

Community Engagement

Community Engagement	165
Neighborhood Services	167
ONS Administration	172
Neighborhood Serv	173
Office of Civic Organizing.....	174
Boston 311	175

Community Engagement

Brianna Millor, Chief of Community Engagement

Cabinet Mission

The Community Engagement Cabinet seeks to improve the delivery of City Services as well as create opportunities for all Boston Residents to participate in local government.

Operating Budget	Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
Neighborhood Services	4,260,967	5,195,139	5,529,848	5,800,809
Total	4,260,967	5,195,139	5,529,848	5,800,809
External Funds Expenditures	Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
Neighborhood Services	0	96,000	0	0
Total	0	96,000	0	0

Neighborhood Services Operating Budget

Brianna Millor, Chief of Civic Engagement, Appropriation 412000

Department Mission

The Mayor's Office of Neighborhood Services (ONS) encourages, facilitates and maximizes citizen input and participation in all aspects of government through service requests, neighborhood meetings, mailings, and emergency responses. Also included in ONS is the Mobile City Hall to Go truck that visits Boston's neighborhoods offering a select menu of services directly to constituents. The Boston 311 Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

Selected Performance Goals

ONS Administration

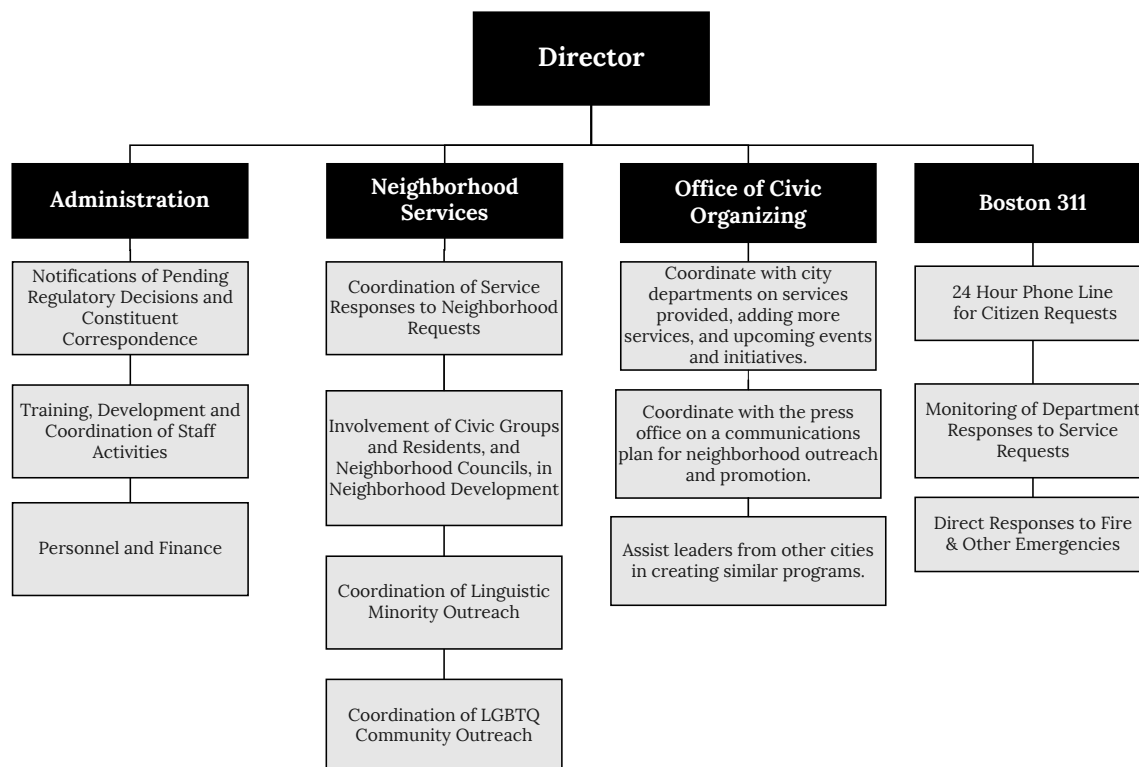
- Increase Diversity in COB Workforce.

