

; 05/18/17 12:55 AM

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>> THIS IS THURSDAY, MAY 18.  
WE'RE HERE WITH THE INSPECTIONAL  
SERVICES DEPARTMENT AND  
ENVIRONMENT.

THIS IS A PUBLIC HEARING.

IT'S BE RECORDED.

I'D ASK FOLKS IN THE CHAMBER TO  
SILENCE THEIR ELECTRONIC  
DEVICES.

AT THE CONCLUSION OF THE  
PRESENTATION AND QUESTIONS AND  
ANSWERS FROM MY COLLEAGUES, WE'LL  
TAKE PUBLIC TESTIMONY.

THERE'S A SIGN-IN SHEET TO MY  
LEFT BY THE FRNT DOOR .

WE ASK THAT YOU SIGN IN.

AS I STATED WE'RE HERE TO REVIEW  
THE BUDGET FOR THE INSPECTIONAL  
SERVICES AS THEY PERTAIN TO  
0536-0538.

ORDERS FOR THE FISCAL YEAR 18  
FOR THE DEPARTMENT OPERATIONS,  
ANNUAL APPROPRIATION FOR SCHOOL  
DEPARTMENT AND APPROPRIATION FOR  
OTHER POST EMPLOYMENT BENEFITS  
AS WELL ALWAYS DOCKETS  
0539-0543.

CAPITAL BUDGET APPROPRIATIONS  
INCLUDE LOAN ORDERS AND LEASE  
AND PURCHASE AGREEMENTS.

I AM HERE JOINED BY MY GOOD  
FRIEND AND COLLEAGUE FROM  
DISTRICT 8, JOSH ZAKIM.

I GUESS I'LL HAND IT OVER TO  
YOU.

>> SURE.

>> CHIEF BLACKMON, THANK YOU.

>> MY PLEASURE.

COUNCILLORS, THANKS FOR JOINING  
US TODAY.

MY PLEASURE TO BE HERE WITH THE  
TEAM AT ISD.

I'D LIKE TO RECOGNIZE NOT ONLY  
THE TEAM AT ISD FOR THE GREAT  
WORK THAT THEY HAVE DONE BUT THE  
STAFF AT THE ADMINISTRATION AND  
FINANCE OVER THE CHIEF'S  
LEADERSHIP AND HELPING US  
PREPARE THE RECOMMENDED BIGOT --  
BUDGET FOR ISD.

WE'RE TRYING TO MAKE BOSTON A MORE INNOVATIVE AND THRIVING CITY.

FOR PROTECTING OUR CITY AND ISSUING PERMITS THROUGH CURRENT CONSTRUCTION BOOM, ISD HAS AND WILL CONTINUE TO PLAY A CRUCIAL ROLE TO THE CITY'S CONTINUED SUCCESS.

IN THIS RECOMMENDED BUDGET, WHILE IT ALLOWS US TO BUILD ON THE SUCCESS OF OUR LAST YEAR. WE'VE SURPASSED THE NUMBER OF PERMITS ISSUE FROM FY 16. TO DEAL WITH THIN CREASED ACTIVITY, WE HAVE INCREASED STAFF TO THE CALL CENTER AND CUSTOMER SERVICE LOCATIONS. WORKING WITH OUR PARTNERS AT THE TRANSPORTATION DEPARTMENT, POLICE DEPARTMENT, LOCAL UNIVERSITIES, WE STAGGERED STUDENT MOVE-IN WEEKS LEADING TO FEWER DISRUPTIONS AND LESS OVERTIME EXPENDITURES.

I WANT TO THANKS THE COMMISSIONER FOR HIS LEADERSHIP THERE.

ISD HAS ROLLED OUT THE RESTAURANT GRADING SYSTEM GIVING RESTAURANTEURS THE CARE THEY NEED.

OUR POLICE COMMISSIONER AND I ARE DEDICATED TO MAKE FURTHER IMPROVEMENTS TO MAKE OUR CITY SAFER.

THANK YOU FOR YOUR TIME. IF IT PLEASES THE CHAIR, I'D LIKE TO HAVE CHRISTOPHER COMMISSIONER MAKE AN OPENING STATEMENT AND GIVE MORE DETAILS AND PLANS FOR FY-18.

>> THANK YOU.

COUNCILLORS, FIRST I WANT TO MAKE A STATEMENT ABOUT THE STAFF IN ISD, THE LEVEL OF COMMITMENT AND TO CHANGE AND HARBOR NEW CONCEPTS AND NEW RULES.

REALLY EXEMPLARY.

IT'S NOT A LOT OF STUFF THAT GETS HEADLINES OR A LOT OF FOCUS.

THE REALITY OF IT IS, THEY HAVE MADE A TREMENDOUS DIFFERENCE IN

OUR CITY.

YOU WILL REMEMBER THAT ISD IS RESPONSIBLE FOR BUILDING PERMITS, HOUSING, ANIMAL CARE AND CONTROL.

THE NUMBER OF CASES THAT WE PROCESS HAVE ALL BEEN DOCUMENTED AND GIVEN TO YOU AND IT'S DONE WITHOUT A LOT OF FANFARE.

WE HEAR ABOUT THOSE CASES BUT THE VAST MAJORITY OF THEM ARE HANDLED IN A PROFESSIONAL AND FRIENDLY MANNER.

AS CHIEF BLACKMON HAS SAID, THE MAJOR FOCUS IS REALLY ON CONSTITUENT SERVICES.

WE HAVE FORTIFIED OUR FRONT-LINE RESOURCES IN THE FORM OF THE CALL CENTER AND CONSTITUENT SERVICES.

THERE'S ADDED STAFF ACTUALLY TO THE DEPARTMENTS.

RATHER THAN JUST THROWING RESOURCES AND STAFFING AT A SITUATION WE'RE REANALYZING THE WAY THE BUSINESS PROCESS TAKES PLACE AT ISD.

WE'RE IN THE PROCESS OF DOING AN IN DEPTH AUDIT THAT IS REVIEWING AND HIGHLIGHTS THE PROCESS OF WHAT WE DO.

WE'RE IN THE PROCESS OF ORGANIZING HOW BUILDING INSPECTORS ARE DOING THEIR JOB IN THE SUPPORT THAT THEY NEED SO THEY CAN FOCUS THEIR TIME ON THEIR PRIMARY TASK.

WE HAVE THREE YEARS WORTH OF DATA AND WE REALLY UNDERSTAND A LOT MORE ABOUT HOW THAT SHOULD WORK AND WHAT REALISTIC EXPECTATIONS FOR THAT ARE.

RIGHT NOW WE HAVE ABOUT 116,000 UNITS REGISTERED, WHICH IS AN ALL-TIME HIGH.

INSPECTIONS ARE 16,000 TO 17,000 A YEAR, WHICH IS REALISTIC TO WHAT WE'RE DOING.

WE'RE LOOKING AT THE ORDINANCE ON THE WAY IT WAS WRITTEN.

WE HAVE A LOGICAL, RESPONSIVE WAY TO DEAL WITH THE SITUATION AS WE MOVE FORWARD.

WE'VE BEEN HIGHLIGHTS OUR

INTERACTIONS NOT ONLY WITH, YOU KNOW, THE UNIVERSITIES AND STUDENT HOUSING, BUT WE HAVE MONTHLY MEETINGS WITH ARCHITECTS AND LAWYERS AND GOOD DISCUSSIONS.

MONTHLY MEETINGS WITH DEVELOPERS TO DISCUSS THINGS.

THIS IS A FORUM THAT IS BENEFICIAL TO US BECAUSE THEY FULLY UNDERSTAND WHAT OUR EXPECTATIONS ARE.

WE LISTEN AND BRINGING INTO THE FOLD THE CONCERNS AND PROBLEMS THAT DEVELOPERS AND PEOPLE JUST DOING BUSINESS IN THE CITY HAVE. WE'RE TAKING THAT INFORMATION VERY SERIOUSLY TO REDEFINE OUR BUSINESS ROLE.

WE'RE MAKING IT VERY CLEAR TO PEOPLE WHAT IS EXPECTED WHEN THEY SUBMIT FOR A PERMIT AND WHAT THEY CAN EXPECT IN RETURN. SO AGAIN, I JUST WANT TO SAY I THINK THE STAFF HAS DONE AN UNBELIEVABLE JOB.

MY POSITION HAS BEEN FORTIFIED BY THE ASSISTANCE OF CHIEF BLACKMON AND THE EVER-PRESENCE OF THE MAYOR'S GOALS AND EXPECTATIONS FOR OUR CITY AND THE WORK THAT WE'VE DONE WITH THE COUNCIL AS WELL.

I'D LIKE TO OPEN IT UP TO QUESTIONS IF YOU'D LIKE.

>> THANK YOU, COMMISSIONER.

LET ME ACKNOWLEDGE THAT WE'VE BEEN JOINED BY DISTRICT 4 CITY COUNCILLOR ANDREA CAMPBELL. OUR LAST MOVE IS ALWAYS -- COULD BE A VERY DISRUPTIVE MORE THAN DAY, SEPTEMBER 1.

DEPENDS WHERE IT LANDS.

ALL KINDS OF DYNAMICS THAT SET OFF DEPENDING ON WHERE THE 1st FALLS.

YOU ADD SO MANY OF YOUR STAFF OUT THERE, MAKING CONNECTIONS WITH FOLKS AND IDENTIFYING PROBLEMS AND DEALING WITH THEM IN REAL TIME.

AND IT WAS A GREAT COLLABORATIVE EFFORT.

AS YOU SAID, IT WAS BOSTON

POLICE, PUBLIC WORKS, ALL OF THE DEPARTMENTS WORKING TOGETHER. IT WAS AN OUTSTANDING EFFORT. I APPRECIATE THAT.

I'M JUST GOING TO GET INTO A COUPLE QUESTIONS ON THE BUDGET. YOU KNOW, THE BUDGET PAGE INDICATES THAT YOUR DEPARTMENT IS SEEING A CUT OF ABOUT 1.29%. PLEASE INFORM US OF HOW THAT IMPACTS YOU DELIVERING THE SERVICES THAT YOU MENTIONED, WHICH ARE MANY, AND MANY OF THEM ARE CRUCIAL TO PEOPLE'S HEALTH AND SAFETY.

SO HOW ARE YOU DEALING --  
>> THE NUMBER DOESN'T REPRESENT THAT GOES ON IN ISD. WE HAVE HAD A NUMBER OF STAFF THAT HAVE RETIRED AT TOP OF THEIR LEVEL.

SO THEIR PAY SCALE WAS MUCH HIGHER.

BUT IT HAS NOT AFFECTED THE STAFF.

THERE'S NO LAY-OFFS. WE'RE CONTINUING TO OPERATE ISD AS WE HAVE.

SO THE REPRESENTATION ON A MAP EQUATION CLEARLY SHOWS THAT THERE'S A 1.59% REDUCTION. THE REALITY OF SERVICES BEING PROVIDED AND STAFFING AVAILABLE HAS NOT ALTERED AT ALL. WE HAVE ACTUALLY ADDED STAFF TO ISD IN A LOT OF ADMINISTRATIVE FUNCTIONS.

>> AND I DID SEE THAT IN YOUR PACKET, THAT THE STAFFING LEVEL SEEMS TO BE STABLE.

IT'S 224.

IF YOU ADD IN THE ZONING BOARD OF APPEALS --

>> 224 IS A SNAPSHOT OF THE BUDGET OF WHAT ACTUAL FTEs WE HAVE IN THE DEPARTMENT. TECHNICALLY THE OVERALL NUMBERS ARE 245.

THERE ARE -- THE ZONING BOARD OF APPEALS, 16 MEMBERS.

AND THEN THERE'S THE BOARD OF LICENSURE, WHICH IS ANOTHER THREE MEMBERS THAT HAVE FALLEN TO US.

WE HAVE LOST NO PERMANENT STAFF  
IN THE PROCESS OF REDEFINING  
THIS.

WHAT OUR APPROACH IS, WE HAVE A  
NEW DIRECTOR OF OPERATIONS.  
HE'S JOINED US TO HELP US ON THE  
SENIOR MANAGEMENT SIDE SO AGAIN,  
WE CAN ALLOCATE RESOURCES  
PROPERLY.

MORE IMPORTANTLY, WE CAN ANALYZE  
THE DATA COMING IN.

WHERE THE PROBLEMS, WHAT ARE THE  
ISSUES, ARE THEY BEING DEALT  
WITH IN A PROPER SENSE.

I DO HAVE TO SAY, THE  
INTERDEPARTMENT RELATIONSHIPS  
NOW THAT WE HAVE ARE  
UNBELIEVABLE.

WE PARTNER WITH NOT ONLY POLICE  
BUT PUBLIC WORKS, WATER AND  
SEWER.

