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>> 2015.
BOSTON CITY COUNCIL.
TODAY IS APRIL 30th.
LIKE TO WELCOME OUR FRIENDS FROM -- MY COLLEAGUES.
IN ORDER OF -- COUNCIL MICHELLE
WU.
I'M LOSING IT.
TO MY FAR LEFT COUNCILOR ESSAIBI
GEORGE.
LIKE TO REMIND FOLKS THIS IS A
PUBLIC HEARING BOTH BEING
BROADCAST AND RECORDED ON
COMCAST CHANNEL 8, RCN82 AND
VERIZON 1964.
AND STREAMED AT
BOSTON.GOV/CITY-COUNCIL-TV.
I ASK PEOPLE TO SILENCE DEVICES.
THE QUESTIONS AND ANSWERS FROM
MY COLLEAGUES WE'LL TAKE PUBLIC
TESTIMONY THERE IS A SIGN IN
SHEET TO MY LEFT.
CAN I THAT YOU STATE YOUR NAME,
AFFILIATION, RESIDENCE, PLEASE
CHECK OFF THE BOX IF YOU WISH TO
TESTIFY.
WE ARE HERE AS I SAID EARLIER
DEPARTMENT OF INNOVATION AND
TECHNOLOGY BUDGET OVERVIEW AS
PERTAIN TO DOCKET 055ED-0563.
ORDER FOR THE FISCAL YEAR '19
OPERATING BUDGET INCLUDE ANNUAL
APPROPRIATION FOR DEPARTMENTAL
OPERATIONS.
ANNUAL APPROPRIATE FOR THE
SCHOOL DEPARTMENT AND
APPROPRIATION FOR OTHER POST
EMPLOYMENT BENEFIT.
APPROPRIATION FOR CERTAIN
TRANSPORTATION AND PUBLIC
IMPROVEMENTS AND APPROPRIATION
FOR CERTAIN PARK IMPROVEMENTS.
AS WELL AS DOCKETS 0564-0565
CAPITAL BUDGET APPROPRIATIONS
INCLUDING LOAN ORDERS AND LEASE
AND PURCHASE AGREEMENTS.
BEFORE I HAND IT OVER TO
PATRICIA WHO IS MY FRIEND, MY
NAME OR AND CONSTITUENT, I'D
LIKE TO JUST REACH OUT TO THANK
YOU ALL ON BEHALF OF MY

COLLEAGUES AT THE CITY COUNCIL AND CENTRAL STAFF ESPECIALLY CAREY JORDAN WHO WORKS CLOSELY WITH YOU ALL TO, THE HELP DESK, THE NETWORK, TELECOM FROM HELPING US WHEN WE'RE IN A JAM ESPECIALLY DURING THE BEGINNING OF THE YEAR OF TRANSITIONS. DIGITAL TEAM FOR THEIR PATIENTS WHEN IT COMES TO EVERY CHANGING UPDATE, EVER CHANGING UPDATE, BROADBAND AND CABLE.

I THINK THAT SPEAKS TO YOU MIKE LYNCH, PATRICIA COLLINS, DENNIS AND WHOLE TEAM FOR HELPING US OUT WHILE THE CHAMBER WAS UNDER CONSTRUCTION.

I WANT TO THANK YOU AGAIN FOR BEING HERE AND I WILL HAND IT OVER TO PATRICIA.

[INAUDIBLE]

>> GOOD AFTERNOON, I'M HERE TODAY AS INTERIM CHIEF INFORMATION OFFICER FOR CITY OF BOSTON TO TESTIFY ABOUT MAYOR WALL MURPHY'S PROPOSED FY19 BUDGET FOR DEPARTMENT OF INFORMATION AND TECHNOLOGY ALSO KNOWN AS DIT.

MIKE IS THE DIRECTOR OF BROADBAND AND CABLE AND EDDIE IS DIRECTOR OF OPERATIONS.

MIKE, EDDIE AND OUR OTHER MEMBERS OF THE LEADERSHIP TEAM OVERSEE WORK WE DO EVERY DAY HAVE PUT A GREAT DEAL OF EFFORT INTO PLANNING PROJECTS THAT ARE INCLUDED IN THIS BUDGET RECOMMENDATION.

I'D LIKE TO FIRST SHARE SOME INFORMATION AND MISSION OF MY DEPARTMENT.

SOME OF OUR RECENT ACCOMPLISHMENTS AND UPCOMING PRIORITIES REFLECT WITHIN THE PROPOSED BUDGET.

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

WE ALSO PROVIDE DIGITAL SERVICES DIRECTLY TO CONSTITUENTS.

ADDITIONALLY WE STRIVE TO CREATE A LEARNING CULTURE FOR OUR EMPLOYEES THAT ENCOURAGES SMART RISK TAKING, RAPID EVALUATION AND ENCOURAGES ADAPTABILITY IN THE FACE OF CHANGING TECHNOLOGY LANDSCAPE.

WE HAVE FIVE FOCUS AREAS.

THE FIRST IS COURT INFRASTRUCTURE.

WE MANAGE NETWORK, SERVERS, DATA CENTERS, PHONES AND DESKTOP COMPUTERS THAT ARE THE BACKBONE OF THE CITY'S TECHNOLOGY.

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

THE SECOND AREA IS ENTERPRISE APPLICATIONS.

WE SUPPORT THE APPLICATION SYSTEMS THAT THE CITY USE TO RUN ITS BUSINESS FROM THE ERP AND TAX TO MANAGE CITY'S FINANCES, TO THE CRM SYSTEM THAT SUPPORTS OUR 311 SYSTEM.

THE BACK OFFICE SYSTEMS BEHIND MANY CUSTOMER TRANSACTIONS.

OUR GOAL TO EQUIP CITY EMPLOYEES WITH GREAT TECHNOLOGY, ASSIST IN DELIVERING GREATER STRESSES TO OUR RESIDENTS.

THE THIRD AREA DIGITAL ENGAGEMENT AND SERVICE DELIVERY.

WE RUN THE CITY'S WEBSITE, MANY MOBILE APPLICATION, WE AIM TO MAKE SERVICES AVAILABLE VIA DIGITAL SERVICES AND DELIVER A FRIENDLY, CONVENIENT AND ACCESSIBLE EXPERIENCE.

OUR CONSTITUENTS INCREASINGLY EXPECT GREAT DIGITAL SERVICES WHEN THEY INTERACT WITH CITY GOVERNMENT.

THE FOURTH AREA IS DATA AND ANALYTICS.

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

WE BUILD DASH BOARDS, CREATE HANDLE AT THIS TIME CALL SCHOOLS AND PROVIDE SUPPORT T| OPERATIONAL SUPPORT TO HELP DEPARTMENTS USE DATA TO IMPROVE

OUTCOME FOR RESIDENTS AND
LASTLY, BROAD BAND AND DIGITAL
EQUITY.

WE WORK TOWARDS THE GOAL OF A
CITY WHERE EVERY RESIDENT AND
BUSINESS HAS ASSESS ACCESS TO
FORWARDABLE BROAD BAND INTERNET
AND SKILLS FOR A MODERN WORLD.
AND SUPPORTING COMPETITION AND
SUPPORTING PROGRAMS ASSISTING
UNCONNECTED RESIDENTS.

