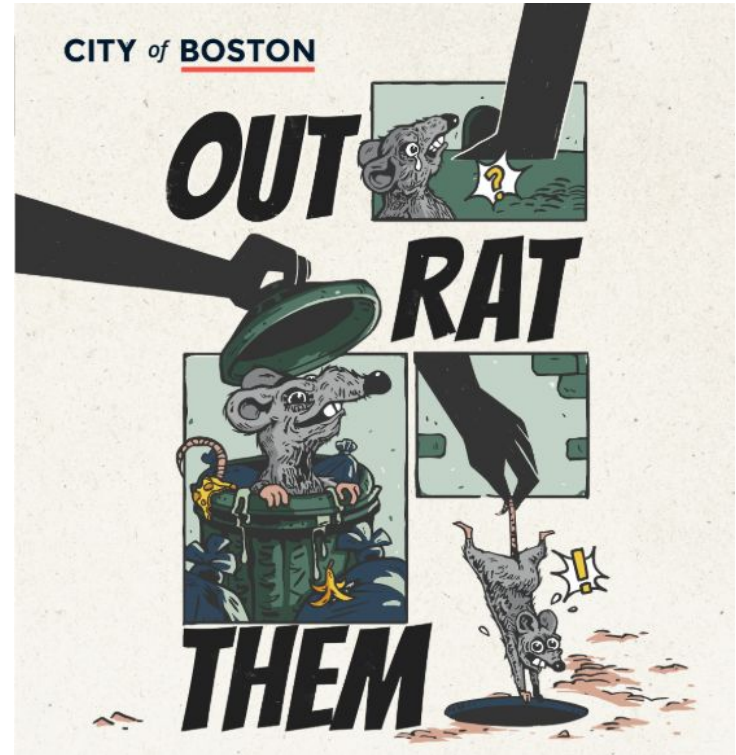
- Removed yearly certificate of inspection requirement for establishments under 50 occupancy not serving alcohol.
- Updated [AI-powered website](#) to provide clarity about what permit to apply for by project type in partnership with DoIT.
- In collaboration with Planning Dept., & Boston Groundwater Trust, removed requirement for substantial rehabilitation projects in the Groundwater Conservation Overlay District to seek zoning relief.



ISD - INITIATIVES

BOSTON RODENT ACTION PLAN (BRAP)

- Advanced citywide coordination to effectively manage the rodent population. Key initiatives include: Continued rat resistant barrel deployment (Parks, DPW); BHA Containerization pilot and BWSC trap pilot.
- Response time for rodent complaints is currently meeting service level agreement in 99% of cases.
- Data pilots: 6 intervention types and 4 data monitoring tools deployed citywide.



LOOKING AHEAD...

- **PERMITTING TRANSFORMATION INITIATIVE**

- Interdepartment Coordination
 - Implement new permitting system
- Plans And Zoning Division
 - Continue to decrease average initial review time through hiring, training, and performance management.
 - Lower average time to issue time for long forms to under 40 days, improve reporting.
 - Implement new plan review digital tool
- Building Inspections Division
 - Launch mobile inspection results
 - Continue website and permitting portal improvements

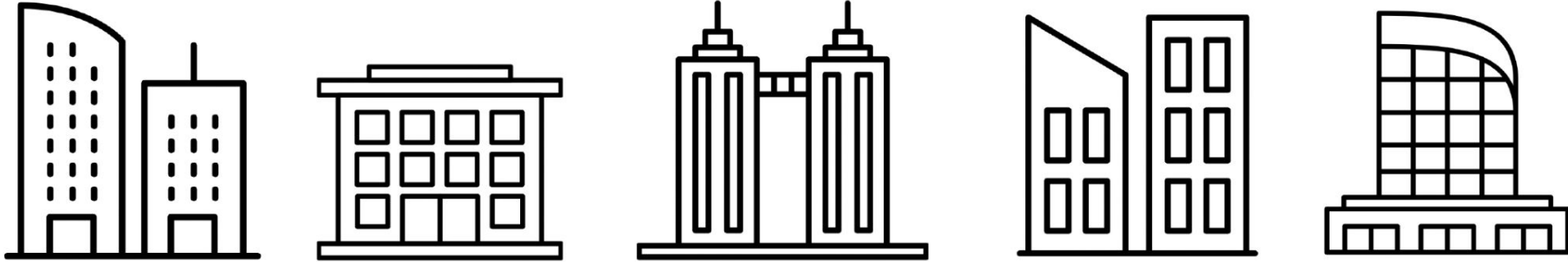
- **Housing Division**

- Increase number of registered rental units by 1,000 to 141,251 (comprising 76% of estimated universe)