GATHERING A LOT OF RESOURCES  
FROM VENUES THAT ALLOWS TO  
EXECUTE OUR JOB IN A BETTER  
SENSE.

>> CAN YOU TOUCH MORE ON THE  
AUDIT?

WHEN DID IT START?

WHEN IS IT GOING TO BE  
COMPLETED?

WHAT IS THE HOPE OF THE  
FINDINGS, I GUESS?

>> THE AUDIT IS OUT RIGHT NOW  
FOR AN RFP.

WE HOPE TO HAVE THAT IN THE NEXT  
MONTH.

WE FIGURE IT WILL BE A SIX-MONTH  
REVIEW.

IT'S ON THE GROUND AUDIT.

IT'S NOT A HIGH LEVEL.

IT'S THE ACTUAL BUSINESS  
PRACTICE THAT TAKES PLACE IN  
ISD.

THE PATH OF PERMITS, THE REVIEW  
OF INSPECTIONS.

SO THAT WE CAN SEE WHERE THE  
REAL BOTTLE NECKS ARE.

WE'RE VERY COMFORTABLE THAT  
WE'RE ADDRESSING THE LARGER  
ISSUES IN A MORE PROACTIVE WAY.  
WE THINK THE MANAGEMENT OF THE  
RESOURCES IS REALLY THE PRIMARY  
ISSUE AS WE GO FORWARD.

ONE OF THE THINGS WE'VE DONE IN

ONE TIME, COMPLAINT AND REINSPECTIONS WERE ALL SENT TO THE BUILDING INSPECTORS. WITH THE ADDITIONAL STAFF IN CONSTITUENT SERVICES NOW, COMPLAINTS GO TO CONSTITUENT SERVICES FOR VETTING BEFORE WE TAKE THE TIME OF AN INSPECTOR TO LOOK AT THE BUILDING. WE'RE FINDING BETWEEN 30 AND 35% OF THESE COMPLAINTS ARE ADMINISTRATIVE.

SOMEONE DOESN'T HAVE A PERMIT, EXCEEDING THE TERMS OF A PERMIT AND WE CAN HAVE ADMINISTRATIVE STAFF REVIEW THE RECORDS TO ANSWER THAT CONSTITUENT AND THEN THE BALANCE OF THOSE BUDGETS END UP GOING TO AN INSPECTOR. AGAIN, IT'S MORE ABOUT EFFICIENCIES RATHER THAN -- >> RIGHT.

TO THAT --

>> I WAS GOING TO ADD TO THAT. I WANT TO COMMEND COMMISSIONER. IN ADDITION TO REALLY BEING SPEAR HEADING THIS AUDIT PROCESS AND HELPING US LEARN WHAT WE CAN DO, THE COMMISSIONER AND I HAVE ALSO TAKEN THE TIME TO REALLY LEARN FROM SOME OF OUR OTHER FELLOW CITIES, DENVER, ATLANTA. THAT'S SOMETHING THAT WE'RE GOING TO CONTINUE TO DO TO IMPROVE EFFICIENCIES AT ISD.

>> I LIKE THE FACT THAT YOU'RE TRIAGING THINGS. SOMETIMES LIKE ADMINISTRATIVELY. LET ME FIRST SAY THAT THE INSPECTORS IN MY DISTRICT DESERVE A LOT OF CREDIT BECAUSE THEY'RE VERY RESPONSIVE. YOU KNOW, SOME OF THESE CASES, YOU KNOW, MAY BE TRUE OR NOT TRUE OR JUST MISINFORMATION. I JUST WANT TO -- LIKE JOHN O'BRIEN AND SEAN WHO I HAVE BEEN WORKING FOR MANY YEARS, EXEMPLARY EMPLOYEES THAT ARE DEDICATED AND COMMITTED AND VERY RESPONSIVE.

I WANT TO GO ON RECORD WITH YOU FOLKS.

I ALSO WANT TO THANK COUNCILLOR

ZAKIM AND YOU, COMMISSIONER, FOR WORKING VERY HARD TO, YOU KNOW, COME UP WITH THE -- AN ISSUE THAT WE SHARE, STUDENT HOUSING ISSUE.

YOU KNOW, TRYING TO MAKE IT SAFE, HABITABLE AND REDUCE OVERCROWDING.

SOME OF THE TRAGIC EVENTS THAT CAN COME FROM OVERCROWDING AND SUBSTANDARD HOUSING.

JUST WANTED TO GET A SENSE FROM YOU ABOUT THE AMENDED UNIVERSITY ACCOUNTABILITY ACT TO TRY TO PROVIDE BETTER INFORMATION, MORE TARGETED.

WE WENT DOWN A ROAD A COUPLE YEARS AGO OF LIKE TRYING TO INSPECT.

IT SEEMED TO BE MORE OF A FEW -- FUTILE ATTEMPT.

WITH THE INFORMATION PROVIDED BY THE UNIVERSITIES AND -- IN OCTOBER TO GET A HEAD START TO RAISE RED FLAGS AND GO AFTER THEM.

THAT IS OUR -- I THINK, IF I'M CHARACTERIZING CORRECTLY, RATHER THAN JUST KIND OF BROADLY APPLYING IST TO STUDENTS HOUSING, WE KIND OF TARGETED BY REALLY IDENTIFYING ADDRESSES THAT SHOW THAT FIVE KIDS ARE LIVING THERE OR SIX KIDS ARE LIVING THERE.

AND THEN GOING AFTER THEM.

CAN YOU GIVE US A SENSE OF NOW THAT WE'VE KIND OF HONED IN ON THAT, HOW WE'RE DOING WITH IDENTIFYING --

>> WE'RE DOING VERY WELL.

LAST YEAR'S MOVE-IN WAS IN MY OPINION THE PINNACLE OF WHAT WE'VE BEEN DOING WITH STUDENT HOUSING.

WE TOOK WHAT WAS A THREE-DAY CHAOTIC EVENT ACROSS THE CITY, COMMUNITIES THAT WERE TOTALLY INUNDATED BY THE MOVE-IN, TOOK IT FROM THREE DAYS TO A THREE-WEEK PROCESS.

THE UNIVERSITIES WERE TREMENDOUS PARTNERS, THE LANDLORDS WERE TREMENDOUS PARTNERS AND THE



STUDENTS AND THE PARENTS WERE PART OF IT.  
I KNOW THAT LAST YEAR ON SATURDAY MORNING, I WAS IN THE GAP.  
THE POLICE WERE TAKING DOWN THE BARRICADES.  
WE RETURNED THAT NEIGHBORHOOD BACK TO BEING THE NEIGHBORHOOD IT SHOULD BE.  
SO WE SAW THAT AS A TREMENDOUS SUCCESS AND REDUCTION IN OVERTIME COST FOR INSPECTORS.  
THE APPROACH WE'RE TAKING, WE'RE NOT LOOKING AT IT JUST IN SEPTEMBER.  
WE'RE LOOKING AT IT ALL YEAR LONG.  
WE'RE WORKING WITH THE LANDLORDS SO THEY'RE REPAIRING, MODERNIZING, TAKING CARE OF GENERAL MAINTENANCE OF THEIR PROPERTIES.  
STILL BRINGING IN 11 TONS OF GARBAGE OVER THE THREE-WEEK PERIOD.  
BUT IT'S THREE WEEKS, NOT THREE DAYS.  
SO WE THINK WE HAVE IT IN A PLACE THAT MAKES SENSE.  
THE LANDLORDS HAVE REWRITTEN LEASES SO IT DOESN'T END AT QUARTER OF 12 AND START AT A QUARTER AFTER 12.  
THEY PUT TWO OR THREE DAYS IN THERE, WHICH ALLOWS US TO GET IN AND DO INSPECTIONS.  
PARTNER WITH THE POLICE AND THE FIRE DEPARTMENT.  
WE PUT TOGETHER A FORM OF TRIAGE TEAMS THAT GO INTO THE NEIGHBORHOODS BEFOREHAND TO LOOK AT THESE SITUATIONS AND TALK TO PEOPLE.  
WE'VE MADE IT A REAL FOCUS IN ADDITION TO TALKING TO THE STUDENTS THAT WE ALL LOVE, THEIR PARENTS ARE FAR MORE VALUABLE TO US.  
WE EXPLAIN TO THEM THE SERVICES THE CITY CAN OFFER THEIR STUDENTS.  
THEY'RE THE ONES THAT SEEM TO BE MORE REACTIVE TO THAT KIND OF

SESSION.

SO WHEN THERE'S A PROBLEM WITH HEAT STARTING IN OCTOBER, WE'RE ABLE TO RESOLVE IT RATHER THAN HEARING ABOUT A DEVASTATING CASE IN JANUARY WHERE THERE'S BEEN NO HEAT FOR THREE WEEKS.

SO AGAIN, THROUGH PROPER MANAGEMENT AND ANALYSTS OF DATA, WE'RE ABLE TO ADDRESS WHAT THE PROBLEMS ARE.

BOILS IT DOWN.

THERE ARE LANDLORDS THAT NEED EDUCATION AND UNDERSTANDING. THEY WERE COOPERATIVE AND WORK WITH US.

WE HAVE DONE SOME THINGS ON A MORE PROACTIVE SIDE.

IF YOU CHOOSE TO IGNORE ISD, WHICH SOME PEOPLE DO, WE'LL STOP ALL OF YOUR PERMITS UNTIL YOU RESOLVE YOUR VIOLATIONS.

A WEE THAT PEOPLE SEEM TO REACT WELL TO US.

I DO HAVE TO SAY OVERALL THROUGH AN EDUCATIONAL PROCESS, WE'VE HAD TREMENDOUS SUCCESS.

I LIKEN IT TO THE RESTAURANT RATING SYSTEM.

THAT EVERYBODY WAS VERY, VERY NERVOUS ABOUT IT WHEN WE FIRST STARTED DOING IT.

THE SUCCESS FOR THAT IS UNBELIEVABLE.

I LOVE NOTHING MORE THAN WALKING IN EVERY NEIGHBORHOOD IN THE CITY AND KNOWS WHAT IS IN THE WINDOW.

WE'VE HAD TOURISTS SAY HOW EASY IT IS FOR THEM TO WALK DOWN THE STREET AND TAKE ADVANTAGE OF A RESTAURANT THAT THEY OTHERWISE HAVE NO EXPERIENCE WITH, KNOWING THAT THE HEALTH SITUATION IS REALLY WORKING OUT, YOU KNOW, VERY POSITIVELY AND COMMUNICATION IS GOOD.

WE ALSO WORK WITH THE DEPARTMENT OF PUBLIC HEALTH ON SOME OF THE SITUATIONS THAT WE RUN INTO RESTAURANTS.

WE'RE USUALLY TO RESOLVE THOSE IN DAYS.

WE'RE VERY HAPPY WITH THE WAY

THE MANAGEMENT STYLE IS WORKING WITH THE STAFF.  
>> JUST FINALLY WITH THE LAST TIME THAT WE CAUGHT UP, YOU WERE IDENTIFYING SOME POTENTIAL OVER HOUSING OF STUDENTS ON THE LIST. I THINK IT WAS AROUND 300 OR --  
>> WE'RE DOWN TO 80 NOW.  
>> 80.  
>> THAT'S THE LATEST.  
WE WERE AT 300 LAST YEAR.  
DOWN TO 80.  
WE WANT TO BE PROACTIVE IN OUR THE IT'S CONTRIBUTIONS.  
LET'S GET IT RESOLVED BEFORE THE STUDENTS MOVE OUT THIS SEMESTER. A LOT OF TIMES IT'S WORKING WITH THE LANDLORDS.  
WE DID DO A QUIET PROGRAM WHERE WE HAD THE MESSAGE CLEARLY TO THE REALTORS AND THE AGENTS THAT WERE RENTING PROPERTIES.  
WE REMINDED THEM THAT THEIR LICENSE SAYS THAT THEY'RE VERY FAMILIAR WITH WHAT THE RULES AND REGULATIONS ARE OF THE CITY.  
VERY QUIETLY, A VERY POSITIVE THING.  
WE'RE NOT OVERRENTING ANYMORE.  
>> RIGHT.  
A LOT OF SUCCESS ARE THROUGH THE STANDARDS THAT WE'RE SETTING.  
IT'S NOT ANY ONE.  
IT'S A COMBINATION.  
YOU KNOW, THE SUCCESS THAT YOU HAVE WITH THE FOLKS OUT IN THE FIELD IS IMPORTANT.  
YOU HAVE SOME GREAT REPRESENTATIVES LIKE I'M

THINKING ISM -- LESS AND CHRIS.  
THOSE ARE FOLKS ON YOUR STAFF THAT GO OUT DAY IN AND DAY OUT AND ADDRESS THE QUALITY OF LIFE ISSUES IN MANY NEIGHBORHOODS AND PARTICULARLY AUSTIN, BRIGHTON.  
>> THERE'S A NUMBER OF INTANGIBLES THAT HAVE CHANGED AT ISD.  
AGAIN, IT'S THE EXAMPLE OF COMING OVER AND TALKING TO PEOPLE.  
MAKING PEOPLE AWARE THAT WE'RE A CUSTOMER SERVICE BUSINESS AND

NOT JUST THE AUTHORITY THAT WILL  
TAKE YOUR BUILDING PERMIT AWAY.  
WE'VE SEEN AN OPENNESS OF  
CONSTITUENTS COMING TO ISD.  
WE'VE MADE AVAILABLE A NUMBER OF  
DIFFERENT LANGUAGES AT ISD SO  
PEOPLE ARE VERY COMFORTABLE.  
YOU KNOW, PEOPLE ARE INTIMIDATED  
COMING INTO ISD.  
IF WE CAN TAKE A LAYER OF  
ANXIETY AWAY FROM THEM AND IN  
THIS CASE, THE WAY THEY  
COMMUNICATE, MAKES THE  
SITUATIONS AND THE TRANSITION SO  
MUCH SMOOTHER AND SO MUCH MORE  
REWARDING.