GIVEN OUR BROAD PORTFOLIO OF
RESPONSIBILITIES I WILL NOT GO
INTO DETAILS ON ALL PROJECTS BUT
HIGHLIGHTING A FEW.

DATA AND ANALYTICS CONTINUES TO
IMPROVE PERFORMANCE ACROSS
GOVERNMENT.

AND THIS YEAR, THE DATA PORTAL
CARRYING MORE THAN 100 DATASETS
PAIRING THEM FOR DATA ANALYSIS.
CONFIDENT IT WILL PROMOTE
TRANSPARENCY, FACILITATE
COLLABORATION BETWEEN THE CITY
AND COMMUNITY PARTNERS, INSPIRE
ECONOMIC DEVELOPMENT AND EDUCATE
THE PUBLIC TO BETTER USE DATA TO
BETTER UNDER LIFE IN BOSTON.

THE ENTERPRISE APPLICATIONS TEAM
LAUNCHED AN ONLINE PAYMENT
PORTAL FOR CODE ENDORSEMENT.
THE SOFTWARE AND BUILT A PORTAL
ALLOWING RESIDENTS WHO RECEIVED
ACCOMPANIED VIE LAYING THE
ABILITY TO PAY THE VIOLATION
ONLINE.

THIS IS A CONTINUED EFFORT TO
IMPROVE THE TOOLS WE PROVIDE TO
OUR USERS BY PROVIDING NEW
CAPABILITIES THAT DIDN'T EXIST
BEFORE.

THIS SUMMER WE LOOK FORWARD TO
THE COMPLETION OF THE MIGRATION
OF OUR BOSTON 311 SYSTEM TO
SALES FORCE.

ENHANCEMENTS MADE TO CALL
CENTERS TO BETTER CAPTURE CALLS
MORE EFFECTIVELY AND
EFFICIENTLY.

IN ADDITION PROVIDING FIELD
FORCE IMPROVEMENT ALLOWING FOR
STRONGER EDUCATION.

AND THIS YEAR WE HIRED JEANETTE,
THE DIGITAL OFFICER.

LEADING A CITYWIDE TEAM
PARTNERING WITH DEPARTMENTS.
AND ACCOMPLISHES INCLUDE EFFORT
TO CONTINUE TO INFORM RESIDENTS
THE TEAM DESIGNED AND RELEASED
NEW INFORMATION BOTH ONLINE AND
ON PAPER FROM A NEW PAGE FOR THE
RECOVERY SERVICES DEPARTMENT, TO
FOOD RESOURCE MAPS.
ARE NOW HIRING SERIES
HIGHLIGHTED FEMALE E.M.T.'S,
FIRES, CROSSINGGUARDS AND OTHER
OPTIONS.
AND SOCIAL MEDIA POSTS
DISTRIBUTING IMPORTANT
INFORMATION AHEAD OF SERIOUS
STORMS, AND EVEN FEATURING
ANIMALS AWAITING ADOPTION.
AND IT TURNED ONE YEAR OLD JULY
20.
ONE YEAR IT HAS GROWN FROM 450
VIEW AS WEEK WITH OVER 160 STAFF
MEMBERS ACROSS THE CITY CHANGED
BY THE DIGITAL TEAM TO
CONTRIBUTE TO CONTENT.
CYBER SECURITY TEAM CONTINUES TO
WORK HARD TO PROTECT OUR
SYSTEMS, INFORMATION AND PEOPLE
FROM HACKERS WHO ARE BECOMING
MORE AND MORE SOPHISTICATED.
A CYBER SECURITY AWARENESS
COURSE TO ALL CITY EMPLOYEES,
AND THE CITY OF BOSTON WON THE
MULTI-STATE INFORMATION SHARING
AND ANALYSIS CENTER BEST OF THE
WEB AWARD FOR OUR CYBER SECURITY
PAGE ON BOSTON.GOV.
THE CORE INFRASTRUCTURE TEAM
COMPLETED THE MIGRATION OF THE
CITY'S BACK-UP DATA TO AN
OFF-SITE LOCATION.
IT IS OFF THE CITY'S POWER GRID.
IN OUR CONTINUING EFFORT TO
IMPROVE THE CITY'S RESILIENCY,
THE SITE WAS PICKED TO BE
LOCATED OFF THE CITY'S POWER
GRID AND MOVED OUT OF THE
BASEMENT OF THE CITY HALL ACROSS
THE STREET FROM THE SHORELINE OF
THE PENINSULA.
AND LAST YEAR WE ALSO REACHED A
SECOND MILESTONE IN THE
LICENSING PROCESS TO BEGINNING
SELLING THE FIOS SERVICE BEYOND

TO MORE THAN HALF THE CITY.
THE FIRST TIME, PEOPLE IN THESE
HOUSEHOLDS HAVE REAL CHOICE WHEN
IT COMES TO BROAD BAND AND CABLE
TV SERVICES.

HEARING THAT THE COMPANIES ARE
AGGRESSIVELY COMPETING, OFFERING
LOWER PRICES AND ENHANCED
SERVICE OPTIONS.

AND OUR TEAM WORKED REALLY HARD
TO INCREASE PARTICIPATION IN
PROCUREMENTS AND DEPARTMENT
HEADS RELEASED.

TRANSFORMED THE PROCUREMENT
PROCESS TO BE MORE ACCESSIBLE,
SEEING INCREASE IN WOMEN AND
MINORITY-OWNED BUSINESS OWNERS,
MORE START-UPS AND INNOVATION
PARTNERS OF ALL KIND.

IT HELPS US ACHIEVE OUR GOAL OF
GETTING THE BEST SOLUTIONS AT
THE BEST VALUE.

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

A SUMMARY HAS BEEN PROVIDED TO
COUNCIL.

LOOKING FORWARD TO FY19 WE ARE
EXCITED ABOUT WHAT WE CAN
ACCOMPLISH WITH THE BUDGET AND
SUPPORT OF COUNCIL.

I WOULD LIKE TO HIGHLIGHT A FEW.
CYBER SECURITY THREATS ARE MORE
INCREASED AND HARDER TO DEFEND
AGAINST.

THE ATTACK ON THE CITY OF
ATLANTA SHOWS THE IMPACT OF WHAT
THEY CAN HAVE.

AND IT IS IMPERATIVE FOR THE
CITY TO TAKE MEASURES TO
MINIMIZE VULNERABILITY.

WHICH IS WHY THE CITY IS NOT
ONLY MAKING MONETARY INVESTMENTS
FOR IMPROVING I.T. SECURITY, BUT
ALSO TRAINING FOR STAFF.

IN FY19 WE EXPECT TO ROLL OUT
NEW IDENTITY AND ACCESS
MANAGEMENT SYSTEM PROVIDING A
UNIFYING WAY TO MANAGE OUR
USER'S ACCOUNTS AND PASSWORDS
ACROSS SYSTEMS, IMPROVED
PRACTICES AND BETTER CONTROL
OVER ACCESS TO THE SYSTEM.

IN AN EFFORT TO PROMOTE
TRANSPARENTLY AND PROVIDE

EXCEPTIONAL, EASY-TO-USE TOOLS, IMPLEMENT A SOLUTION ON HOW TO IMPROVE HOW CONSTITUENTS ACCESS AND VIEW CITY COUNCIL INFORMATION THROUGH OUR SYSTEM. A DIGITAL TEAM CONTINUES TO EMPOWER OUR WORK FORCE, HOSTING WEEKLY MEETINGS WITH STAFF TO ENABLE THE DEPARTMENT AND PROGRAM TO REACH CONSTITUENTS THROUGH SOCIAL MEDIA, IMPROVED WEB CONTENT AND EFFECT DESIGN MATERIAL.