Operating Budget	Program Name	Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
	ONS Administration	913,554	1,045,685	1,228,552	1,145,980
	Neighborhood Serv	1,536,840	1,853,249	1,897,595	2,043,496
	Office of Civic Organizing	93,783	158,225	214,687	246,832
	Boston 311	1,716,790	2,137,980	2,189,014	2,364,501
	Total	4,260,967	5,195,139	5,529,848	5,800,809

External Funds Budget	Fund Name	Total Actual '23	Total Actual '24	Total Approp '25	Total Budget '26
	Youth Sports Fund	0	96,000	0	0
	Total	0	96,000	0	0

Operating Budget		Actual '23	Actual '24	Approp '25	Budget '26
	Personnel Services	4,058,488	4,912,355	5,209,451	5,492,936
	Non Personnel	202,479	282,784	320,397	307,873
	Total	4,260,967	5,195,139	5,529,848	5,800,809

Neighborhood Services Operating Budget



Description of Services

The Office of Neighborhood Services invites community involvement in municipal government across the wide spectrum of its programs. Neighborhood Services provides a forum for both groups and individuals to express concerns, request services, and extend opinions, while serving to disseminate information and facilitate delivery of City services. The City Hall to Go truck offers a select menu of city services to all Boston's neighborhoods. The Boston 311 Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

Department History

Personnel Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
51000 Permanent Employees	3,856,854	4,700,046	5,138,374	5,421,859	283,485
51100 Emergency Employees	17,671	11,696	31,077	31,077	0
51200 Overtime	141,192	170,166	40,000	40,000	0
51600 Unemployment Compensation	42,771	30,447	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	4,058,488	4,912,355	5,209,451	5,492,936	283,485
Contractual Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
52100 Communications	26,979	88,192	45,000	45,000	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	6,690	6,902	2,000	2,000	0
52800 Transportation of Persons	16,070	22,740	21,164	750	-20,414
52900 Contracted Services	32,214	114,221	173,390	183,390	10,000
Total Contractual Services	81,953	232,055	241,554	231,140	-10,414
Supplies & Materials	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
53000 Auto Energy Supplies	874	306	560	441	-119
53200 Food Supplies	1,038	0	0	0	0
53400 Custodial Supplies	372	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	6,115	3,644	7,281	7,281	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	24,606	7,651	4,852	3,882	-970
Total Supplies & Materials	33,005	11,601	12,693	11,604	-1,089
Current Chgs & Oblig	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54800 Reserve Account	0	0	0	0	0
54900 Other Current Charges	26,876	15,810	26,180	26,180	0
Total Current Chgs & Oblig	26,876	15,810	26,180	26,180	0
Equipment	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	39,970	38,949	-1,021
55600 Office Furniture & Equipment	206	0	0	0	0
55900 Misc Equipment	60,439	23,318	0	0	0
Total Equipment	60,645	23,318	39,970	38,949	-1,021
Other	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	4,260,967	5,195,139	5,529,848	5,800,809	270,961

Department Personnel

Title	Union Code	Grade	Position	FY26 Salary	Title	Union Code	Grade	Position	FY26 Salary
311 Call Takers	AFL	14	28.00	1,729,925	Executive Asst	MYO	08	1.00	94,116
Chief of Civic Engagement	CDH	NG	1.00	179,492	Office Manager	EXM	06	1.00	86,709
Chief Of Staff	MYO	12	1.00	96,372	Policy Analyst	MYO	04	1.00	59,659
Community Liaison	MYO	07	3.00	209,073	Quality Assurance Specialist	MYO	05	1.00	50,927
Coordinator (NSD)	MYO	07	16.00	1,229,259	Spec Asst	MYN	NG	1.00	111,687
Deputy Director	MYO	10	4.00	384,564	Special Asst II	MYO	11	1.00	107,362
Dir Programming	MYO	08	1.00	82,901	Staff Assist I	MYO	04	3.00	190,000
Director	MYO	11	2.00	223,101	Staff Assistant I	MYO	05	1.00	71,689
Director of Communications	MYO	11	1.00	116,277	Staff Assistant II	MYO	06	2.00	134,598
Exec Director	CDH	NG	1.00	128,352	Staff Asst II	MYO	07	1.00	72,036
					Staff Asst IV	MYO	09	1.00	91,034
					Total			72	5,449,133
					Adjustments				
					Differential Payments				0
					Other				76,171
					Chargebacks				0
					Salary Savings				-103,444
					FY26 Total Request				5,421,860