>> GREAT.

THANKS, COMMISSIONER.

WE'VE BEEN DISTRICT BY MAT  
O'MALLEY.

LET ME RECOGNIZE COUNCILLOR  
ZAKIM.

>> THANK YOU, CHAIRMAN.

CHIEF COMMISSIONER.

PLEASURE TO SEE YOU AND YOUR  
TEAM HERE.

WANTED TO THANK YOU FOR THE  
MOVE-IN CHANGES.

VERY GRACIOUS ABOUT SEEING HOW  
MUCH OF A JOINT IT IS BETWEEN  
ALL OF THE INVOLVED DEPARTMENTS.  
IN THE FEW YEARS IT'S BEEN  
DRAMATIC IMPROVEMENTS IN MISSION  
HILL, THE SYMPHONY AREA.

FOR YOUR EFFORTS THROUGH BPD,  
IT'S BEEN AN IMPROVEMENT.

THANK YOU FOR THAT.

A COUPLE QUESTIONS.

CAN YOU TALK ABOUT WHAT THE  
PENALTIES ARE FOR FOLKS THAT  
DON'T COMPLY?

BOTH FROM REGISTERING AND  
ALLOWING ACCESS FOR YOUR  
INSPECTORS.

HOW DOES THAT WORK?

>> ONE OF THE BIGGEST STUMBLING  
BLOCKS IS STILL ACCESS.

WE'RE IN THE PROCESS NOW OF  
TRYING TO GET THE LAW REDEFINED.  
THE DECREE THAT CAME DOWN STATED  
CLEARLY THAT THE OCCUPANT HAD TO  
BE IN THE UNIT IN ORDER FOR THEM  
TO INSPECTED.

WE THINK THAT'S A TREMENDOUS

BURDEN FOR MOST PEOPLE, WHETHER YOU'RE A STUDENT OR WORKING. THE SCHEDULE IS VERY TOUGH. WE TRIED TO MAKE OURSELVES AVAILABLE NIGHTS AND WEEKENDS, WHAT DOES WORK. WHAT WE'RE ASKING FOR IS THE JUDGE -- UNFORTUNATELY THE JUDGE THAT MADE THE RULING HAS RETIRED.

SO WE HAVE SOMETHING ELSE. IT'S GOING TO TAKE AWHILE. IT'S AT THE STATE LEVEL. WE'RE ASKING THEM TO ALLOW FOR THE POWER OF ATTORNEY SO THAT THEY CAN GIVE THAT POWER TO EITHER A ROOMMATE OR A LANDLORD TO GET IN TO DO IT. BUT THAT IS STILL OUR LARGEST PROBLEM.

>> SO IF WE'RE REQUIRING INSPECTIONS ON THE FIVE-YEAR SCHEDULE, DOES THAT MEAN THAT IF AN OCCUPANT IS NOT THERE, THE INSPECTIONS AREN'T HAPPENING?

>> IF WE DO NOT HAVE PERMISSION, NO, WE CAN'T GO IN. UNDER THE RENTER REGISTRY, WE HAVE A FIVE-YEAR CYCLE TO MAKES IT MANDATORY THAT THEY DO THAT. WHAT WE'VE DONE, WE HAVE SENT TO THE LANDLORDS, THIS IS YOUR RESPONSIBILITY TO GET US INTO THESE BUILDINGS. SO WE GIVE YOU A ONE-YEAR HIATUS BEFORE WE START EMBARKING ON FINES AND PENALTIES. MOST OF THESE LEASES ARE ONE YEAR.

SO IF YOU HAVE A LEASE THAT ENDS ON ONE DAY AND DOESN'T START FOR TWO DAYS, YOUR RESPONSIBILITY IS TO LET US KNOW AND BRING US IN. AT THAT POINT, THE LANDLORD IS THE OCCUPANT.

>> WHAT IS THE PENALTY IF THEY'RE NOT?  
>> IT'S A \$300 FINE FOR THEM TO DO THAT.

THE REAL REALITY IS, I'M NOT IN FAVOR OF FINDING IN VIOLATIONS FOR THE SAKE OF FINDING THEM IN VIOLATION.

WE CAN TAKE THEM TO HOUSING

COURT.

WE HAVE DONE THAT TO MAKE IT WORK.

A JUDGE CAN ORDER, YOU KNOW, THAT WE BE ALLOWED INTO IT. IT'S A BIG STEP TO DO THAT BECAUSE IT'S A FIRST AMENDMENT ISSUE.

THEY DON'T WANT US TO VIOLATE THAT.

THEY SAY WHAT IS THE BENEFIT? DOES IT CHALLENGE THE FIRST AMENDMENT?

SO IT'S A BIG ISSUE.

IT'S SOMETHING THAT HOPEFULLY WE'LL BE ABLE TO CONTINUE TO WORK ON.

ONCE THE CYCLE STARTS ROLLING, IF WE KNOW WE CAN GET IN THERE, WE CAN SCHEDULE OUR WORK AROUND THAT.

>> WHEN FOLKS ARE -- I GUESS AS AN EXAMPLE, FOLKS ARE DOING UNPERMITTED WORK, WHAT ARE THE REMEDIES WHAT ARE THE PENALTIES THAT CAN BE IMPOSED?

>> IT'S A STOP WORK ORDER THAT FOR BIDS YOU FROM DOING ANYTHING.

THERE'S NO FINANCIAL PENALTY INVOLVED.

IF YOU CONTINUE TO IGNORE US, WE HAVE THE RIGHT TO BRING THE POLICE IN.

WE STOP YOU WORKING THE JOB. WE BRING YOU INTO HOUSING COURT AT WHICH POINT THE JUDGES TAKE OVER AND THEY CAN ASSESS SOME VERY SERIOUS FINES.

>> DOES THAT OFTEN HAPPEN OR --  
>> VERY RARE.

VERY RARE.

>> AND I GUESS SIMILARLY ON THE POINT OF UNPERMITTED WORK, OFTEN WE'LL HEAR OVER THE WEEKEND, WE GET CALLS, TWEETS, E-MAILS ABOUT WORK HAPPENING IN THE NEIGHBORING UNIT OR THE WORK NEXT DOOR AND WE'LL FIND OUT THE PERMIT WAS NOT ISSUED FOR THE WEEKEND OR FOR 6:00 A.M. WORK. CAN YOU TALK ABOUT HOW YOUR DEPARTMENT RESPONDS WHEN IT'S THOSE HOURS AND WHAT THE

PENALTIES, IF ANY, ARE?  
>> IF YOU'RE A HOMEOWNER AROUND  
YOU'RE REPLACING THE SIDING ON  
YOUR HOUSE ON A WEEKEND, AS LONG  
AS YOU WORK BETWEEN THE HOURS OF  
7:00 AND 6:00, WE DON'T GET  
INVOLVED.  
IF YOU'RE A CONTRACTOR WORKING,  
YOU'RE REQUIRES TO SECURITY AND  
AFTER-HOURS PERMIT.  
THAT'S GRANTED DEPENDING UPON  
WHAT YOU'RE DOING.  
WE HAVE A DELICATE BALANCE.  
OUR CITY IS GROWING AT SUCH A  
TREMENDOUS RATE, WE DON'T WANT  
TO INTERFERE WITH THE  
DEVELOPMENT OF OUR CITY BUT THE  
MAYOR SAID QUALITY OF LIFE HAS  
TO BE MAINTAINED.  
IF SOLICITED, IT COMES TO MY  
DESK WHETHER THE PERMIT IS  
ISSUED OR NOT.  
RIGHT NOW SOUTH BOSTON, THE  
SOUTH END, THEY HAVE SAID THEY  
WANT NO WEEKEND PERMITS.  
I CAN'T PROMISE THAT.  
I CAN PROMISE CONTROL ON IT.  
IF A CONTRACTOR COMES TO ME AND  
ILLUSTRATES THE WORK THEY'RE  
DOING AND IS SAFE TO BE DONE ON  
A SATURDAYER RATHER THAN IN THE  
MIDDLE OF THE WEEK, I WILL ALLOW  
THEM TO DO THAT WITH CONTROLS.  
IF THERE'S COMPLAINTS DURING  
THAT EVENT, WE WILL GO OUT AND  
STOP THE WORK.  
THE PRESENT EXAMPLE IS THE  
ERECTION OF A CRANE.  
IT TIES UP STREET TRAFFIC.  
IF WE DID IT DURING THE NORMAL  
WORK WEEK, WOULD BE DISASTROUS  
TO THE COMMUNITY.  
WE CAN DEAL WITH IT ON A  
SATURDAY.  
WE TRY TO LIMIT IT.  
WE'VE HAD WORK ON THE PIER 4  
PROJECTS AND PROJECTS IN EAST  
BOSTON THAT ARE AROUND TIDES.  
THEY HAVE A VERY SMALL OF WINDOW  
WHEN THEY CAN WORK.  
I TRY TO BALANCE IT, LET THE  
CONTRACTORS MAKE A CASE WHY THEY  
HAVE TO DO THAT.  
I TELL CONTRACTORS BECAUSE

YOU'RE BEHIND SCHEDULE IS NOT A SIGNIFICANT REASON FOR ME TO ALLOW IT.

>> SO WHEN SOMEONE IS OPERATING OUTSIDE OF THEIR PERMIT, YOU OBVIOUSLY HAVE PEOPLE TO RESPOND 24 HOURS.

>> WHAT HAPPENS?

THEY GET A STOP WORK ORDER? THEY HAVE TO COME IN AND EXPLAIN THEMSELVES?

FINED, LOSE THE PERMIT ALTOGETHER?

>> THE AFTER HOURS PERMIT IS USUALLY \$100 PER EVENT. IF YOU WANT IT SATURDAY AND SUNDAY, IT'S TWO EVENTS. IF YOU CHOOSE TO DO THIS WORK WITHOUT THAT PERMIT, YOU ARE DOUBLE-FINED FOR THAT. YOU'RE BROUGHT IN. WE HAVE A DISCUSSION. IF YOU CONTINUE TO DO IT, WE WILL REMOVE YOUR BUILDING PERMIT. I HAVE THE AUTHORITY TO TAKE BUILDING PERMITS AWAY. SO AGAIN, IT'S IN RARE CASES. USUALLY THAT'S ENOUGH TO WAKE SOMEBODY UP AND SAY I'LL FOLLOW THE RULES.

>> I HEAR FROM FOLKS, THEY'RE ALWAYS CONCERNED WHAT HAPPENS. I CALL 311, I CALL THE OFFICE. WHAT HAPPENS?

SO GOOD TO HAVE THAT BACKGROUND. I APPRECIATE THAT. I'D SAY IF THERE'S REPEATED SCOFF LAWS -- I DON'T KNOW IF THERE'S A FORMAL PROCESS, MAKING IT TOUGH TO APPLY IN GENERAL IF SOMEONE IS CONTINUALLY DISREGARDING NEIGHBORS --

>> IT'S UNFORTUNATE, THE COMPLAINTS WE GET ARE ABOUT BAD BEHAVIOR. WE CAN'T REGULATE A GOOD NEIGHBOR. SOMETIMES WE WISH WE DO. WE DO HAVE ENOUGH AUTHORITY IN OUR PROCESS THAT WE CAN MAKE IT VERY UNCOMFORTABLE FOR THEM TO CONTINUE WORKING IN THAT VEIN. STOP WORK ORDERS ARE A VERY



SERIOUS THING.

IT HAS FINANCIAL IMPACTS ON PRO  
YES, SIR.

