

# ROXBURY STRATEGIC MASTER PLAN OVERSIGHT COMMITTEE MEETING

July 1, 2024



Planning Department

CITY of **BOSTON**

1.

# RSPMOC WELCOME AND ORIENTATION



Planning Department

CITY of **BOSTON**

# MEETING RECORDING

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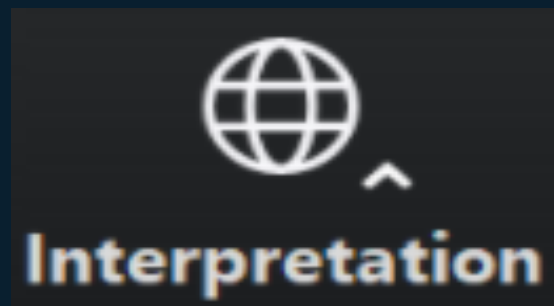
**At the request of community members, this event will be recorded posted on the Roxbury Strategic Master Plan webpage at [bit.ly/theRSMPOC](https://bit.ly/theRSMPOC) for those who are unable to attend the Zoom event live.**

**Also, it is possible that participants may be recording the meeting with their phone cameras or other devices. If you do not wish to be recorded during the meeting, please turn off your microphone and camera.**

**If your camera and microphone are off, you can still participate through the text chat feature.**

# INTERPRETATION

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**“Spanish” –for Spanish**

**“Haitian Creole” –for Haitian Creole**

**“English” – for English**

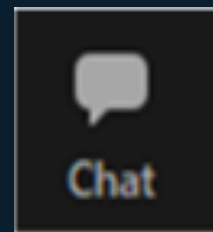
**“Cape Verdean Creole” - Cape Verdean Creole**

# ZOOM TIPS

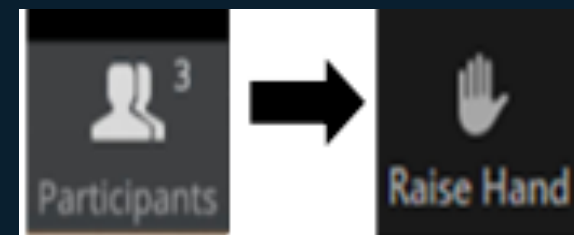
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**Welcome! Here are some tips on using Zoom for first-time users.**

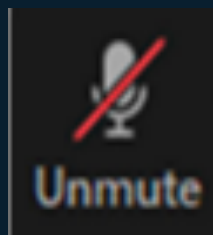
**Your controls are at the bottom of the screen**



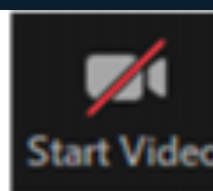
**Use the chat to type a comment or ask a question at any time – Members of the RSMPOC/ BPDA will moderate the chat**



**To raise your hand, click on “Participants” at the bottom of your screen, and then choose the “Raise Hand” option in the participant box, or press \*9 on your phone**



**Mute/unmute – Participants will be muted during the presentation – the host will unmute you during discussion if you raise your hand and it is your turn to talk. To mute/unmute on your phone press \*6.**



**Turns your video on/off**

# ZOOM ETIQUETTE

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**We want to ensure that this conversation is a pleasant experience for all attendees.**

- **Please remain muted until called on. If you'd like to speak during this time please use the "Raise Hand" function in Zoom so a BPDA moderator can unmute attendees.**
- **Please be respectful of each other's time.**
- **We ask that participants limit their questions so that others may participate in the discussion. If you have more questions, please wait until all others attending have an opportunity to ask questions.**
- **If we are unable to get to your question at this meeting please put them in the Chat at the end or email [christine.brandao2@boston.gov](mailto:christine.brandao2@boston.gov)**

# AGENDA

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**1. RSMPOC Welcome**

**2. Brianna Millor, Chief of Community Engagement**

# RSMPOC OVERVIEW AND UPDATES

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## *First Monday of the month*

January 8, 2024

February 5, 2024

March 4, 2024

April 1, 2024

May 6, 2024

June 3, 2024

July 1, 2024

**\*\*No Meeting in August\*\***

September 9, 2024

October 7, 2024

November 4, 2024

**\*\*No Meeting in December\*\***



# RSMPOC RESPONSIBILITIES

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- **The Roxbury Strategic Master Plan Oversight Committee (RSMPOC) was created in 2004 as a result of the Roxbury Strategic Master Plan (RSMP).**
- **The RSMPOC is broadly representative of the Roxbury neighborhood and is made up of Mayoral Appointees, nominated by elected officials, neighborhood associations, and community organizations.**
- **The RSMPOC oversees the implementation of the Roxbury Strategic Master Plan and PLAN: Nubian Square.**

# JOIN. ENGAGE. TAKE ACTION

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- **Join: Join the Roxbury Strategic Master Plan Oversight Committee, and/or a Project Review Committee (PRC).**
- **Engage: Attend public meetings. Ask questions. Invite neighbors, Roxbury civic groups and organizations, businesses, abutters or other community affiliates to public meetings.**
- **Take Action: Review and comment on projects, developments, and the planning initiative.**