YOU ARE STARTING TO SEE THE RESULTS THROUGH A MORE CONSISTENTLY DESIGNED OUTREACH MATERIAL AND SOCIAL MEDIA, AND HIGHER PERCENTAGE ON BOSTON.GOV TO MEET OUR GOALS.

FY19 WE ARE EXPECTED TO MOVE ALL THE CITY'S PRINTS TO A MANAGED SERVICE.

RESULTING IN REDUCED COST FOR PRINTING SERVICES BUT ALSO IMPROVE THE ENVIRONMENTAL FOOTPRINT.

EXPANSION OF THE CITY'S CYBER NETWORK CONNECTING EVERY SCHOOL, PUBLIC SAFETY FACILITY, PUBLIC HOUSING, PUBLIC WORKS AND BCYF SITES.

GIVING THE SCHOOL THE BAND WIDTH THEY NEED NOW AND IN THE FUTURE, SAVING MILLIONS IN SERVICE CHARGES.

ADDITIONALLY, AFORWARDS THE CITY THE OPPORTUNITY TO PURSUE MILLIONS IN FUNDING.

TO HELP EXPAND THE DIGITAL EQUITY PROGRAMS, WE LAUNCHED A PILOT GRANT PROGRAM FOR COMMUNITY ORGANIZATIONS.

THESE GRANTS SUPPORT LOCAL ORGANIZATIONS IN PROVIDING ACCESS TO TEACH DIGITAL SKILLS. THESE, AND MANY OTHER PROJECTS, ARE HIGHLIGHTED IN THE PROPOSED BUDGET MATERIALS.

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

OUR MISSION IS TO SUPPORT THE DELIVERY OF EXCEPTIONAL SERVICES

THROUGH THE USE OF TECHNOLOGY.
WE ARE NOT HERE SIMPLY TO
PROVIDE I.T. SERVICES, BUT TO BE
A TRUE PARTNER WITH OTHER CITIES
PROVIDING GREAT OUTCOMES FOR THE
CITY OF BOSTON.

WE WANT TO CLOSE SAYING A VERY
HEART-FELT THANK YOU TO ALL
EMPLOYEES IN MY DEPARTMENT DOING
THIS HARD AND IMPORTANT WORK
EVERY DAY.

OUR EFFORTS ARE NOT ALWAYS
VISIBLE AND THEY CERTAINLY
AREN'T ALWAYS GLAMOROUS.
OUR WORK OFTEN TAKES TREMENDOUS
COLLABORATION, THOUGHTFULNESS
AND DEDICATION.

THE IMPORTANCE OF THIS WORK
CAN'T BE UNDERSTATED.

MUCH OF WHAT THE EMPLOYEES DO
EVERY DAY IS THE BACKBONE OF OUR
WORK.

I'D LIKE TO THANK ONE PARTICULAR
EMPLOYEE WHO RETIRES TODAY AFTER
30 YEARS OF SERVICE, JERRY
TURNER.

JERRY STARTED AS A FORMER DATA
PROCESSING -- STARTED IN THE
FORMER DATA PROCESSING
DEPARTMENT AS A TECHNICIAN.
HE MOVED UP, LEARNING SKILLS HE
NEEDED TO RUN THE NETWORK.
AND TODAY HIS TEAM MANAGES
NETWORK ASSETS FOR 140 BUILDINGS
IN OVER 300 WIFI SITES.

OVER THE NEXT TWO YEARS WE
EXPECT THAT NUMBER TO DOUBLE.

THIS WORK COULD NOT HAVE
HAPPENED WITHOUT JERRY.

AND LASTLY, A SINCERE THANK YOU
TO THE COUNCIL FOR CONTINUING TO
SUPPORT OUR DEPARTMENT.

WE ARE HERE FOR ANY QUESTIONS.

>> THANK YOU VERY MUCH.

AND LET ME JOIN YOU IN
CONGRATULATING AND THANKING
JERRY FOR DECADES OF SERVICE TO
THE CITY.

I WORK WITH JERRY WHEN HE FIRST
CAME IN ON FIBER STUFF IN THE
NEIGHBORHOOD, AND HE HAS SEEN
QUITE A DRAMATIC CHANGE IN
TECHNOLOGY I WOULD VENTURE TO
SAY OVER THE PAST 30-PLUS YEARS

OF HIS SERVICE.
JERRY, HATS OFF TO YOU.
LET ME JUST MENTION THAT
SINCE -- SHORTLY AFTER YOUR
PRESENTATION WE WERE JOINED BY
COUNCILOR ED FLYNN AND COUNCILOR
KIM JANEY.
AND I WILL RECOGNIZE COUNCILOR
ANNISSA ESSAIBI GEORGE.
>> A COUPLE OF QUESTIONS ABOUT
THE EXPANSION TO SCHOOLS.
CAN YOU TELL ME HOW MANY SCHOOLS
WE ARE AT AT THIS POINT?
WHERE WE ARE AND WHERE WE ARE
HEADING.
>> CERTAINLY COUNCILOR.
ABOUT 29 SCHOOLS CONNECTED ON
CITY FIBER.
THE REMAINDER OF THE SCHOOLS
HAVE BEEN CONNECTED WITH
VERIZON-MANAGED SERVICES.
UNDER THIS PROJECT WE WILL
CONNECT AN ADDITIONAL 83 SCHOOLS
ON CITY DOC FIBER AND THEN A
SIDE CONTRACT AS WELL.
>> WHAT IS THE TIMELINE ON
GETTING ALL SCHOOLS CONNECTED?
>> WE SELECTED A VENTER FROM AN
RFP PROCESS THE PAST YEAR.
NEGOTIATING A CONTRACT WE HOPE
TO GET APPROVE AND MOVE FORWARD
BEGINNING IN JULY.
THAT COMPANY WILL BE PROVIDING
FIBER TO THE CITY AS A SERVICE.
THEY WILL CONNECT ALL OF THE
BUILDINGS.
I ANTICIPATE THAT ONCE THEY GET
THE GO, IT WILL BE 18 TO 24
MONTHS.
>> ALL RIGHT.
100% COVERAGE AT THAT POINT?
>> YES.
>> THAT'S GREAT.
IS THERE ANY -- HOW CLOSELY DO
YOU WORK WITH THE I T. SERVICES
AT BPS AND THE SIS SYSTEM?
>> VERY CLOSELY.
>> I AM THE MANAGER OF THE SIS
SYSTEM AND DEAL WITH BPS
COLLEAGUES.
BUT THEY MANAGE IT THEMSELVES.
>> ONE THING I HAVE BEEN WORKING
ON THE LAST TWO YEARS OR SO, A
WAY WE CAN FLAG STUDENTS FOR THE

CLASSROOM TEACHER, STUDENTS EXPERIENCING HOMELESSNESS SO WE CAN GET THAT SET UP. WE WILL CONTINUE TO PLUG AWAY ON THAT.

ON THE CONTINUED EXPANSION TO BHA PROPERTIES, HAS THAT HAPPENED?