PEOPLE LISTEN THEN.

>> IT IS A VERY SPECIFIC ISSUE.  
I HAVE A CO-OP BUILDING ON MASS  
AVENUE AND FENWAY.

IT'S AN AGING POPULATION IN THE  
BUILDING AND THEY'RE TRYING TO  
FIGURE OUT WAYS TO MAKE IT MORE  
ACCESSIBLE.

A CHAIR LIFT IS WHAT THEY'RE  
LOOKING AT.

THERE IS NO -- THEY'VE BEEN TOLD  
THEIR STAIRCASE IS NOT WIDE  
ENOUGH FOR THE BUILDING CODE TO  
DO IT, BUT THAT PHYSICALLY THEY  
CAN MAKE IT WORK.

I WAS WONDERING, WHO IS THE BEST  
PERSON FOR THEM TO MEET AND TALK  
ABOUT THAT?

>> THE OFFICE OF HANDICAP  
SERVICES.

WE HAVE DESIGNERS THAT WILL WORK  
WITH THEM.

THERE ARE REAL CONTRADICTIONS  
THAT TAKE PLACE, PARTICULARLY IN  
OLDER BUILDINGS.

YOU DO HAVE TO MAINTAIN A  
36-INCH WIDTH FOR CLEAR ACCESS.  
CHAIR LIFTS ARE QUITE LARGE.  
EVEN WHEN THEY'RE IN THE CLOSED  
POSITION.

THEY HINDER THE USE OF  
HANDRAILS.

IT'S THE ARCHITECTURAL COMMUNITY  
THAT HAS TO BE CREATIVE IN  
RESOLVING SOME OF THESE ISSUES.

WE WILL ACCEPTED ALTERNATIVE  
DESIGNS TO MAKE THINGS WORK.

THE ADA HAS AN ORDINANCE TO  
ENFORCE BUT THE CIVIL RIGHTS  
LAW, THEY ALLOW CERTAIN  
RECONSIDERATIONS.

TOM HAWKINS IS THE DIRECTOR OF  
THAT BOARD WHO IS TREMENDOUS.

IF PEOPLE HAVE THESE ISSUES,  
THEY CAN GO TO HIM AND WORK IT  
OUT.

WE'LL SIT WITH PEOPLE TO SEE IF  
WE CAN COME UP WITH A WAY --

>> IT'S POSSIBLE THAT MIGHT NOT  
EVEN HAVE TO GO THAT FAR.

THEY MIGHT NOT BE AWARE OF WHAT

THE CURRENT RULES ARE.  
I'M CERTAINLY NOT AN EXPERT.  
SO I'LL FOLLOW UP WITH YOU.  
>> PLEASE DO.  
>> THANK YOU ALL.  
>> THANK YOU.  
COUNCILLOR CAMPBELL.  
>> THANK YOU.  
>> GOOD MORNING.  
THANK YOU GUYS FOR BEING HERE.  
COMMISSIONER AND CHIEF, THANK  
YOU FOR ALL OF YOUR WORK.  
COMMISSIONER IN PARTICULAR, YOUR  
DEPARTMENT.  
THANK YOU AND YOUR TEAM FOR ALL  
OF THE WORK THEY DO.  
WE PROBABLY RELY ON ISD PROBABLY  
THE MOST FOR ISSUES, CONSTITUENT  
SERVICES AND QUALITY OF LIFE  
ISSUES OUT OF DISTRICT 4.  
SO IT'S NOT EASY WORK THAT  
YOU'RE ENGAGED WITH.  
WE DO CONSIDER YOU GUYS  
PARTNERS.  
SO THANK YOU.  
>> THANK YOU.  
>> I JUST HAVE SORT OF A  
DIFFERENT GROUP OF QUESTIONS.  
ONE HAS TO DO WITH INSPECTORS IN  
GENERAL.  
HOW MANY INSPECTORS DO YOU HAVE?  
IS IT BROKEN DOWN BY DIVISIONS?  
>> YES, IT IS.  
>> HOW THEY'RE ASSIGNED?  
>> IN THE BUILDING DEPARTMENT,  
WE HAVE 20 INSPECTORS.  
IN THE ONE SUPERVISOR AN  
ASSISTANT COMMISSIONER AND  
DIRECTOR OF STRUCTURES, WE HAVE  
ONE SUPERVISOR IN THE ELECTRICAL  
DEPARTMENT, EIGHT INSPECTORS.  
PLUMBING DEPARTMENT HAS SEVEN  
INSPECTORS.  
>> I'M SORRY.  
20 IN THE BUILDING --  
>> THERE'S A TOTAL INCLUDING  
SUPERVISORS 24.  
IN ELECTRICAL, WE HAVE NINE.  
THE PLUMBING/GAS DIVISION, WE  
HAVE EIGHT.  
HOUSING WE HAVE 28.  
HEALTH, WE HAVE 18.  
ENVIRONMENTAL, WE HAVE 18.  
WEIGHTS AND MEASURES WE HAVE

SEVEN.

OUR LEGAL DEPARTMENT IS FOUR ATTORNEYS.

ANIMAL CARE, WE HAVE SEVEN DOG OFFICERS, WE HAVE FOUR ANIMAL ROOM ATTENDANTS A SUPERVISOR THERE A DIRECTOR AND A SENIOR DOG OFFICER.

>> OKAY.

PARTICULARLY FOR I GUESS HOUSING, HOUSING, ENVIRONMENTAL BUILDING, THE DEPARTMENTS THAT GO OUT THE MOST IN COMMUNITY, ARE THEY ASSIGNED BY NEIGHBORHOODS OR ARE THEY JUST DISPERSED AS A CASE COMES IN?

>> RIGHT NOW THE BUILDING DEPARTMENT IS ASSIGNED BY WARDS WITHIN THE CITY.

THAT'S SOMETHING THAT IS BEING REEVALUATED.

THE CHIEF AND I RIGHT NOW ARE THINKING OF A NEW WAY OF ORGANIZING THAT INTO TEAMS.

HOUSING IS ASSIGNED BY NEIGHBORHOODS AND DEPENDING ON WHAT IS REQUIRED, HEALTH HAS A ROUTINE SCHEDULE OF INSPECTIONS FOR RESTAURANTS AND ALL FOOD PROCESS PLACES.

PLUS, IN ALL THREE OF THOSE DEPARTMENTS, WE HAVE A REACTIVE TEAM THAT IF THERE'S A COMPLAINT FILED, WE CAN DISPATCH PEOPLE OUT IMMEDIATELY.

ENVIRONMENTAL SERVICES IS COMPLAINT DRIVEN.

DEPENDING ON WHAT'S GOING ON IN NEIGHBORHOODS.

RATES AND MEASURES, DEPENDING ON WHAT TIME OF THE YEAR IS WHAT THEY'RE DOING.

THEY MANAGE EVERYTHING FROM HOW MUCH GAS THE GAS TANK IS DISPENSING, IS IT A GALLON TO SCANNERS IN STORES, ARE THEY ACTUALLY READING THE CORRECT NUMBER ON THE SHELF AS WELL AS WHEN THEY GET TO THE CASHIER. THEY ALSO MANAGE THE BIKE SAFETY PROGRAM.

CONTRACTS WITH THE CITY.

LEGAL.

GOD KNOWS HOW THEY DO WHAT THEY

DO.

WE HAVE 1,500 CASES THAT ARE WORKING RIGHT NOW.

OUR ASSISTANT COMMISSIONER DOES A TREMENDOUS JOB PRIORITIZING THEM.

WE'RE TRYING TO REANALYZE ALL OF THE CASES SO THAT THE ONES THAT WE THINK WE CAN WIN EASILY, WE'RE TRYING TO PUSH THOSE TO THE TOP OF THE PILE.

THE PROJECTS THAT WE THINK HAVE THE BEST YIELD FOR SOLVING A REAL PROBLEM, THAT'S GETTING PUSHED TO THE TOP.

A LOT OF NUISANCE CASES THAT WE HAVE TO DEAL WITH, WHAT, WHERE, THAT KIND OF THINGS.

THEY NEED TO PERPETUATE THEMSELVES.

ANIMAL CARE IS COMPLAINT DRIVEN. WE DO HAVE A SCHEDULE TRYING TO KEEP DOGS ON LEASHES AND PEOPLE CLEANING UP AFTER THEIR DOGS. WE RANDOMLY HIT DIFFERENT PARKS THROUGHOUT THE CITY.

>> IN PARTICULARLY FOR THE HOUSING INSPECTORS BY NEIGHBORHOOD, SAY FOR EXAMPLE -- OBVIOUSLY I HAVE LARGELY DORCHESTER, MAT -- MATAPAN.

>> EIGHT ARE DISTRICTED BY ORDINANCE.

THAT LEAVES TEN INSPECTORS. WE'VE BROKEN THEM UP TO TEAMS OF TWO.

THEY'RE ASSIGNED THROUGHOUT THE CITY AS THE NEED HAS TO GO FORWARD.

>> OKAY.

>> ONE OF THE BIGGEST ISSUES -- I GUESS TWO.

ONE HAS TO DO WITH RODENTS. THE OTHER HAS TO DO WITH EITHER VACANT PROPERTIES OR PROPERTIES THAT HAVE TENANTS IN THEM BUT POSING A PROBLEM TO THE COMMUNITY.

STARTING WITH THE RODENT ISSUES. LEO IS OUT THERE.

I DON'T KNOW HOW HE DOES WHAT HE DOES.

WHAT DOES HIS TEAM LOOK LIKE? THESE PARTICULAR

NEIGHBORHOODS -- YOU KNOW THE  
NEIGHBORHOODS ALREADY.  
>> WELL.  
THE ENVIRONMENTAL DEPARTMENT IS  
MADE UP OF LEO.  
THERE'S ONE ADMINISTRATIVE  
ASSISTANT.  
12 ENVIRONMENTAL INSPECTORS THAT  
INSPECTS 1.  
THEY HAVE DIFFERENT LICENSES TO  
MAKE THINGS HAPPEN.  
WE HAVE TWO MEMBERS THAT ARE  
TECHNICALLY PART OF CODE  
ENFORCEMENT.  
THEY DEAL WITH THE GARAGES AND  
AUTO REPAIR PLACES.  
WE HAVE EDUCATIONAL PROGRAMS IN  
NEIGHBORHOODS.  
DISTRICT FOUR IS ONE AREA WITH A  
LOT OF ISSUES.  
THERE'S ANOTHER AREA WITH A LOT  
OF ISSUES, WE CAN HELP.  
FOR US TO INDIVIDUALLY GO AND  
ATTACK A HOTSPOT JUST MOVES THE  
PROBLEM.  
THE COMMUNITIES HAVE TO WORK  
TOGETHER SO THAT WHEN WE CAN GET  
LANDLORDS TO WORK WITH US SO  
THERE'S A PROGRAM IN A BLOCK AND  
WE DEAL WITH PUBLIC ASSISTANCE  
AREAS, WE ACTUALLY AFFECT CHANGE  
WITH THAT.  
IN MOST CASES, WE WILL DEAL WITH  
THEM AS WE CAN.  
IT'S NOT A STANDARD ON US  
BECAUSE WE'RE RESPONSIBLE FOR  
THE PUBLIC DOMAIN.  
THE ACTUAL RAT NUMBERS -- WE DO  
HEAT MAPS TO MANAGE THEM.  
THE ACTUAL NUMBERS HAVE NOT GONE  
UP.  
I APPLAUD AND THANK 311 BECAUSE  
IT'S SO EASY FOR CONSTITUENTS  
NOW TO FILE A COMPLAINT BUT NOT  
UNCOMMON FOR US TO GET FIVE 311  
COMPLAINTS ABOUT ONE INCIDENT.  
SO IF YOU LOOK AT THE  
COMPLAINTS, THEY'RE UP BUT THE  
INCIDENTS ARE NOT UP.  
SOME OF THE BIGGEST ARE THE  
MANAGEMENT OF TRASH, YOU GET A  
RAT A PLEASE TO EAT, SLEEP,  
PLACE TO GET WE'RE, THEY'RE  
HOPE.

THOSE ARE SOME OF THE THINGS  
THAT WE LOOK AT MOST  
AGGRESSIVELY.

STANDING WATER IS ALWAYS A  
PROBLEM.

TRASH BARRELS THAT ARE NOT  
CLOSED PROPERLY OR THE WRONG  
TIME OF TRASH BARRELS.

DUMPSTERS OVERFLOWS, WE HAVE  
SOME AREAS IN DOWNTOWN BOSTON  
WHERE WE HAVE TO WORK REGULARLY  
WITH LANDLORDS AND COMMERCIAL  
OWNERS ABOUT THE MANAGEMENT OF  
THEIR DUMPSTERS.

