Boston 311 empowers residents of Boston to report non-emergency issues to the City, such as graffiti and broken street lights, and access City services seamlessly over the phone, on social media, and via mobile app.

You can dial 3-1-1 using your phone to access BOS:311, but this tutorial will focus on how to use the website to quickly and easily access the services.

Let’s begin by going to the City of Boston website and clicking on the BOS:311 Service on the left.

www.cityofboston.gov
You will be taken to the BOS:311 website and see a list of Top Service Requests

Say you need to get a pothole fixed on your street. To begin, click on the link “Get a pothole fixed” to submit a Pothole Report.

On the following screen enter:

1. The location of the pothole
2. A photo (if you have one)
3. A description of the problem

You will also be asked to write Contact Information, but you can choose to leave this blank if you wish to submit anonymously.

Click Submit and you’re all set!
At the top of the screen you will see options to View Reports, Submit Report, and Learn More

**View Reports**
See the status of the report you just submitted or see what other issues are being reported in the city.

**Submit Report**
Report other issues to the City such as illegal graffiti, snow and ice damage or overflowing trash cans.

**Learn More**
Learn how BOS:311 can help make Boston more beautiful.

What if you are searching for a service that isn’t a Top Service Request? For example, let’s try signing up for Food Stamps through SNAP:

Since we know we want to sign up for Food Stamps, let’s use the **Search** feature. Otherwise, you can click “**See All Services**” for a complete list of BOS:311 services.

Notice that as soon as you start typing the service will come up. Click on “Food Stamps” to begin.
You will be redirected to the city’s website dedicated to the SNAP program with all the information you need to apply online, in person or by mail.

Food Stamps

The U.S. Government’s Supplemental Nutrition Assistance program (SNAP) is a nutrition program for families and individuals that meet certain income and resource guidelines. SNAP benefits help you buy nutritious food for your family. You can work and still qualify for SNAP. If you qualify for SNAP, you can use these benefits to purchase food at most grocery stores, convenience stores and food markets.

SNAP benefits are accessed with an Electronic Benefits Card (EBT). These cards are used the same way you would use a debit or ATM card. Food Stamps can be used to buy any food product except alcohol, pet food or heated foods.

Electronic Benefits Transfer (EBT) Card

The Commonwealth’s Department of Transitional Assistance oversees the SNAP program for Massachusetts residents.

Populations Served

Families and individuals that meet certain income and resource guidelines. Program eligibility depends on household size, assets, income and certain living expenses. Find out if you might be eligible.

Application Information

There are several ways to apply for Food Stamps. When your application is processed, you will have to verify your income and certain expenses, such as rent, mortgage or other household expenses.

Apply Online

Go to our Website to fill out the application online.

Apply in Person

Go to the Department of Transitional Assistance (DTA) that serves your neighborhood of Boston.

DTA Location Search

Apply by Mail or Fax

Complete the application and mail or fax it to the Department of Transitional Assistance Office that serves your city or town.

SNAP Application (English)

SNAP Application (Spanish)

SNAP Application (Portuguese)

Potholes and Food Stamps are just two of the hundreds of resources available to you online. If you have a non-emergency issue to report to the city take control and report it at BOS:311