>> THAT WILL BE HAPPENING -- THEY WILL BE IDENTIFYING SITES THEY CONTACT TO CONNECT, THOSE WITH A DEMAND FOR SERVICE.

AND THEY HAVE A CONTRACT WITH BOTH VERIZON AND ANOTHER POINT-TO-POINT WIRELESS MANAGER FOR THE WIRELESS MANAGEMENT.

>> AND WHAT ABOUT THE CITY-RUN HOMELESS SHELTERS?

>> I BELIEVE ONE OF THE SHELTERS CURRENTLY BUT NOT SURE OF THE FULL --

>> WE CAN GET THAT FOR YOU.

>> BOTH OF THEM ARE CONNECTED THROUGH THE CAMPUS THAT THEY ARE ON.

>> OK, THANK YOU.

>> THANK YOU.

AND SINCE HAVE BEEN JOINED BY COUNCILOR MATT O'MALLEY.

AND THE CHAIR RECOGNIZES COUNCILOR MICHELLE WU.

>> GOOD AFTERNOON EVERYONE.

I SLIPPED OUT FOR A SECOND AND I APOLOGIZE IF I REPEAT SOME OF THE QUESTIONS.

I WANT TO THANK ALL OF YOU.

I LOVE WORKING WITH YOU, MIKE ESPECIALLY OVER THE SUMMER WHEN WE WERE DOING OUR RENOVATIONS IN HERE AND YOU WERE ALWAYS THERE WITH CARRIE MAKING SURE WE WERE SET UP TO STREAM FROM THE HALL. AND THERE WAS ALWAYS SOME REASON TO BE CALLING MIKE AND IT WORKED OUT BEAUTIFULLY, SO REALLY GRATEFUL.

SO MUCH OF WHAT YOU DO IS CENTRAL TO CONSTITUENT SERVICES NOW AND EVERYTHING ELSE THAT WE ARE THINKING ABOUT.

WHAT IS THE -- WHAT ARE YOU THINKING ABOUT AS IT RELATES TO LANGUAGE ON THE CITY WEBSITE,

DIFFERENT TRANSLATIONS,
DOCUMENTS AND INTERFACES WITH
THE NEW LANGUAGE ACCESS
COORDINATOR OR COMMUNICATIONS
ACCESS COORDINATOR?

>> SO THE TEAM IS HIRED TO MAKE
SURE THAT ALL THE LANGUAGE ON
OUR SIDE IS IN PLAIN LANGUAGE,
WHICH DOES ALLOW FOR BETTER
TRANSLATION SERVICES.

WE'RE WORKING WITH LANGUAGE
ACCESS COORDINATION TO MAKE
AVAILABLE FOR, ACCEPT MORE
LANGUAGES BOTH IN PRINT AND
DIGITAL.

I DON'T HAVE EXACT NUMBERS FOR
YOU, I CAN PROVIDE SOMETHING
AFTER MEETING IF THAT WILL BE
HELPFUL.

>> THE OTHER THING THAT CAME UP
RECENTLY, SORT OF A COUNCILOR
BUSINESS ON MY COMMITTEE IS THE
HEARING ON DEVELOPMENT, THERE
WERE LOTS OF QUESTIONS ABOUT
NOTIFICATION, PARTICULARLY
NOTICE ASKING IF WE CAN DO TO A
WIDER NOTICE OR SIGN UP FOR A
CERTAIN LIVE IF THERE IS
INTEREST IN A PROJECT SO
NEIGHBORS KNOW WHAT IS
HAPPENING.

WHAT IS THE CAPABILITY, HOW MANY
EMAIL ADDRESSES DO WE HAVE?

IS IT SORT OF PROFILED FOR
EVERYONE WHO SIGNED UP FOR
SOMETHING?

WHAT WOULD BE THE PROTECTIONAL
THERE?

>> I DON'T HAVE THE EXACT NUMBER
OF THE EMAIL ADDRESSES, BUT I
KNOW THAT THERE IS A WIDE RANGE
THROUGH OUR EMAIL SYSTEMS.

I CAN CERTAINLY LOOK INTO HOW WE
COULD DO BETTER NOTIFICATIONS.

>> YEAH, I MEAN IT IS PART OF
TECHNOLOGY IN SOME WAYS MORE
POLICY IN TERMS OF HOW MUCH
WIDER WE WANT TO GO BEYOND THE
CURRENT 300-FOOT RADIUS OF
NOTIFICATION.

BUT PEOPLE ARE ASKING QUESTIONS.
IN SOME WAYS I THINK IT WOULD BE
EFFICIENCY, IN ADDITION TO MORE
DIRECT ENGAGEMENT TO BE ABLE TO

AT LEAST THE ASSOCIATION HEADS
WHEN SOMETHING IS HAPPENING IN
THE NEIGHBORHOOD OR SOMETHING.
>> THERE IS A BIG PICTURE,
30,000 FOOT VIEW OF SECURITY.
AND WE HAVE BEEN READING ABOUT
OTHER CITIES GETTING HACKED AND
THERE'S A LOT OF COST TO
MAINTAINING SECURITY WHILE WE'RE
TRYING TO PUSH EVEN MORE STUFF
ONLINE.

HOW ARE WE THINKING OF THAT NOW?

>> THANK YOU FOR BRINGING THAT
UP, IT'S REALLY IMPORTANT FOR
THE DEPARTMENT NOW AND TAKING A
TWO-PRONGED APPROACH MAKING SURE
SYSTEMS ARE SECURITY, AND ALSO
BROAD REACH TO USERS MAKING SURE
THEY DON'T FALL FOR PHISHING
CAMPAIGNS OR TO CLICK ON LINKS
AND THAT IS A FULL EFFORT.

THE CYBER SECURITY TEAM THIS
PAST YEAR WORKED WITH ALL THE
PARTNERS TO MAKE SURE THEY
RECEIVE CYBER SECURITY TRAINING
SO THEY HAVE THE UNDERSTANDING
EVER THE RISKS THAT ARE
AVAILABLE.

AND THEN WE ARE CONTINUING TO
INVEST IN CYBER SECURITY TOOLS.
MOST NOTABLY THROUGH OUR ACCESS
MANAGEMENT PROJECT THAT WILL GO
LIVE IN AUGUST OF THIS YEAR.
IT WILL ALLOW FOR A SINGLE
SIGN-ON SECURE ENVIRONMENT.

>> THERE ARE CERTAIN TEAM
MEMBERS NOW FOCUSED ON CYBER
SECURITY?

>> A DEDICATED TEAM OF ABOUT SIX
MEMBERS.

AND THEN THAT GROWS AS WE WORK
ON DIFFERENT PROJECTS.

>> THANK YOU VERY MUCH.

THANK YOU MR. CHAIRMAN.

>> THANK YOU.

COUNCILOR.

>> THANK YOU.

I ALSO WANT TO SAY
CONGRATULATIONS TO JERRY TURNER.
HE IS SOMEONE I KNOW VERY WELL
IN SOUTH BOSTON.

HE IS A DECORATED VIETNAM
VETERAN.

WELL RESPECTED, DOES A LOT FOR

OUR VETERANS COMMUNITY AND I WISH HIM THE BEST OF LUCK, TO HIM AND HIS FAMILY AS WELL. MY QUESTION RELATES TO BROAD BAND EQUITIES.