WE'RE CONSTANTLY DEALING WITH  
IT.

>> THIS IS GOOD.

ONE THING THAT WE FOUND -- I  
DON'T WANT TO ASSUME THERE'S  
LANDLORDS THAT DON'T WANT TO  
HELPFUL.

TERESA AND THEM, THEY HAVE  
STEPPED UP.

WE'RE CONTINUING TO MEET WITH  
THEM.

THEY HAVE CLEARED OUT THE BACK  
OF THE BUILDING.

THEY'VE DONE SOME INCREDIBLE  
THINGS.

WE CAN'T BE HELPFUL IF WE DON'T  
HEAR FROM YOU.

THAT'S BEEN GREAT.

BUT FOR THOSE PROPERTIES WHERE  
THE LANDLORDS ARE NOT  
RESPONSIVE, WE REACHED OUT, THEY  
JUST FRANKLY DON'T CARE, WHAT  
CAN WE DO IN THE SHORT TERM AND  
LONG-TERM?

THAT'S THE BIGGEST FRUSTRATION  
THAT RESIDENTS HAVE.

FOR EXAMPLE, EVEN FOR SOME OF  
THE VACANT PROPERTIES,  
NOTTINGHAM, FOR EXAMPLE, JUST A  
FATAL STABBING WAS THERE.

PEOPLE ON THAT STREET HAVE BEEN  
COMPLAINING ABOUT THAT PROPERTY  
FOR A LONG TIME.

WE HEARD THAT ABOUT OTHER  
PROPERTIES AND COMPLAINING FOR  
YEARS, EVEN BEFORE MAYOR WALSH  
GOT HERE.

I KNOW OUR HANDS ARE TIED  
BECAUSE OF THE AUTHORITY WE CAN  
AND CANNOT DO.

WHAT CAN WE DO SHORT TERM AND LONG-TERM CONSISTENTLY?

>> ONE OF THE BIGGEST THINGS, FINDING OUT WHO THE OWNER IS. WE FIND OUT ABOUT PROPERTIES OWNED BY PEOPLE IN EUROPE, PEOPLE THAT HAVE PASSED AWAY AND OTHER FAMILY MEMBERS DON'T WANT TO ABSORB THE OWNERSHIP OF THE PROPERTY.

THOSE ARE THE PROPERTIES THAT WE GO AFTER IN THE HOUSING COURT TO APPOINT RECEIVERS SO THE BUILDING CAN BE FIXED AND DEALT WITH.

WE HAVE OTHER PROPERTIES THAT RARELY WE KNOW WHO THE OWNER IS. WE TRY TO DEAL WITH THEM. IF THEY DON'T DEAL WITH THEM, WE WILL STEP UP TO DO THINGS. WE PARTNER WITH THE COURT SYSTEM, WHICH SOMETIMES IS NOT AS FAST AS WE WOULD LIKE THEM TO BE.

WE WILL GO ON TO PROPERTIES AND WE WILL DO RAT ABATEMENT AND BOARDING UPS.

WHEN WE DO THAT, WE PUT A LIEN AGAINST THE PROPERTY OWNER. IF THE PROPERTY OWNER OWNS MULTIPLE PROPERTIES, IT TIES UP ALL OF ORDINARY PROPERTY SO THEY CAN'T DO THE BUSINESS THEY LIKE TO DO, BECAUSE THEY CAN NO LONGER GET CLEAR TITLE ON THE PROPERTY.

THAT'S AN EFFECTIVE TOOL.

>> SO JUST GOING BACK TO WHEN IT'S DIFFICULT TO FIND AN OWNER AND YOU HAVE TO GO THROUGH A COURT PROCESS.

HOW LONG DOES IT TAKE?

>> I WISH I COULD GIVE YOU A STRAIGHT ANSWER.

I CAN'T.

WE'VE HAD SOME THAT I CAN THINK OF ONE RIGHT OFF THE TOP OF MY HEAD, AT A COMMUNITY MEETING THAT IT'S BEEN 13 YEARS.

>> AND THEREIN LIES THE PROBLEM. WE HAVE ONE OWNER THAT IS VERY FAMILIAR WERE THE COURT SYSTEM. HE'S SEEING ME ON A RICO CHARGE AND THAT I'M CONSPIRING TO TAKE

IT WAY AND SELL IT TO MY  
FRIENDS.  
WE DEAL WITH A LOT OF THIS.  
A LOT OF TITLE ENVIRONMENTAL  
HEALTH ISSUES.  
SO IT'S DIFFICULT FOR US TO DEAL  
WITH THAT.  
THE JUDGES ARE SYMPATHETIC TO  
BOTH SIDES OF THE DISCUSSION.  
SOMETIMES WE FEEL IT'S A  
FAILURE.  
SOMETIMES WE CAN MAKE A SMALL  
STEP.  
WE GOT A JUDGE AFTER -- IT  
WAS -- WE WERE GOING TO RIP IT  
DOWN 1 1/2 YEARS AGO.  
GOT A COURT ORDER THAT THE CITY  
COULD NOT BE INVOLVED IN THE  
DEMOLITION OF THAT BUILDING.  
MAYOR WALSH WAS GOING TO RIP  
DOWN A RESIDENTIAL PROPERTY.  
WE FINALLY GOT IT OUT OF COURT.  
WE HAD A THREE-DAY WINDOW.  
WE GOT A COURT ORDER.  
WE WENT IN, ABATED, BOARDED UP.  
THE JUDGE REFUSED TO GIVE US A  
NO TRUSS PASS ON THE PERSON.  
THE BUILDING IS DEEMED UNSAFE BY  
THE FIRE DEPARTMENT.  
FIREFIGHTERS WILL NOT ENTER IT.  
IT'S DEEMED UNHABITABLE BY ISD.  
THESE ARE THE MORE HORRIFIC  
SITUATIONS WE RUN INTO.  
THE BIGGEST THING THAT I WOULD  
STRONGLY RECOMMEND AND I TALK TO  
ALL THE COUNCILS ABOUT THIS, THE  
MORE YOU TELL US ABOUT IT, THE  
MORE WE GET INVOLVED.  
SOMETIMES IT'S -- WE HAVE TO  
CUT DOWN WEEDS.  
THE POLICE ARE TREMENDOUS  
PARTNERS IN TRYING TO KEEP  
PEOPLE OFF PROPERTY.  
BUT IT IS -- OWNERSHIP IS THE  
BIGGEST PROBLEM.  
WE HAVE BANKS THAT OWN BUILDINGS  
THAT DON'T RESPOND TO US.  
>> AND I'LL END WITH THIS.  
THE CHALLENGE IS -- OBVIOUSLY MY  
TEAM IS ON IT.  
WE BOTHER YOU GUYS ALL TIME.  
>> NEVER A BOTHER.  
>> WE'RE CALLING YOU GUYS.  
CALLING SOME FOLKS THAT SAY THAT



IS NOT REALLY OUR JOB.  
BUT THEY STILL HELP US.  
MY CHALLENGE IS COMMUNICATING  
WITH RESIDENTS AND SEE THESE  
PROPERTIES -- USUALLY THE ONE  
PROPERTY ON THE STREET THAT IS  
THE PROBLEM PROPERTY.  
TALKING THEM THROUGH HOW LONG IT  
CAN TAKE.  
WHILE IT'S GREAT -- PARTICULARLY  
I WAS AT THE MEETING RELATED TO  
MOUNT IDA.  
THE MAYOR SAID I'M SO  
FRUSTRATED, I'M GOING TO DO A, B  
AND C.  
I HAD TO TELL MY CONSTITUENTS,  
THAT'S NOT SOMETHING YOU SHOULD  
EXPECT FOR EVERY PROPERTY.  
BECAUSE FRANKLY, THERE'S SOME  
LEGAL QUESTIONS ON WHETHER OR  
NOT WE CULLED DO WHAT WE DID.  
SO THIS IS HELPFUL TO KNOW IN  
THE SHORT TERM, WHICH WE CAN GO  
ON PRIVATE PROPERTY AND DO RAT  
BAITING AND CLEAN IT UP AND ALL  
OF THAT.  
>> WE HAVE TO DEEM IT A PUBLIC  
NUISANCE.  
WE DON'T DO IT LIGHTLY.  
WE'RE CHALLENGED IN COURT ON  
THAT ALL THE TIME.  
WE HAVE PEOPLE CHALLENGING US  
WHEN I CAN DEEP A BUILDING  
INHABITABLE.  
THEY CHALLENGE ME ON MY  
AUTHORITY TO DO THAT.  
WE'VE NEVER LOST A CASE IN THAT  
DEPARTMENT.  
IT'S THE KIND OF THING THAT IT  
DOES PRO TRACT THE RESULTS  
BECAUSE EVERYTHING STOPS THE  
JUDICIAL PROCESS.  
>> HOW LONG DOES IT DECLARE A  
PROPERTY UNSAFE, A PUBLIC  
NUISANCE?  
>> IT'S AWFUL.  
CAN'T GIVE DEFINITIVES.  
IT DEPENDS ON THE SEVERITY OF  
THE BUILDING.  
WE HAD THE FIRE ON MAURICE  
STREET.  
THAT WAS A PROBLEM PROPERTY FOR  
A LONG TIME.  
THE OWNER STARTED DOING SOME

WORK.  
THAT WAS THAT FIRE THAT TOOK  
PLACE.  
THEY -- THE OWNERS HAVE BEEN  
VERY RESPONSIVE FOR US.  
THEY HAVE PERMITS FILED.  
THEY'RE RESPONDING TO IT.  
THE BUILDING WAS KEPT SAVE.  
IT WASN'T A PUBLIC NUISANCE, BUT  
IT WAS VACANT.  
WE KNOW THAT'S NOT GOOD.  
WE HAVE NO ABILITY TO FORCE A  
LANDLORD TO FIX A BUILDING.  
WE CAN FORCE THEM TO KEEP IT  
SAFE, RODENT FREE AND CLEAN, BUT  
WHY CAN'T MAKE THEM REVITALIZE  
THE BUILDING.  
THOSE PROPERTIES HAVE THE BEST  
VIEW OF BOSTON'S INNER HARBOR.  
I KNOW THEY COULD BE SOLD FOR A  
REAL PROFIT.  
A LOT OF THESE OWNERS FOR  
WHATEVER REASON DON'T WANT TO  
DEAL WITH IT'S.  
>> I WANT TO MAKE SURE I GIVE  
COUNCILMAN O'MALLEY SOME TIME.  
I'M A FIRM BELIEVER OF VIOLENCE  
AND CRIME HAPPEN IN COMMUNITIES  
THAT HAVE THE SORT OF HIGH  
QUALITY OF LIFE ISSUES THAT GO  
UNA DRESSED FOR SO LONG.  
IT'S NOT BECAUSE NEIGHBORS AND  
COMMUNITIES DON'T CARE.  
RESIDENTS SHOW UP ALL THE TIME.  
FRUSTRATING ME TREMENDOUSLY TO  
HAVE THE PROPERTIES SITTING  
VACANT AND LANDLORDS CAN CLEAN  
IT UP HER AND THERE.  
LET'S NOT DO ANYTHING MEANINGFUL  
TO IT.  
PEOPLE LOOK AT A HOME THAT IS  
DILAPIDATED AND THINKING A  
NEIGHBORHOOD IS A CERTAIN WAY.  
BRINGS IN CERTAIN NEGATIVITY  
THAT LEADS TO A WHOLE HOST OF  
PUBLIC SAFETY ISSUES.  
SO THESE QUALITY OF LIFE ISSUES  
HAVE TO GO AWAY.  
I'D LOVE TO CONTINUE THE  
CONVERSATION ABOUT WHAT WE CAN  
DO FROM THE COUNCIL'S  
PERSPECTIVE.  
MAYBE IT IS PUTTING TOGETHER  
LEGISLATION, EVEN THOUGH THAT

WOULD TAKE PLACE FOREVER.  
MAYBE IT'S A CONVERSATION ABOUT  
WHAT CAN HAPPEN IN THE COURTS.  
A PUBLIC CAMPAIGN THAT WE CAN DO  
WITH OUR RESIDENTS TO PUSH THE  
COURTS TO BE MORE RESPONSIVE?  
THEY'RE CREATING PUBLIC SAFETY  
ISSUES.

PEOPLE ARE DYING.  
THE GLOBE REPORTS ON SOME OF  
THESE PROBLEMS WHERE CRIME IS  
OCCURRING, BUT A LOT OF THEM,  
PARTICULARLY IN DORCHESTER AND  
MATTAPAN BUT ACROSS THE CITY.  
PARTICULARLY IN DORCHESTER.  
I WORRY THAT EVEN WITH THE TOOLS  
WE HAVE, FRANKLY IT'S NOT  
ENOUGH.