External Funds History

Personnel Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
51000 Permanent Employees	0	0	0	0	0
51100 Emergency Employees	0	0	0	0	0
51200 Overtime	0	0	0	0	0
51300 Part Time Employees	0	0	0	0	0
51400 Health Insurance	0	0	0	0	0
51500 Pension & Annuity	0	0	0	0	0
51600 Unemployment Compensation	0	0	0	0	0
51700 Workers' Compensation	0	0	0	0	0
51800 Indirect Costs	0	0	0	0	0
51900 Medicare	0	0	0	0	0
Total Personnel Services	0	0	0	0	0
Contractual Services	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
52100 Communications	0	0	0	0	0
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	0	0	0	0	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	0	96,000	0	0	0
Total Contractual Services	0	96,000	0	0	0
Supplies & Materials	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
53000 Auto Energy Supplies	0	0	0	0	0
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	0	0	0	0	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	0	0	0	0
Total Supplies & Materials	0	0	0	0	0
Current Chgs & Oblig	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54800 Reserve Account	0	0	0	0	0
54900 Other Current Charges	0	0	0	0	0
Total Current Chgs & Oblig	0	0	0	0	0
Equipment	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	0	0	0	0
Total Equipment	0	0	0	0	0
Other	FY23 Expenditure	FY24 Expenditure	FY25 Appropriation	FY26 Recommended	Inc/Dec 25 vs 26
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	0	96,000	0	0	0

Program 1. ONS Administration

Brianna Millor, Chief of Community Engagement, Organization 412100

Program Description

The Administration Program notifies local groups, community leaders, media and elected officials of pending regulatory decisions, available City services, programs and meetings on a timely basis. Program staff also facilitate the training, development and coordination of departmental activities.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	754,111	869,806	1,061,797	971,999
Non Personnel	159,443	175,879	166,755	173,981
Total	913,554	1,045,685	1,228,552	1,145,980

Performance

Goal: Increase Diversity in COB Workforce

Performance Measures	Actual '23	Actual '24	Projected '25	Target '26
% of employees who self-identify as a Person of Color	49%	49%	47%	
% of employees who self-identify as female	54%	54%	51%	

Program 2. Neighborhood Services

Lindsey Santana, Executive Director, Organization 412200

Program Description

The Neighborhood Services Program improves interdepartmental coordination of the delivery of basic City services and promotes the involvement of neighborhood residents and civic groups in neighborhood events, activities and neighborhood development including the permitting and licensing processes. Program staff coordinates and attends neighborhood meetings, facilitates the delivery of basic services, and represents the neighborhood related to development issues and testifying at zoning and licensing hearings.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	1,511,603	1,839,679	1,874,631	2,030,954
Non Personnel	25,237	13,570	22,964	12,542
Total	1,536,840	1,853,249	1,897,595	2,043,496

Program 3. Office of Civic Organizing

Nathalia Benitez-Perez, Director, Organization 412300

Program Description

The Office of Civic Organizing program combines the services previously provided by the City Hall to Go program and incorporates the Love Your Block initiative to bolster all efforts to increase civic engagement.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	87,212	100,540	96,589	130,340
Non Personnel	6,571	57,685	118,098	116,492
Total	93,783	158,225	214,687	246,832

Program 4. Boston 311

Irgisola Budo, Director, Organization 412400

Program Description

The Boston311 Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

Operating Budget	Actual '23	Actual '24	Approp '25	Budget '26
Personnel Services	1,705,562	2,102,330	2,176,434	2,359,643
Non Personnel	11,228	35,650	12,580	4,858
Total	1,716,790	2,137,980	2,189,014	2,364,501