HOW DO WE DO TO ENSURE THAT PEOPLE IN PUBLIC HOUSING ALSO HAVE INTERNET ACCESS THAT IS AS GOOD OR THE SAME AS OTHER PLACES OUTSIDE OF PUBLIC HOUSING?

>> THANK YOU COUNCILOR.

A COUPLE OF INITIATIVES.

COMCAST IS THE CABLE PROVIDER IN THE CITY OF BOSTON AND THEY EXPANDED, AT THE CITY'S PUSHING WITH A PROGRAM THEY CALL IT'S NET ESSENTIALS, THE ABOARDABLE BROODBAND ACCESS.

I THINK IT IS \$9.99 A MONTH FOR THE SERVICE AND IT IS MADE AVAILABLE TO ALL BHA FACILITIES AND RESIDENTS.

IN ADDITION TO THAT, AS YOU KNOW, THE COMPETITOR CABLE PRIOR IN THE CITY OF BOSTON IS VERIZON, AND THEY HAVE JUST THIS SUMMER REACHED AN AGREEMENT WITH THE BHA TO EMPLOY INSIDE OF THE DEVELOPMENTS FOR THEIR FOOTPRINT.

AND I KNOW THEY ARE EAGER TO SERVE THE CLIENTS.

>> THANK YOU.

AND THE WEBSITE ITSELF, LANGUAGES OTHER THAN ENGLISH, HOW ARE WE DOING IN REACHING PEOPLE SAY IN CHINATOWN THAT SPEAK CANTONESE OR SPANISH IN OTHER NEIGHBORS FRENCH.

WHAT ARE SOME OF THE RESULTS AND WHAT DO WE NEED TO IMPROVE ON?

>> SURE.

WE HAVE MENTIONED PREVIOUSLY WE WORK REALLY HARD TO MAKE SURE THE LANGUAGE, ALL OF THE LANGUAGE ON BOSTON.GOV IS WRITTEN IN PLAIN LANGUAGE WHICH HAS A FIFTH GRADE READING LEVEL, MAKING IT A BIT EASIER FOR TRANSLATION AS FAR ASS. AND WORKING WITH LANGUAGE COORDINATORS IN THE CITY TO EXPAND ALL TRANSLATIONS, WITHIN PRINT AND ON THE WEB.

>> THANK YOU.

AND I AM GLAD YOU WERE TALKING ALSO ABOUT CYBER SECURITY FOR ABOUT 25 YEARS I HAD THE OPPORTUNITY TO WORK IN THE U.S. NAVY AND I WORKED ON THIS ISSUE. BUT ARE YOU WORKING WITH STATE AND FEDERAL OFFICIALS AS WELL ON CYBER SECURITY ISSUES AND COMMUNICATING WITH THEM ON BEST PRACTICES?

>> WE ARE.

WE LEAN VERY HEAVILY ON THOSE RELATIONSHIPS.

IN FACT, WE WERE THE RECIPIENT OF THE MSI SACK AWARD FOR CYBER SECURITY ON OUR WEBSITE THIS PAST YEAR.

WE KEEP IN COLLABORATION WITH BOTH LOCAL AGENCIES AND ALSO THE BEST PRACTICES FROM THE FEDS.

>> THANK YOU FOR TAKING MY QUESTIONS.

>> THANK YOU.

COUNCILOR O'MALLEY.

>> THANK YOU, MR. CHAIRMAN. AND GOOD AFTERNOON LADY AND GENTLEMEN.

IT IS GREAT TO WORK WITH ALL OF YOU AND CONGRATULATIONS ON YOUR NEW POSITION.

I ALWAYS LOOK FORWARD TO THIS HEARING AMONG ALL OF THEM, JUST TO HEAR ABOUT SOME OF THE IMPRESS RIFF AND INNOVATIVE THINGS HAPPENING.

A COUPLE OF QUESTION QUICK QUESTION.

OPERATING BUDGET UP ABOUT 3.5%, AND EX-PER NATURAL FUNDS DOWN ABOUT \$860,000.

CAN YOU TALK A LITTLE BIT ABOUT THE INCREASE WITH THE ENTERPRISE APPLICATIONS, WHAT IS THAT --

>> A BIG PIECE OF OUR INCREASE HAS TO DO WITH OUR PERSONNEL LINE.

ON TOP OF ALL OF THAT, WE ALSO HAD OUR WORK FORCE COLLECTIVE BARGAINING UNITS CAME INTO PLAY, FINALIZED THE PAST YEAR A BIG PIECE GOING TO THE PERMANENT EMPLOYEE LINES.

>> HOW MANY EMPLOYEES TOTAL?

>> WE HAVE 163 EMPLOYEES.
>> IS THAT AROUND BALLPARK LEVEL
OF LAST YEAR AND THE YEAR
BEFORE, OR HAS IT GROWN?
>> A GROWTH OF ABOUT FOUR.
>> FAIRLY LEVEL.
>> YEAH.
>> THE BULK OF THAT ALMOST \$2
MILLION COMES FROM COLLECTIVE
BARGAINING.
WHAT PERCENTAGE IS UNIONIZED?
[INDISCERNIBLE]
>> HOW LONG IS THE CONTRACT THAT
WAS JUST NEGOTIATED WITH THEM?
>> I THINK THREE YEARS.
>> TERRIFIC, WELL DONE, OK.
AND CORE INFRASTRUCTURES SEEING
ABOUT A \$1 MILLION DECREASE.
IS THAT JUST BECAUSE COSTS WERE
EXAGGERATED IN THE LAST YEAR
WITH BUILDING THE NEW --
>> YEAH.
ONE THING WE HAVE WITHIN TRYING
TO DO IS RE-ALIGN COSTS TO THE
MORE SPECIFIC GROUPS AS WELL.
IT IS MORE OR LESS CHARGE OF THE
FIT CORE INFRASTRUCTURE AND
BEING BUILT OUR TEAMS.
REALIZING IT ALIGNS BETTER
WHETHER IT IS THE DATA ANALYTICS
TEAM.
>> DO YOU MANAGE THE BILL PAY
APPARATUS I ASSUME FOR PROPERTY
TAXES, PROPERTY TICKETS THAT DO
THE ONLINE BILL PAY?
>> THROUGH A CONTRACTED
RELATIONSHIP, YEAH.
>> THE SAME VENTER FOR ALL CITY
SERVICES?
>> I AM AWARE OF TWO.
BUT I CAN GET BACK TO YOU ON
THAT.
>> I AM JUST MORE CURIOUS.
EVERY YEAR SINCE I HAVE BEEN
HERE I ASKED BECAUSE I HAVE ONE
WONDERFUL CONSTITUENT THAT WATER
AND SEWER DID NOT ACCEPT AUTO
PRAY.
AND THEY CHANGED.
AND HE IS DELIGHTED AND I AM
DELIGHTED.
BUT I GUESS IT IS A QUESTION AND
A STATEMENT.
THIS ISN'T SO MUCH YOU GUYS, BUT

I WILL BRING IT UP IN
TRANSPORTATION.

IT IS BEYOND FRUSTRATED TO ME
THAT CERTAIN CONTRACTORS WITH
WHOM WE DO BUSINESS WITH, WITH
WHOM WE DO BUSINESS, THAT OUR
TOW COMPANY ALSO NOT ACCEPT
CREDIT CARDS TO PAY FOR TOWS.
I THINK IT IS UNCONSCIONABLE AND
SHOULD STOP CONTRACTS WITH ANY
OF THOSE.