THE FACT THAT A PROBLEM PROPERTY  
SITS FOR TEN YEARS IS  
RIDICULOUS.

SO CONSIDER ME A PARTNER IN THE  
WORK AND WE'LL CONTINUE THE  
CONVERSATION.

>> COUNCILLOR, ANY EFFORT THAT  
YOU WOULD LIKE TO HAVE MOVING  
FORWARD, WE'LL LOVE TO HAVE YOU  
A PART OF THE TEAM.

THIS IS A TREMENDOUS WASTE OF  
RESOURCES.

MORE IMPORTANTLY, IT DOES AFFECT  
QUALITY OF LIFE IN  
NEIGHBORHOODS.

SO IT BECOMES DIFFICULT.

>> THE CASE OF MOUNT IDA, IF WE  
CAN GET THE JUDGE TO GIVE US A  
NO TRESPASS, WE CAN GET THIS  
GENTLEMEN ARRESTED.

WE MIGHT GET HIM SOME REAL  
ASSISTANCE.

THERE'S A NUMBER OF ISSUES GOING  
ON WITH THIS GENTLEMAN.

WE CAN'T EVEN OFFER THAT HELP  
BECAUSE HE'S RESISTANT.

VERY COMPLICATED BUT YES, I WANT  
TO RESOLVE THAT.

>> THANK YOU.

>> COUNCILLOR O'MALLEY.

>> THANK YOU, MR. CHAIR.

GOOD AFTERNOON.

GREAT TO BE WITH YOU.

I WANTED TO ECHO A COUPLE  
SENTIMENTS FOR YOU.

MY QUESTIONS, COMMISSIONER, THE

FIRST IS I APPRECIATE THE WORK THAT ISD HAS DONE AND WORKING WITH OUR OFFICES. THAT IS A NEW PHENOMENON THAT WE'VE SEEN AND IT'S VITALLY IMPORTANT. I WANT TOPPED POINT OUT CALL LEAN, BRIAN AND FRANK AND AMANDA KENNEDY FROM ANIMAL CARE AND CONTROL FOR BEING -- AMANDA IS HERE AS WELL. I DIDN'T SEE YOU THERE. JUST BEING -- AND YOURSELF AS WELL. I'VE GOTTEN CALLS BACK FROM YOU AT 7:00 ON A FRIDAY NIGHT SO FROM YOUR OFFICE. SO I APPRECIATE THE GREAT WORKS THAT WE HAVE -- I WOULD SAY THAT IT'S GOTTEN BETTER. THERE'S STILL A LOT OF IMPROVEMENT THAT CAN BE UNDERTAKEN THERE. THAT'S NOT AN INDICTMENT. THAT'S BECAUSE I BELIEVE THAT YOU ALL ARE UNDERSTAFFED. I THINK WE NEED TO GROW THE NUMBER OF INSPECTORS. YOU'RE DOING A LOT WITH A RELATIVELY SMALL WORK FORCE. PARTICULARLY WITH THE DEVELOPMENT AND GIVEN THE FACT THAT WE'RE SEEING SUCH UNPRECEDENTED DEVELOPMENT. MY OFFICE HEARS FROM DEVELOPERS, FRUSTRATED THAT THEY CAN'T GET AN INSPECTOR OUT AND RESIDENTS FRUSTRATED FOR THE SAME REASON ON DIFFERENT SIDES OF THE COIN. I WOULD ADVOCATE FOR AN INCREASE IN YOUR OVERALL BUDGET. AS YOU SAID, FOR THE BUILDING INSPECTORS INCLUDING SUPERVISORS IS 24 RIGHT NOW. >> YES. IS THAT -- IS THAT NUMBER BEEN STATIC THE -- SINCE YOU'VE BEEN COMMISSIONER? >> ONE OF THE THINGS I HAVE TO SAY BECAUSE I HEAR THIS A LOT FROM A LOT OF PEOPLE, WE NEED MORE PEOPLE. WE NEED MORE PEOPLE. I'M NOT OF THAT SCHOOL.

I THINK THAT PEOPLE WORKING EFFECTIVELY ARE A BETTER WAY TO DEAL WITH THINGS.

THERE'S BEEN A LOT OF BUSINESS PRACTICES THAT HAVE BEEN IN PLACE AT ISD FOR A REAL LONG TIME.

THEY WERE SET UP UP A DIFFERENT PROFILE AND DEVELOPMENT.

THEN FINALLY LAST YEAR THIS BOSTON PASSED THE SO-CALLED PUPPY-MILL BILL WHICH HAS GONE INTO EFFECT.

I BELIEVE THERE WAS ONE IN COUNCILOR CIOMMO'S DIRECT GRANDFATHERED IN THROUGH THE CALENDAR YEAR.

CAN YOU TALK ABOUT THE ISSUE AND THERE SEEMS TO BE MORE THAN ANECDOTAL EVIDENCE OF DOGS BEING SOLD BY THE SIDE OF THE ROAD OR AN EMPTY PARKING LOT.

>> AMANDA HANDLES THAT.

WE AGREE WITH THE ORDINANCE.

WE SPOKE IN SUPPORT OF IT.

THE NEXT ORDINANCE I REALLY WANT TO TALK TO YOU ABOUT THOUGH IS MORE GERMANE TO THE DOGFIGHTING AND THAT BREEDING SITUATION BECAUSE I THINK THAT'S ANOTHER MAJOR, MAJOR PROBLEM AS FAR AS ANIMAL CARE IS CONCERNED WE'RE TRYING TO DEAL WITH.

I CAN ASK AMANDA IF SHE'LL TALK ABOUT THAT.

WE'VE ORDAINED THE ORDINANCE THERE'S NO MORE SALE OF ANIMALS. SORRY, SHE WASN'T PREPARED TO DO THIS.

>> THE OFFICERS WERE TOLD ABOUT THE ORDINANCE AND ACTIVELY TRYING TO FIND SITUATIONS BUT AS OF YET WE HAVEN'T HAD THE OPPORTUNITY TO CITE ANYONE BUT WE'RE HIGHLY AWARE OF IT.

WE HAVE IDENTIFIED I THINK THERE'S MORE WORK THAT CAN BE DONE IN A SIMILAR VEIN IN TERMS OF THE ORDINANCE FOR PEOPLE THAT ARE BREEDING ARE DOING IT APPROPRIATELY AND COME UP WITH A BETTER MATRIX ON WHAT THAT LOOKS LIKE.

CURRENTLY IF YOU HAVE MORE THAN

FOUR DOGS TO HAVE A KENNEL  
LICENSE.  
THAT DOESN'T ENCAPSULATE WHAT  
PEOPLE ARE DOING WITH THOSE  
ANIMALS.  
IF SOMEBODY IS BREEDING THAT'S  
SOMETHING WE CAN LOOK AT TO MAKE  
SURE WE'RE PROTECTING CONSUMER  
AND THE ANIMALS.  
NOT TO KEEP PEOPLE FROM DOING  
THAT PRACTICE BUT MAKING SURE  
THERE'S CHECKS AND BALANCES IN  
PLACE.  
>> I APPRECIATE YOUR GREAT WORK  
ON THAT.  
I'VE SEEN AN INCREASE IN THE  
NUMBER OF DOGS LICENSED IN THE  
CITY.  
CONGRATULATIONS, THAT'S VERY  
IMPORTANT.  
IS IT BETTER OUTREACH OR SOCIAL  
MEDIA CAMPAIGNS OR MORE?  
>> WE'VE SEEN A 10% INCREASE IN  
LICENSING AND MANAGING OUTREACH  
PROGRAMS TO THE COMMUNITY AS  
WELL AS STAFF BEING SO ENGAGING  
WITH THE COMMUNITY AND HAVING TO  
CLEAN UP AFTER YOUR DOG.  
WE ARE FINING PEOPLE NOW FOR NOT  
DOING THAT.  
WE'RE FINING PEOPLE FOR DOGS OFF  
LEASH IN AREAS THAT IT'S NOT  
ALLOWED.  
I THINK WE'VE SEEN A TREMENDOUS  
UPTAKE IN THE WAY ANIMAL CARE IS  
RESPONDED TO.  
>> AND YOU'RE MOVING THE  
SHELTER?  
>> WE'RE WORK ON IT.  
>> OK.  
KEEP US POSTED AND THANK YOU.  
YOU OBVIOUSLY HAVE A WIDE  
PORTFOLIO.  
I KNOW YOU COVER A LOT OF THINGS  
AND COVER IT WELL.  
THANK YOU, MR. CHAIRMAN.  
>> COUNCILOR FLAHERTY.  
>> THANK YOU.  
IT'S GREAT TO SEE YOU,  
COMMISSIONER, AND YOUR TEAM AS  
WELL.  
I FIND YOU TO BE SUPER  
RESPONSIVE.  
WE TALK ALMOST EVERY DAY ON THE

VOLUME OF DEVELOPMENT AND VOLUME OF PERMITS FLOWING SO I APPRECIATE THE RESPONSIVENESS FROM YOU AND YOUR TEAM.

I ALSO ADMIRE THAT WHEN YOU SHUT DOWN THE RESTAURANT YOU'RE THE FOOD TESTER AND YOU GO OUT FIRST AND TEST THE FOOD.

>> JUST WHEN HE'S MAD AT ME.

>> WHICH IS A TESTAMENT TO THE FACT THAT I THOUGHT WAS A GREAT SELECTION BY MAYOR WALSH BECAUSE YOU'VE BEEN ON THE OTHER SIDE OF THE COUNTER.

I WISH WE'D DO THAT MORE OFTEN IN GOVERNMENT WHEN THERE'S A COMMISSIONER OR CHIEF WE GO TO THE CONSUMER AND CUSTOMER BECAUSE THEY KNOW IT BETTER THAN ANYBODY.

YOU GOT RIGHT IN THERE AND WERE ABLE TO PUT IN NEW PROTOCOLS AND RULES AND REGULATIONS THAT HAVE I THINK MADE INSPECTIONAL SERVICES MORE EFFICIENT.

A SHOUT OUT.

I KNOW IT WAS JOE GREGORIO IS SUPER RESPONSIVE AND LEO WITH RESPECT TO THE RODENT CONTROL AND BOBBY CHAN, A REAL PEOPLE PERSON AND THEY UNDERSTAND THE ISSUES AND GET OUT THERE AND DIVE INTO IT.

DANNY IS ANOTHER ONE, DANNY MANG -- MANNING WHEN HE'S OUT CYCLING AROUND THE CITY --

>> OR THE WORLD.

>> ENGAGES ON ISSUES OF THE NEIGHBORHOODS IN BOSTON AND HOW I.S.D. CAN PLAY A ROLE IN THAT AND TALKING TO THE CHAIRMAN HOW WE REGISTER OUR CARS, WE REGISTER BOATS, WE REGISTER APARTMENTS.

WE'RE PROBABLY ON THE ROAD TO REGISTERING BIKES.

AND IT FLOWS THROUGH CITY COUNCIL AND IT'S UNDER YOUR PURVIEW.

HAVE YOU SEEN ANY BENEFITS OF HAVING THE OVERSIGHT?

I THINK IT'S A TREMENDOUS RESOURCE.

SHE'S WELL ORGANIZED AND

HOPEFULLY WE'RE SUPPORTING HER  
IN HER MISSION BECAUSE I KNOW  
SHE SUPPORTS I.S.D. IN ITS  
MISSION.

THERE ARE SO MANY THINGS IN  
PLANNING.

YOU PERSONALLY I'D LIKE TO THANK  
BECAUSE OF THE NEW ZONING WE'RE  
DOING IN SOUTH BOSTON AND YOUR  
INVOLVEMENT WITH IT HAS BEEN ON  
A MACRO AND MINI LEVEL AND AS WE  
DO A BROAD SPECTRUM OF CHANGE  
WE'RE STILL LOOKING AT THE SMALL  
INDIVIDUAL EVENTS AND YOU  
BROUGHT A NUMBER OF THINGS TO  
LIGHT ON THAT SO THANK YOU ON  
THAT.

>> I APPRECIATE IT.

AS GO ACROSS THE CITY AS AN  
AT-LARGE NEIGHBORHOOD THEY'D  
LIKE THEIR NEIGHBORHOODS REZONED  
SO FOR PEOPLE WATCHING AT HOME  
WE OVERSEE AN AREA OVER 50 PLUS  
YEARS OLD AND IT'S BEEN  
CONVERTED TO ARTICLE 68 WHICH  
ARGUABLY SOLVES 85% TO 90% OF  
THE PROBLEM AND YOU AND YOUR  
STAFF HAVE BEEN PATIENT.