**For more information about upcoming meetings, development projects and how to get involved, visit [bit.ly/theRSMPOC](https://bit.ly/theRSMPOC)**

# ORIGINAL 2004 MASTER PLAN GOALS

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- **Enhance civic & cultural life in the neighborhood**
- **Promote diverse & sustainable growth with jobs for local residents**
- **Ensure safe & convenient public and private transportation**
- **Expand & improve housing for a variety of socioeconomic and age groups**
- **Create a comfortable, lively, and safe public realm that reflects the diversity of local residents**
- **Enhance community participation and empowerment through increased accountability of government, and institutions and businesses**

**THANK YOU**

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RSPMOC Co-Chairs  
Norm Stembridge & Steven Godfrey

STAY CONNECTED: [bit.ly/theRSMPOC](https://bit.ly/theRSMPOC)

Christine Brandao  
[christine.branda2@boston.gov](mailto:christine.branda2@boston.gov)



*RSMPOC: July 1, 2024*

# Community Engagement Cabinet



# Chief of Community Engagement: Brianna Millor

- Chief of Community Engagement
  - Overseeing Neighborhood Services, 311, Civic Organizing and SPARK Boston
- Our cabinet leads the City of Boston's work towards eliminating silos between Boston residents and City Hall. Our goal is to better connect neighborhood services, community engagement, and policy making. We want to improve how Boston includes community voices in its work. We plan to create a new model for prioritizing constituents and neighborhood services in government affairs.





# Neighborhood Services

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- ❖ Overseen by Executive Director, Beata Coloyan

- ❖ ONS consists of a team of 16 Neighborhood Liaisons, 4 Deputies, 3 Community Engagement Specialists, and an Interfaith Liaison

ONS' goal is to bring City Hall to our constituents by building relationships, disseminating information, and facilitating the delivery of City services



## ❖ Roles and Responsibilities

- *Liaisons serve as a bridge between the neighborhoods and city hall / constituent services*
- *Liaisons are on call 24/7*
- *Delivering direct services to residents*
- *Maximize resident input in all aspects of government*
- *Respond to neighborhood emergencies including fires, building collapses, and other city emergencies*



# BOSTON 311

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- ❖ *Boston 311 (BOS311) is the City's 24 hour Constituent Service Call Center - available 24/7, 365 days a year.*
- ❖ *We are the main line to Boston City Hall, responsible for filtering calls and service requests to the appropriate departments.*
- ❖ *311 is one of the data collecting center for City Services.*
- ❖ *We are able to communicate with constituents in multiple languages 24/7, 365 days a year.*
- ❖ *Our office is comprised of 30+ Call-Takers, 2 Supervisors, 1 Quality Assurance Associate, a Deputy Director and the Director, that work various shifts to ensure calls are taken in a timely manner throughout the day and night.*

Year	Number Of Calls	Service Level Percentage	Number of Cases	Reallocation of Cases
2018	328,253	88.96%	304,355	<b>12,557</b>
2019	319,779	88.57%	297,832	<b>12,132</b>
2020	453,762	82.83%	303,136	<b>11,089</b>
2021	374,344	83.27%	318,815	<b>14,027</b>
2022	322,828	78.94%	325,174	<b>14,720</b>
2023	317,599	82.32%	368,083	<b>12,777</b>

- ❖ The 311 team manages service requests submitted through the BOS:311 app, phone calls, online web portal, email, snail mail, and social media.
- ❖ Answer questions about a wide variety of topics, including Basic City Services, State and Federal, outside agencies (National Grid, Eversource), and other day to day inquiries.
- ❖ 311 is the addiction recovery line for the City. Agents connect those in need with available resources.
- ❖ Work with departments to ensure constituents receive quality and accurate responses.
- ❖ Gather and track data and run reports for other departments, press inquiries, and FOIA request.
- ❖ Communicate with other 311 call centers to discuss best practices.



# Office of Civic Organizing

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- ❖ The office works to reduce barriers and expand opportunities for all Boston residents to be active citizens in their communities.
- ❖ The office is committed to:
  - Proactive Community Engagement i.e Love Your Block Initiative, mini-grants for community organization to support residents of Boston
  - Civic awareness and service in City of Boston neighborhoods



# SPARK Boston

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# SPARK

## BOSTON'S FUTURE

Boston is growing and changing in tremendous ways. Now, more than ever, we need to draw a larger and more diverse range of Boston's young adults into the conversation. SPARK Boston finds new and innovative ways to engage Boston's young people.

- ❖ The SPARK Boston Council advises the Mayor on City policies and programs affecting 20- to 35-year-olds.
- ❖ Council members help create and develop ideas to get 20- to 35-year-olds more involved with the City.

**THANK YOU!**



**2. BRIANNA MILLOR  
CHIEF OF COMMUNITY ENGAGEMENT**



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