



BOS:311
<http://www.cityofboston.gov/311/>

BOS:311

Boston city services on the go.
Download the BOS:311 app

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.

BOS:311

Four ways to report non-emergency issues:



Call 311



Download the App



Tweet @BOS311



Use this site

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

Top Service Requests:

[Report a missed curbside pickup >](#)

[Get a pothole fixed >](#)

[Get a street cleaned >](#)

[Get rid of a big item >](#)

[Request needle clean-up >](#)

[Request graffiti removal >](#)

[Report a broken street sign >](#)

[Report a broken traffic signal >](#)

[Pay a parking ticket >](#)

[Report a street lamp is out >](#)

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

Location

Photo No file chosen

Description

Share with public? ☒

Contact (will not be shared with public; leave blank to submit anonymously)

First name

Last name

Email

Phone

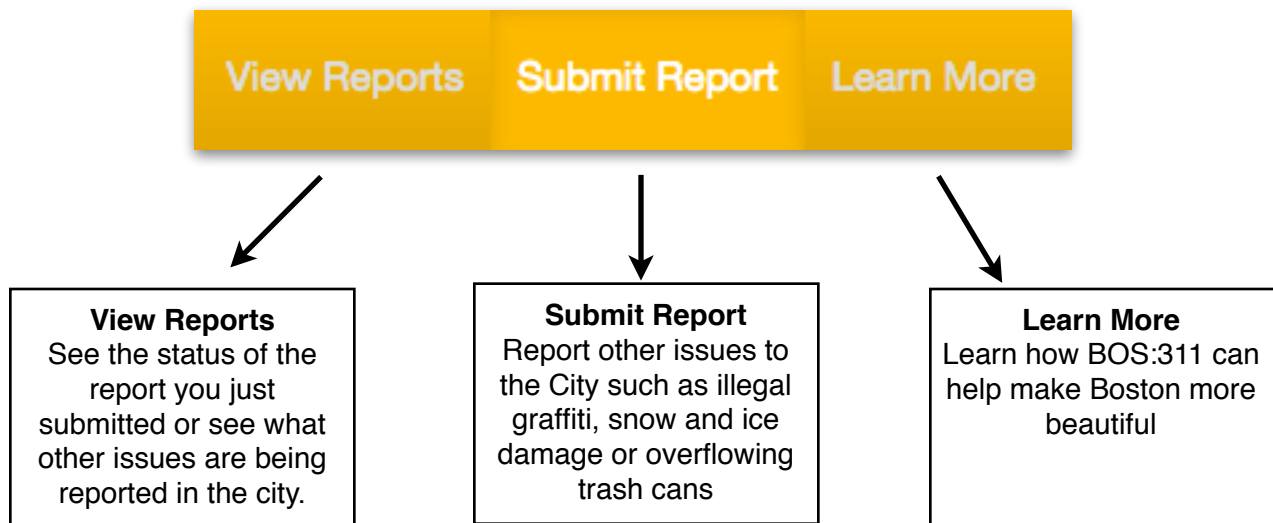
On the following screen enter:

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

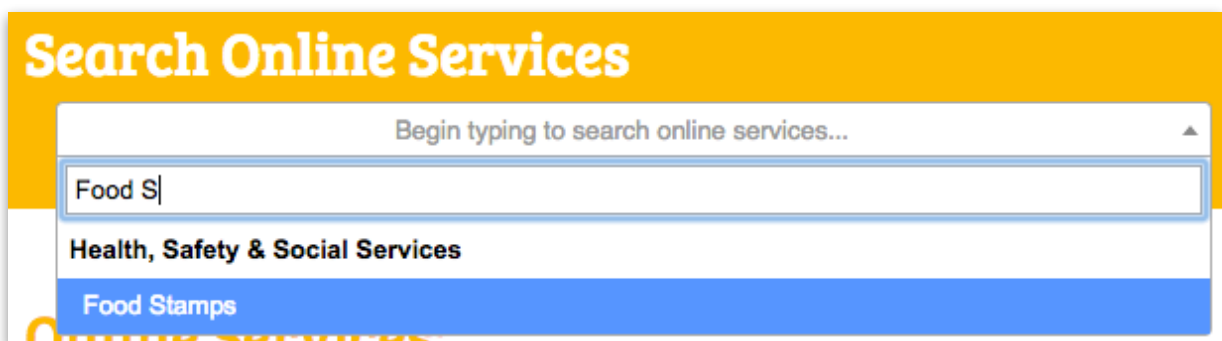


What if you are searching for a service that isn't a Top Service Request?
For example, let's try signing up for Food Stamps through SNAP:



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 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