- **Boston Rodent Action Plan**

- Analyze pilot data to determine most effective pest control strategies
- Increase compliance with Site Cleanliness Ordinance by 10%, bringing total to 4,605
- Continue public awareness campaigns





FY27 - OPERATIONS CABINET

PROPERTY MANAGEMENT DEPARTMENT

Dion Irish, Chief of Operations
Eamon Shelton, Commissioner



PROPERTY MANAGEMENT - WHAT WE DO

THE MISSION OF THE PROPERTY MANAGEMENT DEPARTMENT IS TO MANAGE, MAINTAIN, REPAIR, AND PROVIDE SECURITY FOR THE CITY'S MUNICIPAL BUILDINGS, INCLUDING CITY HALL AND FANEUIL HALL, TO PRESERVE THE USEFUL LIFE OF CITY FACILITIES, AND REDUCE OPERATING COSTS THROUGH EFFECTIVE PREVENTATIVE MAINTENANCE

- Proactive and reactive maintenance and equipment repairs and replacements
- Graffiti and Snow Removal
- Public Safety, Building and Security Technologies, and Intrusion Management for more than 600 City buildings
- Sustainability and energy efficiency efforts
- Space design and building layout upgrades
- Planning and hosting of special events



PMD - FY26 ACCOMPLISHMENTS



Boston's Resilient Buildings Plan & BCYF Gym Floors



Activation of City Hall & City Hall Plaza



Graffiti Removal Program



26 Court Street - Reopening and Transition



Improvements to Age Strong at City Hall

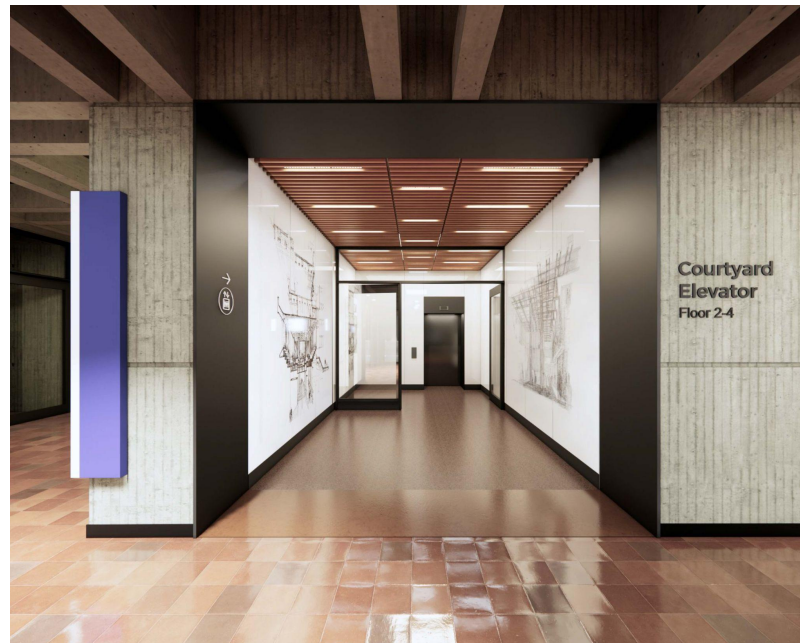


PMD - ONGOING INITIATIVES

Supporting Summer 2026 Events



Accessibility Projects at City Hall



Mayor Michelle Wu



Property Management

PMD - ONGOING INITIATIVES



Continuation of Boston's Resilient Buildings Plan



City Hall Plaza Phase II



PMD - ONGOING INITIATIVES

Improvements Across Boston's Neighborhoods



Mayor Michelle Wu



Property Management