

Community Engagement Cabinet Budget

Council Budget Hearing: May 27th, 2025





Neighborhood Services

CITY OF BOSTON

The Office of Neighborhood Services (ONS)



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

Our department is comprised of:

- 16 Neighborhood Liaisons
- 3 Community Engagement Specialists
- 4 Deputy Directors
- 1 Interfaith Liaison and 1 intern

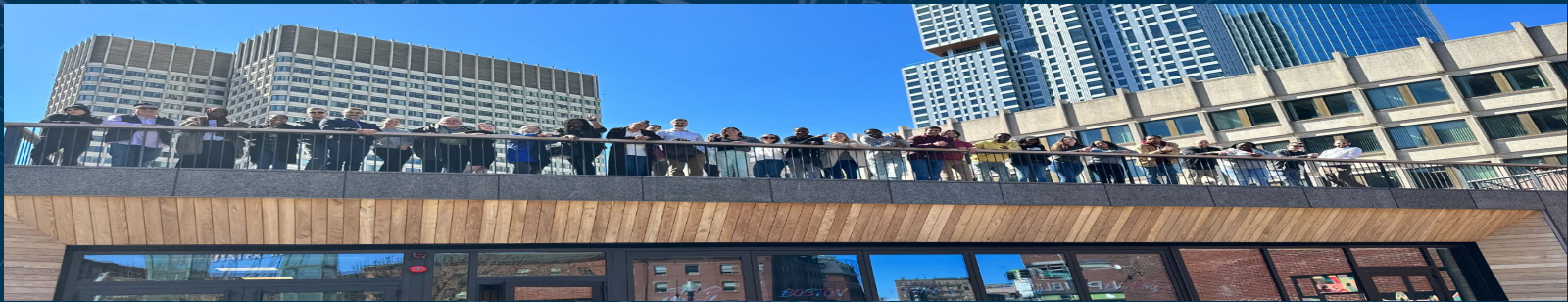


ONS is committed to

- Maximizing resident input in all aspects of government
- Neighborhood liaisons serving as a bridge between the neighborhoods and City Hall to provide excellent constituent services
- Liaisons being on call 24/7 to respond to neighborhood emergencies including fires, building collapses, and any city emergencies
- Liaisons delivering direct services to residents
- Community Engagement Specialists hosting and facilitating all abutters meetings for Zoning Board of Appeals, Licensing, and Cannabis
- Deputy Directors providing training, staff management, and deepened support to ensure resident concerns are elevated and addressed in a timely manner.



BOSTON 311



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Boston 311 is the City's 24 hour constituent service call center is available 24/7, 365 days a year.

Our department is comprised of:

- 28 Call-Takers
- 4 Northeastern Coops
- 2 Supervisors
- 1 Quality Assurance Associate
- 1 Data & Analytics Manager
- 1 Content and Communications Manager
- 1 Deputy Director
- 1 Director

