

# Community Engagement Cabinet Budget

*Council Budget Hearing: April 28th, 2026*



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# 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.*

# ONS Roles & Responsibilities



## *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 committed to***

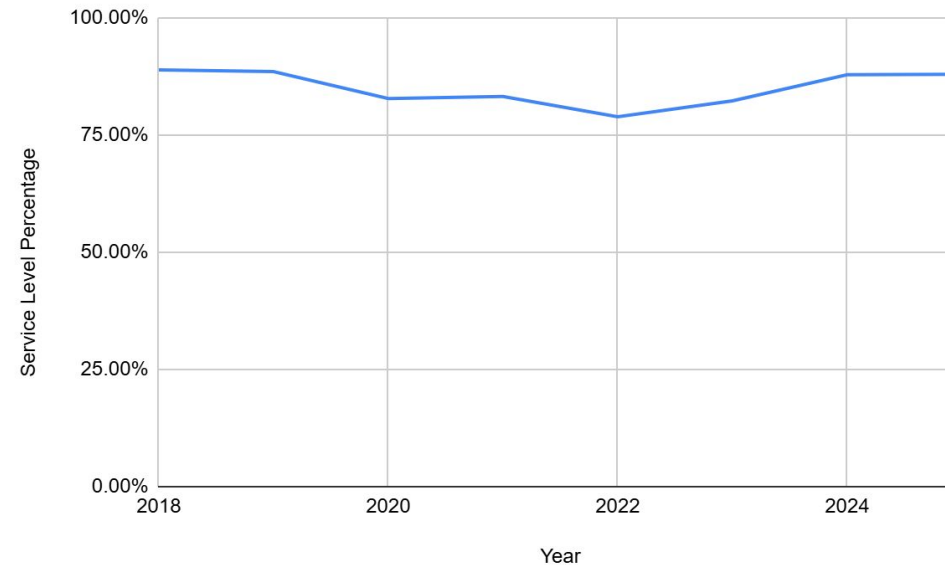
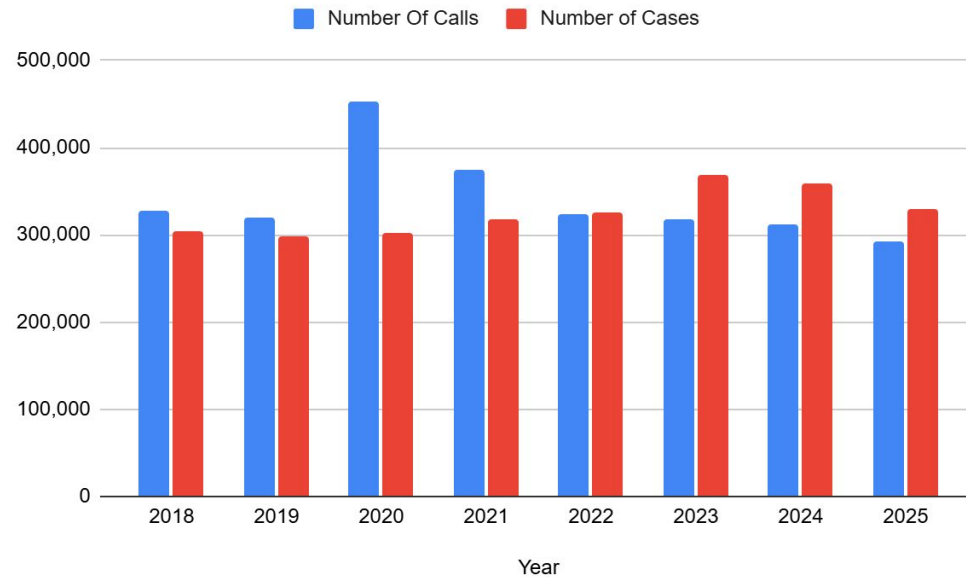
- Providing services in multiple languages
- Being the main data collecting center for City Services to identify trends and resource allocation
- Leading community outreach through tabling at events and facilitating conversations to provide constituent services in neighborhoods.

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

## 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
2025	291,918	88%	328,930





# 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.*

- **We are committed to:**
  - Creating meaningful opportunities for residents to connect, collaborate, and take action through initiatives like Love Your Block, the Civic Summit, community-led cleanups, neighborhood activations, and City Hall On The Go
  - Building stronger, more connected neighborhoods by increasing civic awareness, service, and resident participation across Boston



## Getting City Hall out of City Hall

- Expanded Love Your Block to **177 neighborhood beautification and cleanup sites** in April 2026, up from 151 sites in 2025.
- Supported **78 community-led cleanups** and 4 citywide days of service, strengthening neighborhood beautification across **73 sites**.
- Awarded **120 Summer Block Party Activation Grants** to fuel resident-led community connection and celebration.
- Awarded **78 Fall Spooky Streets Activation Grants** to bring safe, family-friendly programming to neighborhoods across Boston.
- Delivered City services directly to residents through **143 City Hall On The Go stops** across Boston neighborhoods.
- Will convene **300 civic and community leaders at the 2026 Civic Summit** at Boston University Questrom School of Business.



# 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
- Annually we select 40 SPARK Council Members representing 23 neighborhoods
- Collaborates with city departments and external partners to develop and implement new initiatives, such as Building a Creative Boston and Building Our Neighborhood Stories.
- 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!**

