

OFFERED BY COUNCILORS GABRIELA COLETTA, ED FLYNN, LIZ BREADON, DURKAN, FERNANDES ANDERSON, FITZGERALD, MEJIA, MURPHY, PEPÉN, SANTANA, WEBER, WORRELL, AND LOUIJEUNE



CITY OF BOSTON IN CITY COUNCIL

ORDER FOR A HEARING REGARDING TECHNOLOGICAL INFRASTRUCTURE IMPROVEMENTS ACROSS CITY DEPARTMENTS

- WHEREAS,** In 2023, hearings were introduced in front of the City Council to discuss technological improvements to the Boston Transportation Department (BTD) and the Public Works Department (PWD) regarding parking enforcement and utility/construction work coordination. Since then, the City of Boston has endeavored in an audit process with the goals of improving all city departments through technological enhancements led by the Department of Innovation and Technology (DoIT); *and*
- WHEREAS,** Departments like BTD and PWD plan, build, maintain, and operate city services in a manner that increases access to opportunities, promotes safety, and fosters the highest quality of life for everyone living, working, and visiting the City of Boston; *and*
- WHEREAS,** BTD currently relies on institutional knowledge of parking enforcement officers to recognize parking regulations in respective neighborhoods. There is no tracking system or geographic information system (GIS) mapping tool that defines what regulations are where which negatively impacts both residents and BTD employees; *and*
- WHEREAS,** While BTD is currently experiencing understaffing, establishing a tracking system that allows the department to see gaps in service can ensure that residents who live in high density areas can safely and reliably find parking near their homes; *and*
- WHEREAS,** Similarly, both residential construction work and public utility work can have a significant impact on residents' quality of life. These quality of life impacts are multiplied if there are numerous projects happening in a small geographic area; *and*
- WHEREAS,** This leads to negative impacts to the overall quality of life for residents. Both residents and departments alike want to have high quality city services that function efficiently and adequately address constituent needs; *and*

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WHEREAS, Investment in digital tools that are easy to navigate can make it more efficient for residents and city workers to access information, request services, sign up for alerts, and enforce regulations. It is time we bring our city services into the 21st century; *and*

WHEREAS, Throughout the budget season, effective and accessible city services are top issues constituents consistently raise, and the digital systemization of work across city departments could truly foster the highest quality of life for everyone living, working, and visiting Boston; ***NOW, THEREFORE BE IT***

ORDERED: That the appropriate Committee of the Boston City Council holds a hearing to discuss technological infrastructure improvements to city departments and that the Mayoral administration, the Department of Innovation and Technology, and other relevant departments be invited to testify.

Filed on: January 24, 2024