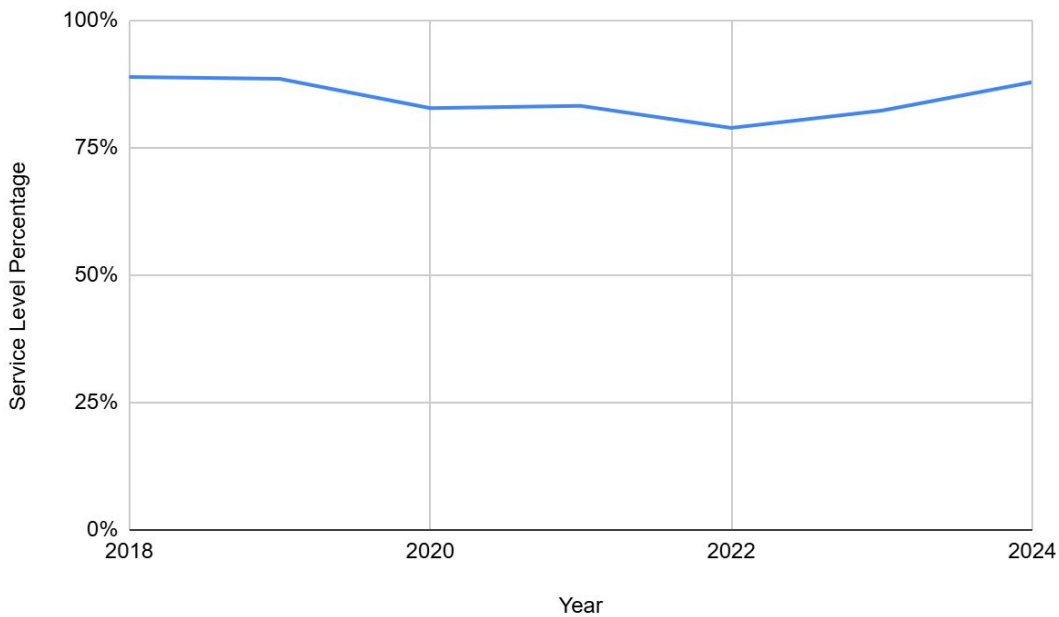
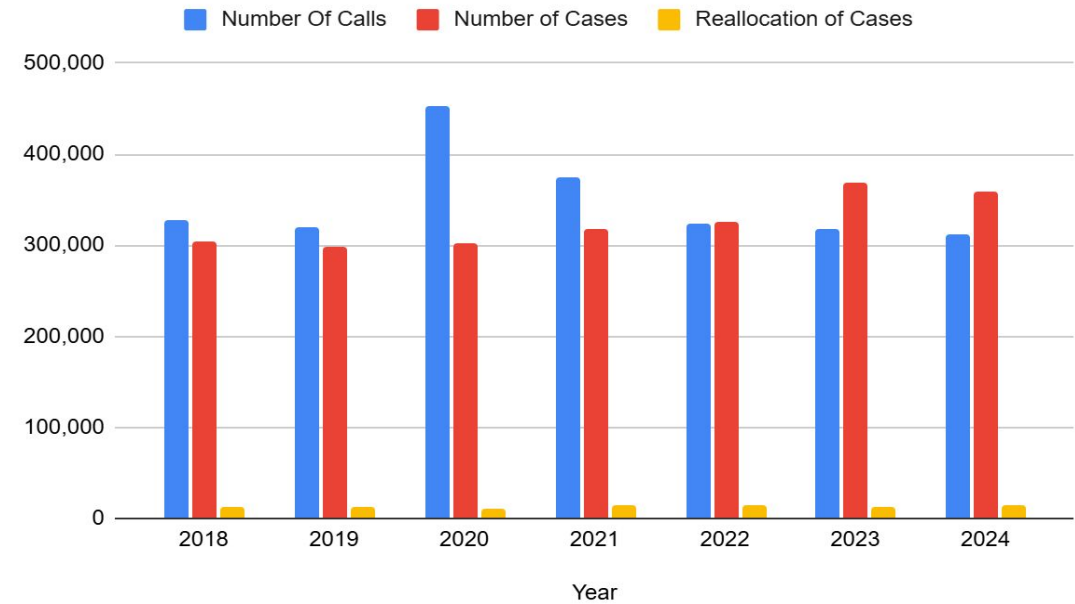
Boston 311 is committed to

- Providing services in multiple languages
- Being the main data collecting center for City Services to identify trends and resource allocation
- Leading community outreach through tabling at events and facilitating conversations to provide constituent services in neighborhoods.

Boston 311 Team

- Serves as the first point of contact for residents seeking information about city services through the BOS:311 app, phone calls, online, email, snail mail, and social media.
- Answers 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.
- Creates and route service requests to the appropriate city departments.
- 311 is the addiction recovery line for the City. Our agents connect those in need with available resources.
- Works closely with departments to improve constituent services.
- Gathers, tracks, and analyzes data for other departments, press inquiries, and FOIA request.
- Communicates with 311 call centers across the nation to discuss best practices and process improvement

Year	Number Of Calls	Service Level Percentage	Number of Cases
2018	328,253	88.96%	304,355
2019	319,779	88.57%	297,832
2020	453,762	82.83%	303,136
2021	374,344	83.27%	318,815
2022	322,828	78.94%	325,174
2023	317,599	82.32%	368,083
2024	312,615	87.92%	359,302





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.

- **Our office is comprised of**
 - Director
 - Digital & Project Manager
 - Community Outreach Coordinator
- **We are committed to:**
 - Proactive Community Engagement i.e Love Your Block Initiative, Civic Summit, Block Party grants for street activation, Community led cleanups, and City Hall On the Go Truck
 - Raising civic awareness and service in City of Boston neighborhoods



Getting City Hall out of City Hall

- Love Your Block hosted **150 neighborhood beautification and cleanups sites** across Boston in April 2025
 - OCO **supported 34 community led cleanups + 4 days of service totaling 73 sites serviced**
 - Awarded **54 Summer Block Party** activation grants
 - Awarded **40 fall Spooky Streets Block Party** activation grants
 - Completed **120 City Hall On The Go Truck stops** to locations around Boston Neighborhoods to provide Boston Constituents with services brought directly to them
 - Hosting the annual Civic Summit at Boston University Questrom School of Business in June 2025, expanding capacity from 200 to **300** community leaders
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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.

- Engages Boston residents between the ages of 20–35 through civic programming like Neighborhood Social events, and structured opportunities to be better informed with municipal leadership
- Selected 39 SPARK Council Members representing 22 neighborhoods
- Collaborates with city departments and external partners to develop and implement new initiatives, such as the Mayor's Youth Council Mentorship Program and the Let's Talk, Period(s) panel
- Promotes City of Boston resources that 20-35 year old residents will find beneficial (Early Childcare Survey, Renters' Survey, First-time Homebuyers Program)





THANK YOU!

