

311 HELP CENTER

BOSTON
250

TEAM: Lexi Shetty

CONTACT: 311, 311@boston.gov

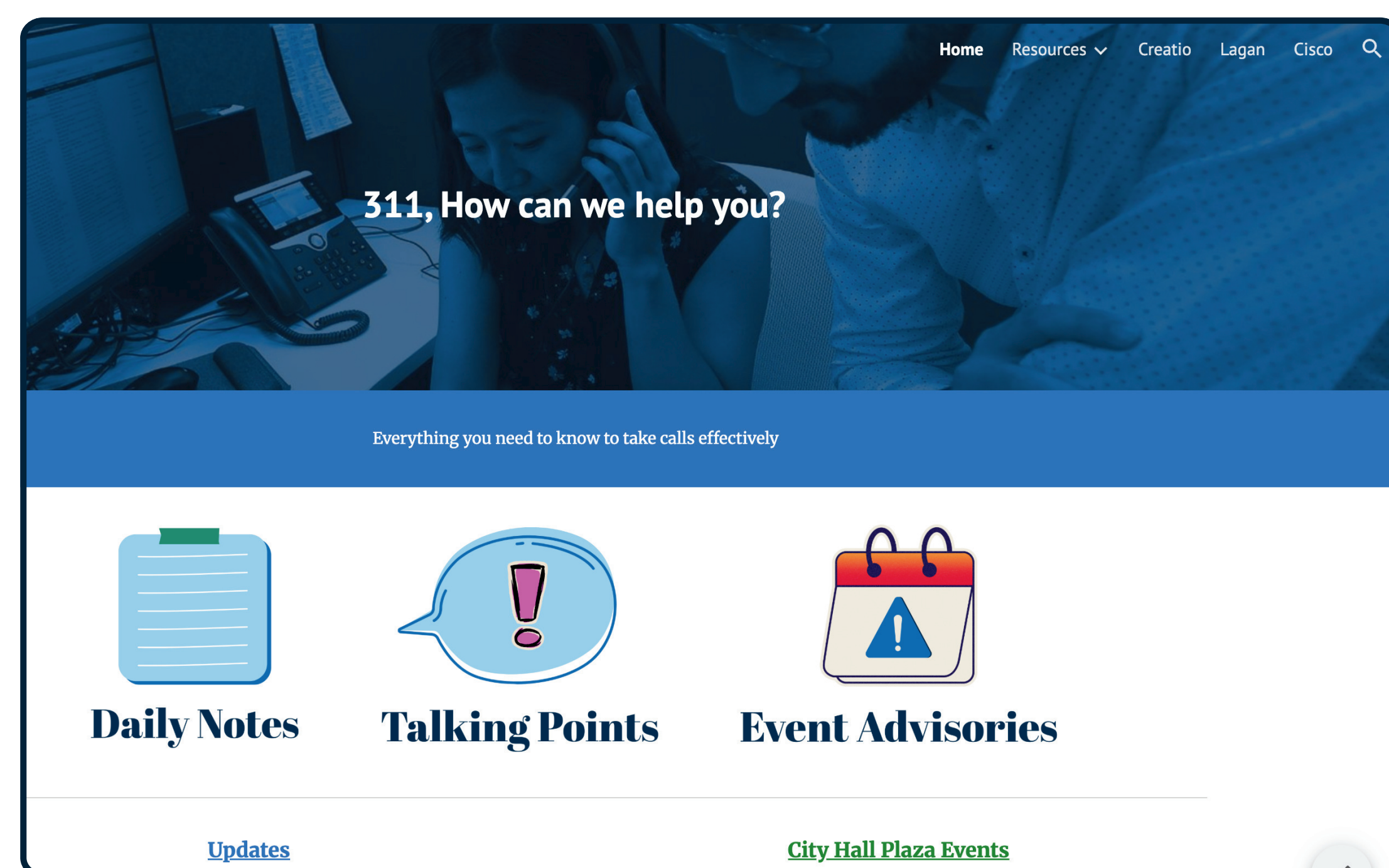


CHALLENGE:

Navigating fragmented information systems made it difficult for staff to provide residents with fast, consistent answers to complex city inquiries.

INNOVATION:

We launched a centralized, searchable 311 Help Center that standardizes our procedures and "hot topics" into a single source of truth.



“

Key Quote

A win for our staff is a win for the neighborhood—ensuring every resident gets the help they need, exactly when they need it.

-ONS Neighborhood Liaison

”

This ensures that every call-taker, whether a daily veteran or temporary support, has instant access to the exact same verified information.



IMPACT:

By cutting information search time in half, we ensured residents receive faster, more accurate resolutions on the first call. This also guarantees service continuity, allowing for external support when 311 is in training.



City of Boston
Innovation and Technology

INNOVATION EXPO 2026