AND I AM HAPPY TO PAY IT, BUT I
WOULD LOVE TO SEE DO IT REALLY
SORT OF ANY RUN TECHNOLOGICALLY
GUIDANCE TO EVERY VENDOR WITH
WHOM WE WORK TO MAKE SURE THAT
RESIDENTS HAVE THE ABILITY TO
PAY ONLINE USING THEIR DEBIT
CARDS.

I UNDERSTAND WITH CHECKS, BUT IT
IS THE SAME AS CASH.

AND I AM HOPING WE CAN --
>> THANK YOU.

>> MAKE SURE YOU HAVE ENOUGH
STAFFING.

TELL ME A LITTLE BIT ABOUT THE
CITIZENS 311APP I AM A BIG
PROPONENT IS.

HOW MANY USERS?

>> I DON'T HAVE A NUMBER ON TOP
OF MY HEAD.

>> I WOULD LOVE TO SEE HOW IT
HAS GROWN AND HOW WE CAN
CONTINUE TO GO IT AND MAKE SURE
YOU HAVE GREAT SUPPORT.

I THINK IT IS A GREAT THING WE
DO, I USE IT IF NOT DAILY USE IT
THREE OR FOUR TIMES A WEEK AND
USE IT WITH SOMETHING AND
ENCOURAGE OTHERS, TOO.

AND I WAS ASKED THE PREDECESSOR
THINKING OF PIPELINE, TECHNOLOGY
AND APPS.

AND THE BOSTON SAVEST DRIVER AND
THERE WAS ALSO A BETA SORT OF
THING BEING DONE THAT WOULD
MEASURE POTHOLES, AN APP YOU USE
WITH YOUR PHONE.

IS THAT STILL IN THE WORKS?

>> SURE.

ONE OF MY COLLEAGUES IN THE
MAYOR'S OFFICE IS MANAGING THAT
MORE, BUT WE'RE ALWAYS LOOKING
TO THE MOST INNOVATIVE

TECHNOLOGIES HAPPENING SO WE CAN
STAY ON THE MARKET.
AND WORK WITH ALL SORTS OF
PEOPLE, MOSTLY LOCAL WHO
DETERMINE WHEN WE SHOULD BE
GOING, HOW WE CONNECT WITH
CONSTITUENTS TO SEE WHAT THE
NEEDS ARE.
AND CONTINUE TO WORK ON THAT.
>> AND THE ANSWER YOU PROBABLY
HAVE TO SAY YES, BUT BLINK TWICE
IF THE ANSWER IS NO.
DO YOU THINK THAT MORE AND MORE
PEOPLE ARE USING AND EMBRACING
TECHNOLOGY?
MAYBE IT IS TIME WE GROW YOUR
DEPARTMENT A BIT TO MEET THE
DEMAND AND NEEDS AND SERVICES WE
OFFER?
>> SURE, I DO.
I THINK WE HAVE AN INCREDIBLY
TALENTED GROUP OF PEOPLE.
>> TWO OF WHOM ARE SITTING WITH
YOU TODAY.
>> AGREED.
WE SEE THINGS MOVING MORE
ONLINE, AND MORE DIGITAL, AND
RESIDENTS HAVE THE EXPECTATION
OF HAVING SEAMLESS BEAUTIFUL
APPLICATIONS WORK FOR THEM THAT
THE CITY PROVIDES.
AND WE ARE DOING THAT REALLY
WELL.
YES, OF COURSE, WE WILL CONTINUE
TO GROW AND SEE IMPROVEMENT,
PARTICULARLY CYBER SECURITY
WHICH WAS MENTIONED TODAY.
BUT WE DEFINITELY KEPT UP WITH
THE MARKET IN REGARDS TO
ANALYSIS AND ANALYTICS AND
DIGITAL.
>> I THINK YOU HAVE TO.
YOU DO A REMARKABLE JOB AND YOUR
TEAM DOES A REMARKABLE JOB.
AND I REALLY APPRECIATE IT.
I AM HOPING TO SEE BOSTON CREATE
ITS OWN MUNICIPAL BROADBAND I
KNOW YOU CAN DO IT AND SERVE
MORE PEOPLE.
>> THANK YOU, COUNCILOR
O'MALLEY.
QUESTION ON THE CITY-WIDE RAID
YOUR SYSTEM.
CAN YOU GIVE US AN OVERVIEW

WHERE WE ARE AT WITH THE STUDY
AND FUTURE STEPS?

>> SURE.

I WILL REFER TO MY COLLEAGUE,
EDDIE, ON THAT.

>> AND WE SPENT A LOT OF TIME
INVENTORY, GATHERING, MAPPING
OUT THE NETWORK AND PUBLIC
SERVICE AGENCIES, WORKING ON A
ROBUST RFP.

AND HOPEFULLY IN THE NEXT MONTHS
YOU WILL SEE THE REQUEST FOR
PROPOSALS, ESPECIALLY COMING IN
ON THE PATH FORWARD.

I THINK THE CITY MAKING BIG
INVESTMENTS AND MAKING SURE WE
GET IT RIGHT.

AND TECHNOLOGY IS CONTINUOUSLY
EVOLVING AND WE WANT TO MAKE
SURE WE HAVE THE RIGHT
DIRECTION.

>> GREAT.

>> COUNCILOR ANNISSA ESSAIBI
GEORGE.

>> THIS MORNING WE HAD A HEARING
WITH D&D, AND ONE OF THE TOPICS
OF CONVERSATION WAS THE METRO IN
THE WORKS THAT YOUR DEPARTMENT
HAS DONE TO DIGITIZE THAT.
CAN YOU TALK A LITTLE ABOUT THE
IMPROVEMENTS AND THE
LONGER-RANGE PLANS FOR THE
METRO.

>> I WILL GET BACK TO YOU WITH
SPECIFICS LONG-TERM BUT THE
DIGITAL TEAM WORKED HARD TO MAKE
IT ACCESSIBLE AND EASIER TO USE
SO PEOPLE UNDERSTAND WHEN IT IS
AVAILABLE.

IT IS A QUICKER TURN-AROUND.

I AM NOT SURE WHAT THE LONG-TERM
PLANS ARE BUT I CAN GET BACK TO
YOU ON THAT.

>> ONE OF THE THINGS I HOPED FOR
WHEN WE HAD A HEARING ABOUT IT
LAST YEAR WAS A WAY TO CONNECT
UNITS THAT COME TO THE BPA, THE
AFFORDABLE UNITS WITH THE NEW
DEVELOPMENTS , BUT THE MET ROW
LIST.

IF THERE WAS A WAY TO ONLINE
STREAMLINE THE PROCESS OF
APPLYING FOR AFFORDABLE
REPRESENTALS AND HOMEOWNERSHIP

OPPORTUNITIES.

I AM NOT SURE IF THERE WAS AN
A.P. OR COMMON APPLICATION
SUGGESTED AND I THINK USED TO
SOME -- A PREAPPEAR I THINK THEY
CALLED IT, D&D.

AND I AM NOT SURE WHAT ROLE YOU
PLAY IN THAT EFFORT.