ONE ISSUE I WANT TO DRAW TO YOUR  
ATTENTION AFTER THE COMMUNITY  
PROCESS AND THEY GOT THE DENIAL  
THEY STARTED WITH THE OFFICE OF  
NEIGHBORHOOD SERVICES AND WITH  
THE B.R.A. AND PROJECTS ARE  
APPROVED AND THEN GO TO DESIGN  
REVIEW AND THEN CHANGE BUT THEY  
DON'T GO BACK TO THE COMMUNITY.  
I CAUTION THAT SOME FOLKS WILL  
INTERPRET THAT AS SHENANIGANS  
TOOK PLACE, SOMETHING SHADY.  
I DON'T KNOW WHAT THE ANSWER SO  
THAT IS BUT WHEN HAVE YOU A  
PROJECT THAT GOES THROUGH  
INSPECTIONAL SERVICES AND GOES  
THROUGH THE COMMUNITY PROCESS  
AND THEN TO THE ZONING AND GETS  
APPROVED WITH THE CAVEAT IT HAS  
TO GO TO DESIGN REVIEW WE'RE  
SEEING PROJECTS AND BUILDING  
MATERIALS COME OUT OF DESIGN  
REVIEW COMPLETELY DIFFERENT THAN  
WENT THROUGH YOU GUYS IN THE  
CITY.

THAT'S VERY PROBLEMATIC FROM MY



STANDPOINT.

WE WANT TO HAVE MORE  
TRANSPARENCY.

>> THE DESIGN REVIEW PROCESS IS  
THE AESTHETIC PIECE OF THE  
ARCHITECTURE.

THE BUILDING CODE REVIEW IS  
PURELY REGULATORY, ARE THEY  
MEETING ZONING AND BUILDING CODE  
AND IT'S NEEDED AND THE BPDA  
CANNOT CREATE A NEW ZONING IN  
THEIR DESIGN REVIEW.

IT'S ABOUT MATERIALS, IT'S ABOUT  
COLORS, IT'S ABOUT SOME OF THE  
INTANGIBLES IN HOW THE BUILDING  
INTERACTS WITH THE STREET.  
THESE ARE NOT THINGS I SEE  
LOOKED AT BECAUSE THEY'RE NOT  
REGULATED.

THEY'RE MORE SUBJECTIVE.

IF A PROBLEM HAS SUBSTANTIALLY  
CHANGED I FIND THE MAJORITY OF  
DEVELOPERS WILL GO BACK TO THE  
COMMUNITY.

IF THERE'S A CHANGE IN NUMBER,  
DENSITY OR MASSING THE MAJORITY  
OF THE PROJECTS GO BACK.

THE OTHER THING TOO IS THE MAJOR  
PROJECTS THAT GO THROUGH REVIEW  
WHETHER IT'S A LARGE OR SMALL  
PROJECT REVIEW THEY HAVE  
COMMUNITY PARTICIPATION IN THAT.  
I THINK THAT'S GOOD.

THERE ARE SOME THINGS THAT WHEN  
WE DO A PROJECT I KNOW THE  
COMMUNITY GETS VERY UPSET WE  
DIDN'T KNOW ABOUT IT.

THAT'S THE WAY THE REGULATIONS  
ARE WRITTEN IF YOU'RE WITHIN THE  
GUIDELINES OF ZONING.

IF YOU'RE WITHIN THE GUIDELINES  
OF THE BUILDING CODE YOU HAVE  
THE RIGHT TO HAVE THAT BUILDING.

>> WE'VE GONE THROUGH THE  
COMMUNITY PROCESS AND THERE'S  
BRICK AND GLASS AND STEEL AND  
AFTER IT COMES OUT IT'S PURPLE  
OR YELLOW AND THE NEIGHBORHOOD  
GOES WHOA.

THERE'S SOMETHING FISHY AND WE  
WANT TO AVOID THAT.

>> A PROJECT IN ROXBURY IT WENT  
THROUGH THE PROCESS AND THEN THE  
OWNER -- THE DEVELOPER DECIDED

TO CHANGE IT TO ALUMINUM SIDING WITHOUT A BUILDING PERMIT AND IT'S BEEN TIED UP FOR A YEAR NOW BECAUSE UNDER THAT REGULATORY PROCESS THESE ARE THE DESIGNS AND MATERIALS APPROVED.

YOU DO NOT HAVE THE ABILITY TO CHANGE IT.

IN THIS CASE WE HAVE THE FIRE REGULATIONS THAT HELPED US BECAUSE IT'S A BOARD THAT DOESN'T BURN AND ALUMINUM SIDING WILL MELT.

WE'RE TRYING TO BE MORE RESPONSIVE AND US PARTNERING WITH THE B.R.A. IS WORKING OUT WELL.

OUR REVIEWERS NOW MEET MONTHLY TO DISCUSS THINGS AND NUANCES OF ZONING AND THE CONTINUUM OF STREET SCAPES AND THINGS LAID OUT BUT I GET THOSE CALLS.

>> THE PREVIOUS ADMINISTRATION WAS DOWN TO MORE WHO YOU KNEW OR WHO YOU HIRED OR WHO'S SIGN YOU HELD AND WHO'S BREAKFAST EVENT YOU WENT TO AND IT'S A BREATH OF FRESH AIR THEY'RE ON THE MERITS AND WE'RE INTERPRETING THE CODE AND MERITS OF THE CODE AND LARGELY BECAUSE OF YOU BEING ON THE OTHER SIDE OF THE COUNTER AND THAT'S BEEN HELPFUL.

I WANT TO TOUCH ON MY BIGGEST NEMESIS AS WELL AS THE CITY, THE NORWEGIAN RAT.

WE WERE ON TOP OF THEM BEING ABLE TO SPRAY THE DRY ICE AND THEN GOT HELD UP ON A COURT ISSUE.

CAN YOU UPDATE US ON THAT.

>> THE DEPARTMENT.

ENVIRONMENT HERE IN MASSACHUSETTS WE DISCOVERED IT. YOU KNOW THE STORY.

WE STARTED USING IT TREMENDOUSLY SUCCESSFUL, NEW YORK WAS USING IT AND FLORIDA AND WE'VE HAD NOTHING BUT ACCOLADES FOR THE IDEA.

THERE WAS A COMPLAINT FILED WITH THE STATE THAT THIS WAS NOT LISTED AS AN ACCEPTED PESTICIDE. I TRIED TO MAKE THE ARGUMENT IT

WASN'T A PESTICIDE BUT A  
DETERRENT AND THEY CHANGED THE  
LANGUAGE TO INCLUDE DETERRENT  
THEY'RE WORKING WITH US.  
THE E.A.P. HAS WRITTEN AND  
UNDERSTAND WE'RE IN A REGULATORY  
OOPS SO THEY'RE WORKING WITH US.  
WE HAVE REGULAR DISCUSSIONS WITH  
THE STATE.

THEY'RE HELPING US REDEFINE WHAT  
THE ISSUE IS TO GET IT APPROVED  
BUT IT'S OUR EXPECTATION TO GET  
THE DRY ICE BACK TO OPERATION.  
IT'S NOT THE PANACEA AND KILL  
ALL THE RATS IN THE CITY OF  
BOSTON BUT IT'S AN EFFECTIVE  
TOOL THAT'S SAFE IN SO MANY  
WAYS.

>> YOU HAVE THE NORWEGIAN RAT  
USE TO INGESTING A MATERIAL AND  
WE'RE SEEING THE NEXT GENERATION  
OF RAT LAUGHING AT THE STUFF  
WE'RE PUTTING OUT.

>> I LEARNED MORE ABOUT RATS  
THAN I EVER EXPECTED TO IN MY  
LIFE.

I CAN TELL YOU THIS AS A PRIVATE  
CITIZEN IF YOU WANTED TO USE DRY  
ICE IN A RAT HOLE IN YOUR YARD  
THERE'S A REGULATION AGAINST  
THAT.

WE AS A CITY THOUGH HAVE BEEN  
TOLD WE HAVE TO GET IT PROPERLY  
REGULATED AND WE'RE IN FAVOR OF  
THAT.

>> IS THERE A TIME LINE ON  
DEALING WITH THE ISSUE.

>> WE'RE DEALING WITH THE STATE  
AND GOVERNMENT.

I'M NOT SURE HOW THE LINES WILL  
WORK.

>> IT WILL BE A SNOOZE FEST.

>> AUSTIN IS WORKING WITH HIS  
COUNTERPARTS AT THE STATE LEVEL,  
I.S.D. IS WORKING AT THE LOCAL  
LEVEL.

WE'RE DOING EVERYTHING IN OUR  
POWER BUT I DO NOT KNOW.

>> WHEN YOU GET AN UPDATE ON  
THAT THAT'D BE GREAT.

AND AUSTIN ON THE ENVIRONMENTAL  
STUFF THE STEPS YOU'RE TAKING  
WITH RESPECT TO CLIMATE CHANGE  
ISSUES AND THE SEA LEVEL RISE IN

HAVING THAT COMPONENT BEING  
TAKEN SERIOUSLY AT ALL LEVELS  
PARTICULARLY AROUND THE  
GOVERNMENT SECTOR.

ANY UPDATES IN TERMS OF THE  
APPROACH WE'RE TAKING AND FOLKS  
COMING IN TO PUT TOGETHER  
WHETHER IT'S A SMALL OR BIG  
PROJECT AND THEY HAPPEN TO BE  
ALONG THE WATER FRONT.

>> I CAN GIVE A BRIEF UPDATE ON  
THAT AND GIVE CONTEXT.

YOU MENTIONED WE RELEASED OUR  
REPORT FOR CLIMATE READY BOSTON  
IN DECEMBER OF LAST YEAR.

ONE OF THE RECOMMENDATIONS FOR A  
QUICK WIN IN TERMS OF HOW TO  
MAKE THE CITY A SAFER PLACE TO  
LIVE AND BE PREPARED FOR CLIMATE  
CHANGE IS TO LOOK AT OUR POWER  
AND ZONING IN HOW TO EFFECT  
DEVELOP THE COMMUNITY UNDERSTAND  
HOW TO MAKE THEIR BUILDING SAFE  
FROM CLIMATE CHANGE AND NOT ONLY  
BASED ON THE HISTORIC  
PROJECTIONS BUT WHAT WE EXPECT  
TO HAPPEN IN THE FUTURE.

SO OVER THE LIFE TIME OF A  
BUILDING MOVING FORWARD.

SO IN CONJUNCTION WITH I.S.D.,  
THE ENVIRONMENT DEPARTMENT AS  
WELL AS THE BOSTON PLANNING AND  
DEVELOPMENT AGENCY IT'S A  
PROCESS WE'RE KICKING OFF TO  
UNDERSTAND HOW WE CAN LEVERAGE  
THE ZONING CODE AND UPDATES TO  
THAT TO HELP OUR DEVELOPERS IN  
THE CITY MAKE THEIR BUILDINGS  
MORE PROTECTED.

>> PROTECT OUR INVESTMENT AS  
WELL.

>> OF COURSE.

IT'S NOT JUST THE DEVELOPERS  
IT'S THE LONG-TERM TENANTS OF  
THE BUILDINGS WHO ARE ULTIMATELY  
IMPACTED.

>> AND THE FINANCING OF THE  
BUILDING KNOWING IT'S NOT GOING  
TO BE UNDER WATER AT ANY  
PARTICULAR POINT IN TIME DURING  
THE LIFE OF THE LOAN.

>> THE INSURANCE COMMUNITY ARE  
STARTING TO PAY MORE ATTENTION.  
THERE ARE CERTAIN WAYS THE

INCENTIVES ARE A BIT BLURRED  
EVEN IN THE DEVELOPMENT  
COMMUNITY.

AS YOU KNOW MANY WILL DEVELOP IT  
AND SELL IT TO A LONG-TERM  
HOLDING COMPANY THAT MAY NOT BE  
AS FAMILIAR AS THE ISSUES AS IT  
RELATES TO SEA LEVEL RISE IN THE  
CITY OF BOSTON.

WE'RE STARTING TO SEE INSURANCE  
COMPANIES WHO ARE BY STATUTE  
REQUIRED TO LOOK AT HISTORICAL  
RISK NOT FUTURE RISK.

AS THEY EVALUATE THE PROPOSALS  
FOR DEVELOPMENT THEY'RE STARTING  
TO SAY WE MAY HAVE TO BASE OUR  
RATES BASED ON HISTORICS BUT WE  
CAN CHOOSE IN THE TO INSURE YOU  
UNLESS YOU MAKE YOUR BUILDING  
MORE CLIMATE PREPARED.

WE'RE STARTING TO HEAR ANECDOTAL  
NOTES AND MORE ON THE TENANT  
SIDE THE LEGAL COMMUNITY IS  
GETTING INVOLVED, WRITING IN  
CLIMATE PREPAREDNESS OUT IN  
LEASES IF A BUILDING BECOMES  
UNFINANCEABLE AS A RESULT OF  
CLIMATE CHANGE IMPACTS.

