



Offered by City Councilor Annissa Essaibi-George

**CITY OF BOSTON
IN CITY COUNCIL**

**ORDER FOR A HEARING REGARDING EXPANDING
THE SERVICES AVAILABLE ON 311**

WHEREAS: The creation of 311 as a hotline and as an app has been a great and useful addition to the City of Boston's services; and

WHEREAS: The hotline and app has lead to thousands of residents engaging in improving our neighborhoods, streets, playgrounds, streetlights, green spaces; and

WHEREAS: The app could be expanded substantially and act as portal to more public services and resources, including online voter registration, online SNAP application, locations of sharps collection kiosks, locations of open detox/recovery beds and substance use disorder resources, and resources to handle domestic violence or mental health crises; and

WHEREAS: The staff of 311 are aware of other gaps in services that could be provided by the app, **THEREFORE, BE IT**

ORDERED: That the appropriate committee of the Boston City Council hold a hearing to learn about 311's needs and examine the Department of Information Technology's capacity and ability to expand the services available on the 311 app.

Filed: March 6th, 2020