>> HAVE AN INCREDIBLE TECHNOLOGY
STAFF THAT DOES RESEARCH FOR ALL
OF THESE, AND WE HELP SUPPORT
THEM ON THE INFRASTRUCTURE SIDE.
I WOULD HAVE TO GET BACK TO YOU.
I DON'T KNOW THE SPECIFICS AND
WHERE WE STAND ON THAT.

>> THANK YOU.

>> COUNCILOR.

>> I JUST WANT TO SAY THANK YOU,
CHIEF.

AND MIKE, WE'RE GOING TO
TAKE -- WE'RE GOING TO ADJOURN
THIS AND TAKE FIVE AND COME
BACK.

WE JUST HAVE TO CHANGE -- DO
SOME TECH STUFF AND WE WILL COME
BACK WITH THE PEG FUND.

JUST WANT TO CLOSE IN THANKING
YOU AND YOUR INCREDIBLY TALENTED
STAFF FOR ALL YOU DO OVER THESE
10 YEARS THAT I HAVE BEEN A
COUNCILOR.

I KNOW THAT WE HAVE ACHIEVED
GREAT EFFICIENCYINGS
EFFICIENCYINGS -- EFFICIENCIES
WITH OUR GOVERNMENT, AND ON THE
TECHNOLOGY LEVEL IT FILTERS DOWN
TO THE GUYS FILLING THE POTHOLES
AND ARE GETTING GREAT EFFICIENCY
FROM ALL OF OUR EFFORTS, SO
THANK YOU.

THIS HEARING IS ADJOURNED.

>> GOOD AFTERNOON AGAIN, I AM
MARK CIOMMO, CHAIRMAN OF WAYS
AND MEANS AND THE DISTRICT CITY
COUNCILOR.

I REMIND FOLKS THIS IS A PUBLIC
HEARING, BOTH BOTH BROADCAST AND
RECORDED, COMCAST 8 AND VERIZON
1964 AND STREAMED AT
BOSTON.GOV/CITYCOUNCIL-TV.

I ASK PHONES IN THE CHAMBER TO
SILENCE ELECTRONIC DEVICES.

THE CONCLUSION OF THE
PRESENTATION FROM THE

DEPARTMENT, QUESTIONS FROM
ANSWER FROM MY COLLEAGUES, AND
TAKING PUBLIC TESTIMONY, A
SIGN-IN SHEET TO MY LEFT.
STATE NAME, AFFILIATION,
RESIDENCE, AND CHECK OFF THE BOX
IF YOU WISH TO TESTIFY.
WE ARE HERE REGARDING DOCKET
0584.

MESSAGING ORDER APPROACHING
APPROPRIATION \$4,400,000 FROM
THE 21ST CENTURY FUND, ALSO
KNOWN AS THE PUBLIC EDUCATIONAL
OR GOVERNMENTAL ACCESS AND
CABLE-RELATED FUND PURSUANT TO
SECTION 53F, 3/4 OF CHAPTER 44
OF THE GENERAL LAW TO THE PEG
ACCESS AND CABLE-RELATE THE
GRANT FOR CABLE-RELATED PURPOSES
CONSISTENT WITH THE FRANCHISE
AGREEMENT BETWEEN THE CAPABLE
OPERATOR AND THE CITY, INCLUDING
BUT NOT LIMITED TO SUPPORTING
PUBLIC EDUCATIONAL OR
GOVERNMENTAL ACCESS CABLE
TELEVISION SERVICES, MONITORING
COMPLIANCE OF CABLE OPERATOR,
WITH THE FRANCHISE AGREEMENT OR
PREPARATION FOR REMOVAL OF THE
FRANCHISE LICENSE.

I AM JOINED TO MY IMMEDIATE
RIGHT BY COUNCILOR AT LARGE
ANNISSA ESSAIBI GEORGE.
WITH THAT, I WILL HAND IT OVER
TO CHIEF.

OH, MIKE, THANKS MIKE.

>> THANK YOU MR. CHAIRMAN.

AS YOU MIGHT RECALL, LAST YEAR
WAS THE FIRST YEAR OF FUNDING
UNDER THE NEW SPECIAL FUND.
THE FUND WAS ESTABLISHED TO
SUPPORT BOSTON NEIGHBORHOOD
NETWORK NEWS AND TECHNOLOGY GOES
HOME.

TECHNOLOGY GOES HOME IS AN
EXTERNAL DIGITAL EQUITY PROGRAM,
A BROAD RANGE, I BELIEVE 32
OUTLETS HAS TRAINING IN WHAT
THEY CALL LIVE, LEARN, WORK AND
PLAY.

ABILITY TO GET ONLINE FOR
FAMILIES, SMALL BUSINESSES,
MINORITY-OWNED BUSINESSES.
AND I KEEP LOOKING TO MY RIGHT

BECAUSE THEO IS HERE AND MORE
LITERATE THAN DESCRIBING
ACTIVITIES THAN I AM.

AND SUPPORTS THE BOSTON
NEIGHBORHOOD NETWORK AND
INCORRECTLY SOME OF THE A.V.
SERVICES PROVIDED HERE IN THE
CITY COUNCIL CHAMBERS.

AND THE NETWORK NEWS IS
COMPRISED OF FOUR TO FIVE
CHANNELS OF ACCESS PROGRAMMING
IN THE NEW LOW-POWER RADIO
STATIONS OPERATING FROM 6:00
P.M. NIGHTLY UNTIL 2:00 IN THE
MORNING.

>> AN ADDITIONAL MODERATE AMOUNT
OF FUNDING HERE TO SUPPORT THE
ANTICIPATED FUNDING NEEDED FOR
THE FIBERNET WORK AS WE GO
FORWARD.

WE FIND AS WE BUILD OUT FIBER TO
ALL THE BUILDINGS, CONSTANTLY
NEEDED TO RE-LOCATE AND
SCATTERED THUNDERSHOWERS HAVE TO
PROVIDE COMPENSATION TO A PHONE
ARE CABLE COMPANY IF THEY ARE
MOVING SOME LINES FOR US.

THANK YOU.

>> THANK YOU AND WE SINCE HAVE
BEEN JOINED BY COUNCILOR KIM
JANEY.

SO IT IS A GRANT AND SO FAR
STARTED LAST YEAR, CONTINUES
THIS YEAR.

HOW MANY YEARS WILL WE BE
ELIGIBLE FOR THIS?

>> THE MONEY IS DIRECTLY FUNDED
BY THE CABLE FEES, ON THE CABLE
TELEVISION BILL.

AS LONG AS THOSE FEES CONTINUE,
I SUSPECT THE FUND WILL BE IN
EXISTENCE.

HISTORICALLY, BOSTON
NEIGHBORHOOD NETWORK HAS BEEN
AROUND SINCE 1982 AND IS GOING
STRONG.

THEY HAVE ACQUIRED THEIR OWN
BUILDING, AND MANAGE TWO TV
STATIONS OUT OF THERE, AS WELL
AS THE RADIO STATION.

THEY ALSO HAVE A MEDIA CENTER
THERE THAT IS CONN
TECH GOES HOME AND ANOTHER
PROGRAM CALLED TIMOTHY SMITH

NETWORK TO PROVIDE SOME TRAINING
ON DIGITAL PLATFORMS.
THEY ARE A VERY STRONG, ROBUST
OUTFIT.