WE'RE SEEING THE CLAUSES GO INTO  
LEASES AS WELL.

IT'S NOT JUST A CITY THAT WANTS  
TO LEAD THE EFFORTS.

WE WANT TO WORK WITH THE  
COMMUNITY AND DEVELOPERS AND  
FINANCIERS AND INSURANCE  
COMMUNITY AS WELL AS THE LEGAL  
COMMUNITY TO HELP PROTECT THE  
CITY FROM IMPACT.

>> THANK YOU.

>> THANK YOU.

BEFORE I CLOSE OUT THE COUNCIL'S  
REVIEW OF THE FISCAL BUDGET FOR  
I.S.B. AND RECONVENE FOR THE  
RESOLVING FUND IN MINUTES.

THERE'S PEOPLE I WANT TO MENTION  
THAT WORK FOR YOU WHO HAVE BEEN  
SUPER RESPONSIVE, BRIAN OLIVERY  
AND JOHN MEAN AND SUSAN RICE AND  
YOU MENTIONED ANDERA AND THE  
MANY WE DIDN'T MENTION WHO WORK  
HARD FOR US EVERYDAY.

WITH THAT I'LL ADJOURN THIS  
HEARING AND WE'LL RECONVENE IN  
FIVE.

THANK YOU.  
[POUNDING GAVEL]

>> GOOD AFTERNOON.  
I'M DISTRICT 9 COUNCILOR MARK  
CIOMMO.  
WE'RE HERE TO DISCUSS REVOLVING  
FUND MESSAGE IN ORDER  
AUTHORIZING A LIMIT FOR THE  
INSPECTION OF SERVICES  
DEPARTMENT REVOLVING FUND FOR  
THE FISCAL YEAR 2018 TO  
REIMBURSE FOR ADMINISTRATIVE  
COSTS TO THOSE CITY AGENCIES  
WHICH ENFORCE CBC SECTION 199  
AND 1.9B FOR REGISTRATION FEES  
COLLECTED PURSUANT TO CHAPTERS  
18 SECTION 1.46 THROUGH 10 AND  
FINES PURSUANT TO CBC CHAPTER  
16, SECTIONS 1.9 AND 1.9B.  
RECEIPTS AND EXPENDITURES FROM  
THE FUND SHALL NOT EXCEED  
\$300,000 PER YEAR.  
I'D LIKE TO REMIND FOLKS THIS  
SAY PUBLIC HEARING BOTH BEING  
BROADCAST AND RECORDED ON  
COMCAST CHANNEL 8 AND RCN82.  
WE'LL TAKE PUBLIC TESTIMONY AT  
THE CONCLUSION OF THE  
DEPARTMENTAL PRESENTATION AND  
QUESTION FOR MY COLLEAGUES.  
THERE'S A SIGN-IN SHEET SO MY  
LEFT FOR THE DOOR.  
WE ASK FOLKS TO STATE THEIR  
NAME, RESIDENCE, AFFILIATION AND  
I'M JOINED BY MY AT-LARGE FROM  
DORCHESTER ANNISSA ESSAIBI  
GEORGE AND WITH THAT  
COMMISSIONER IN -CHIEF TAKE IT  
AWAY.  
>> IT HELPS US SUPPLEMENT THE  
NEED FOR THE ANIMAL CARE.  
THE PRIMARY EXPENSE THAT COMES  
OUT OF THIS IS FROM DOG  
LICENSING AND THE PRIME EXPENSES  
DEALING WITH THE VET AND VET  
TECH.  
WE HAVE COMMITTED TO THE COUNCIL  
AN ITEMIZED LIST AND A SUMMARY  
OF THE RESOLVING FUND.  
BASICALLY BASICALLY WE START  
WITH THE SURPLUS OF \$93,000.  
TO DATE WE HAVE COLLECTED  
\$168,687.

OUR EXPENDITURES ARE AT \$2,040  
WE'RE RUNNING IN THE BLACK  
ROUGHLY BY \$50,000.  
WE HOPE TO MAINTAIN THIS BECAUSE  
THIS IS A CRITICAL PART OF  
ANIMAL CARE AND VET --  
VETERINARY SERVICES ARE OFFERED  
WHEN WE'RE ABLE AND SPADING AND  
NEUTERING AND THINGS WE DEAL  
WITH.

>> I BELIEVE THAT WE ARE -- THIS  
IS PART OF THE MODERNIZATION ACT  
THAT WAS PASSED RECENTLY AT THE  
STATE HOUSE TO RE-EXAMINE THE  
FUNDS AND HOW THEY'RE USED.

YOU REPORTED AT A 10% INCREASE  
IN FEES AND LICENSING.  
WHAT DOES THAT TRANSLATE INTO  
THE DOLLARS?

DID YOU SEE AN INCREASE IN THE  
AMOUNT OF MONEY BROUGHT IN?

>> YES.

>> WE'VE SEEN A SLIGHT INCREASE  
IN THE AMOUNT OF MONEY BROUGHT  
IN.

IT'S ALSO IMPORTANT TO REMEMBER  
THERE WERE SOME CHANGES TO THE  
ORDINANCE ALLOWING RESIDENTS 70  
OR OLDER TO HAVE A FEE-WAVED

LICENSING -- HAVING FEES WAIVED  
AND WE NOW HAVE OUR CITATIONS  
AND HAVE BEEN CITING FOR  
UNLEASHED AND UNVACCINATED.  
WE'LL SEE A GROWTH IN THAT IN  
PART BECAUSE MOST OF OUR FIRST  
FINANCE ARE WRITTEN WARNINGS.  
WE'RE SEEING CITATIONS BUT NOT A  
HUGE AMOUNT OF FUNDS BUT I THINK  
WE'LL SEE AN INCREASE NEXT YEAR.

>> THE MORE YOU'LL SEE WITH A  
CHANGE OF BEHAVIOR.

>> HOW MANY OFFICERS DO WE HAVE  
THAT GO TO THE PARKS?

>> WE HAVE SEVEN ANIMAL CONTROL  
OFFICERS AND ONE SUPERVISOR  
CONTROL OFFICER STAFFED SEVEN  
DAYS A WEEK FROM 6:00 A.M. TO  
8:45 P.M.

THEY'RE GOING TO AS MANY PARKS  
THEY'RE ABLE TO IN BETWEEN OTHER  
EMERGENCIES.

>> IS THAT AN INCREASE?

I DON'T REMEMBER THAT MANY --

>> NO.  
>> IS THAT A STANDARD STAFFING  
LEVEL FOR THIS FUNCTION?  
>> THE NUMBER'S THE SAME.  
ONE THING WE'VE WORKED OUT,  
AMANDA AND I, WE ANALYZE THE WAY  
THE SHIFTS WORKED.  
WE WERE CONCERNED WE DIDN'T WANT  
IT TO BE MORE THAN SIX TO EIGHT  
HOURS WHICH IS THE DRIFT --  
INDUSTRY STANDARD BUT GOING TO A  
FOUR-DAY WORK WE'VE AND LONGER  
HOURS WE HAVE MORE COVERAGE.  
>> NOT TO BRING UP A SORE SPOT  
BUT OBVIOUSLY WE WERE CITED  
SEVERAL YEARS AGO SO I WANT TO  
START WITH THE WORK YOU TOOK ON  
AND AMANDA, THANK YOU.  
WHAT'S THE LICENSE FEE AGAIN?  
>> IT'S \$15 IF YOU'RE DOG IS  
SPAYED OR NEUTERED AND \$30 IF  
THEY AREN'T.  
THAT'S AN ANNUAL FEE.  
>> THANK YOU FOR BEING HERE  
TODAY.  
I KNOW THERE'S BEEN CHANGES TO  
THE REVOLVING FUND SO I'M  
LOOKING AT PREVIOUS YEARS ACTUAL  
AND BUDGETED COMPARED TO THIS  
YEAR IT SEEMS WE'RE INCREASING  
QUITE A BIT.  
IS IT BECAUSE OF A CHANGE IN THE  
WAY WE'RE MANAGING RESOLVING  
FUNDS OR JUST AN INCREASE IN THE  
NUMBER OF BLOGS AND RESPONSIBLE  
DOG OWNERS?  
>> A COUPLE THINGS, COUNCILOR.  
WE'VE HAD ANIMAL CONTROL NOW TWO  
YEARS AND AMANDA HAS BEEN WITH  
US JUST UNDER TWO YEARS.  
WE'RE CHANGING THE WAY WE DEAL  
WITH THINGS.  
THERE'S MORE PUBLIC EDUCATION IN  
LICENSING AND ONE THING AMANDA  
BROUGHT TO THE TABLE WAS  
LICENSURE IS NOT A PENALTY.  
IT'S A WAY OF SUPPORTING AND  
PROTECTING YOUR ANIMALS.  
AND SHE HAS HAD A TREMENDOUS  
SUCCESS RATE AT RETURNING LOST  
ANIMALS WHICH IS SOMETHING I  
THOUGHT WOULD NEVER HAPPEN.  
BUT THROUGH THE USE OF SOCIAL  
MEDIA AND HER STAFF'S DILIGENCE



IN GOING OUT TO THE COMMUNITIES  
I THINK THEY'VE START TO SEE  
MORE INTERACTION WITH WHAT'S  
GOING ON.

WE'RE SEEING MORE PROACTION  
ABOUT THE LICENSING.  
HER ADMINISTRATION HAS BEEN  
TREMENDOUS.

>> WE'VE DEALT WITH AMANDA ON A  
FEW ISSUES AND SHE'S ALWAYS BEEN  
WONDERFUL AND HEARD GREAT PRAISE  
IN THE COMMUNITY AT-LARGE AND  
THE THINGS WE'RE HEARING IN THE  
DIFFERENT MEETINGS WITH THE  
OFF-LEASH DOG ISSUES IN SOME OF  
OUR PARKS AND SOME UTILIZED  
WHETHER IT'S ORGANIZED SPORTS  
AND OTHER ACTIVITIES THERE'S  
OFTEN A CONFLICT BETWEEN  
OFF-LEASH PETS AND OTHERS.  
I KNOW YOU'VE BEEN DILIGENT IN  
YOUR OFFICE IN GOING OUT AND  
ENFORCING THE RULES.

CAN YOU TALK ABOUT THE TICKETS  
OR THE CHANGE IN BEHAVIOR IT'S  
LENT TO.

>> WE'RE HAVING A BETTER SUCCESS  
RATES THAN I ANTICIPATED SO  
THAT'S BECOMING A LOT MORE REAL.  
AMANDA IS SCHEDULING DOG  
OFFICERS WHEN THEY'RE NOT ON  
CALL TO BE IN PARKS.  
JUST THE SHEER PRESENCE OF THEM  
SOMETIMES MAKES A BIG  
DIFFERENCE.

>> WE'RE DISPATCHING OFFICERS TO  
PARKS WHERE WE GET COMPLAINTS.  
AND TRYING TO UNDERSTAND TO SEND  
PEOPLE AT THE MOST EFFECTIVE  
TIMES.

IT'S IMPORTANT TO REMEMBER WITH  
EIGHT OFFICERS IT'S HARD TO  
IMPACT THE NUMBER OF PARKS WE  
HAVE.

>> THERE'S A BEAUTIFUL DOG PARK  
IN SOUTH BOSTON AND THE PARK  
CROSS THE STREET STILL THE  
HIGHEST CASE OF DOG OFF LEASH.

>> GO FIGURE.

>> I SOMETHING SOME OF THE  
CALLS -- THAT'S AN EXAMPLE OF  
WHERE IT WOULDN'T MATCH UP.  
IF WE UNDERSTOOD THE DATA OF  
WHERE THE CALLS WERE COMING

BECAUSE IT'S ANECDOTAL BECAUSE  
WE GET THE COMPLAINT AND REACH  
OUT TO YOU.

IF WE UNDERSTAND WHERE THE CALLS  
ARE COMING FROM OR COMPLAINTS  
ARE COMING FROM I THINK WOULD  
HELP PLAN MORE PROACTIVELY WHERE  
MORE APPROPRIATE SPOTS ARE.

>> THERE'S A PROGRAM WE USE  
WHERE WE'RE ABLE TO IDENTIFY AND  
GEOLOCATE WHERE THEY'RE TAKING  
PLACE AND THAT'S THE WAY SHE'S  
BEEN DISPATCHING HER OFFICERS.  
THE LAYERS OF HIGHER INCIDENTS.  
IT'S SOMETHING THEY DO BETWEEN

MORTGAGES

MORE EMERGENCY CALLS.

>> THIS CONCLUDES DOCKET 0553.  
THIS HEARING'S ADJOURNED.