I BELIEVE THEY ALSO HERE AND THE
COUNCIL KNOWS THEY RUN AND
SUPPORT AND STAFF NEIGHBORHOOD
NETWORK NEWS AT 640 COMMONWEALTH
AVENUE, WHICH IS HOUSED ON THE
B.U., ACTUALLY A PIECE OF BOSTON
NEIGHBORHOOD NETWORK.

I HOPE THEY ARE AROUND FOREVER.
THEY DO A FABULOUS JOB OF
PROMOTING THE GOOD NEWS OUT OF
BOSTON'S NEIGHBORHOODS.

>> AGREED.

COUNCILOR ANNISSA ESSAIBI
GEORGE.

>> I DON'T HAVE ANY QUESTIONS,
THANK YOU.

>> THANKS.

COUNCILOR JANEY.

>> ALL RIGHT THANK YOU.

CONGRATULATIONS TO JERRY, I
DIDN'T GET TO DO THAT EARLIER ON
HIS RETIREMENT.

AND SHOUT-OUT TO THE FOLKS AT
NEIGHBORHOOD NETWORK NEWS, AND
SPECIAL SHUT-OUT TO CHRIS.

I HAD A QUESTION, IF THIS IS
BEING FUNDED THROUGH THE CABLE
FEEDS ON THE CABLE BILL,
HOW -- HAS THERE BEEN A DECREASE
WITH CABLE, SAYING THAT WE HAVE
SO MANY OTHER OPTIONS THROUGH
NETFLIX, AMAZON, HULU ALL THE
OTHER DEVICES, OR ARE THE CABLE
COMPANIES UPPING THE BILL?

>> YOU RAISE A GOOD QUESTION,
COUNCILOR.

I THINK PERHAPS BOSTON IS UNIQUE
AT THIS POINT.

I WOULD LIKE TO THINK IT IS
BECAUSE OF THE WORK OF PEOPLE
LIKE THE BOSTON NEIGHBORHOOD
NETWORK NEWS WHO PROVIDE US AN
ELEMENT OF RESOURCE THAT NO ONE
ELSE IN A BROADCAST-RICH
COMMUNITY LIKE BOSTON PROVIDES.
OTHER CITIES ARE EXPERIENCING A
DWINDLING OF FUNDS FROM THE
CAPABLE TV-RELATED FEE.
THAT FEE IS ONLY ATTACHED TO THE
CABLE TV BILL, NOT TO THE

BROADBAND BILL.

HOWEVER IN THE LAST FIVE YEARS
SOME LIKE SEATTLE WENT DOWN 5%
AND BOSTON HAS NOT.

>> WHY IS THAT?

BECAUSE THE FEE HAS GONE UP SO
THE FEWER PEOPLE WHO HAVE CABLE
ARE NOW PAYING THE DIFFERENCE
FOR THOSE WHO HAVE ABANDONED
CABLE?

>> IT'S UNCLEAR.

BOSTON HAS A COUPLE OF
AFFORDABLE SENIOR PACKAGES AND
AFFORDABLE PACKAGES FOR CABLE TV
AND IT MAY CONTRIBUTE TO A
CONTINUING LOYALTY.

AS AN OUTLET THROUGH
ORGANIZATIONS LIKE BNN, I
BELIEVE, SOME PEOPLE WANT TO
HEAR NEWS ABOUT BOSTON.
AND ACTUALLY FIVE CHANNELS OF TV
DO PROVIDE THEM WITH THAT ON THE
CABLE SYSTEM.

LASTLY, I THINK WE'RE A VERY
MEDIA-RICH MARKET IN BOSTON.
I THINK WE ARE THE NUMBER SEVEN
MARKET IN THE COUNTRY.
AND THAT GIVES US A TRULY SENSE
OF VALUE.

PEOPLE LIKE THEIR LOCAL NEWS
HERE.

>> I AM ALWAYS AMAZED BY THE
NUMBER OF PEOPLE WHO WATCH THE
LOCAL CHANNELS.

IS THIS SOMETHING THOUGH THAT WE
HAVE TO WORRY ABOUT IN TERMS OF
FIVE YEARS DOWN THE ROAD?

>> WE LOOK CLOSELY EVERY MONTH.

>> THANK YOU, I HAVE NO OTHER
QUESTIONS.

>> BEFORE WE ADJOURN CAN YOU
GIVE US AN UPDATE ON THE VERIZON
ROLL-OUT?

>> QUESTION.

VERIZON SIGNED A CABLE FRANCHISE
WITH THE MAYOR IN 2016, CAME
BACK IN SEVEN OR EIGHT MONTHS
LATER SAID WE LIKE SO MUCH WHAT
WE ARE DOING IN 1/3 OF THE CITY
AND WANT TO DO IT IN MORE THAN
HALF OF THE CITY AND THEY SIGNED
THAT LAST YEAR.

THEY ARE DOING WELL.

YOU PROBABLY KNOW COMING IN AND

OUT OF WORK EVERY DAY, THEY ARE ON THE STREET UPGRADING PLANTS. THEY HAVE MANY DIFFERENT BUSINESS UNITS, FIOS TV, BROADBAND, TV, THE SERVICE WE ALWAYS HAD, AND THE WIRELESS ENTITY.

THE FIBER PLATFORM THAT RUNS ALL OF THEM IS MASSLY INVESTED ACROSS THE CITY.

I THINK WHEN VERIZON CAME IN THEY SAID THEY WOULD SPEND \$300 MILLION AND I THINK THEY MAY COME CLOSE TO DOUBLE THAT FIGURE.

THEY SEEM VERY PLEASED WITH THE GROWTH ON THE FIOS PRODUCT AND ARE POSED TO DO WELL ON THE WIRELESS.

>> RIGHT.

TO THAT POINT, BUILDING THAT INFRASTRUCTURE OUT, I REMEMBER OR RECALL DURING THE HEARINGS WE TALKED ABOUT AS THEY ARE ROLLING OUT THEIR FIBER, THERE ARE WAYS WE CAN PIGGY-BACK AND KIND OF TAKE ADVANTAGE OF THEM IMPROVING THEIR INFRASTRUCTURE TO IMPROVE OURS?

>> THANK YOU FOR MENTIONING IT, COUNCILOR BECAUSE WE DID NOT. YOU MAY REMEMBER COMCAST PROVIDES DOCK FIBER THE BEGINNING TO 130 BUILDINGS. VERIZON WHEN THEY SIGNED THE CABLE LICENSE WITH THE CITY INITIALLY AGREED TO PROPORTIONALLY PROVIDE I THINK IT WAS 27 BUILDINGS WITH FIBER. SOMEWHAT UNHEARD OF FROM THEM SO WE ARE PLEASED TO GET IT IN BOSTON.

WHEN THEY AMENDED THE LICENSE LAST YEAR THEY DOUBLED THE NUMBER.

WE HAVE THE FIBER PROJECT CONNECTING BUILDINGS WITH A LONG-TERM LEASE WE HAVE A CONTRIBUTION FROM VERIZON.

>> WE APPRECIATE THE GREAT WORK YOU AND YOUR TEAM DO ON A DAILY BASIS TO KEEP OUR CITY RUNNING SMOOTHLY, SHARING INFORMATION ROBUSTLY, AND WE'RE GOING TO

DROP THAT I SOON, RIGHT?
THANK YOU VERY MUCH AND THIS
HEARING STANDS ADJOURNED.
>> THANK YOU.