



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 scrolling down to read the frequently asked questions. Click on the question to see the answers.

FAQ Expand All >

What is 311?
311 is an easy-to-remember telephone number that connects you with highly-trained Constituent Service Center representatives who are ready to help you with requests for non-emergency City services and information.

When can I call 311?
The 311 Constituent Service Center is open 24 hours a day, 7 days a week, 365 days a year.

What's the difference between 911 and 311?

Can I call 311 from my cell phone?

Is calling 311 from my cell free?

Can you call 311 from a VOIP phone?

Why can't I get through when I dial 311?

Can I request city services and information without calling?

How can I track my request?

Scroll back up to 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

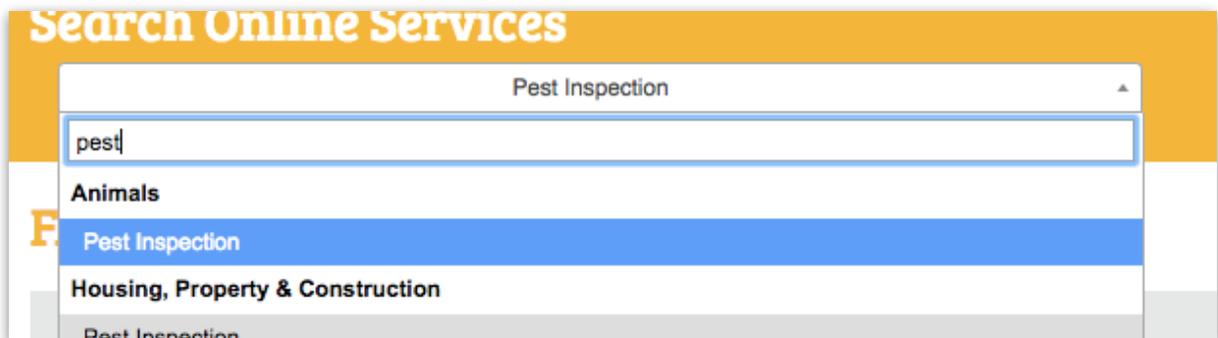


What if you are searching for a service that isn't a Top Service Request?
For example, let's search for pest issues:



Since we know we want to address our bed bugs issue, 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 "Pest Inspection" to begin.



Inspectional Services - Pest Infestation

[Enter Contact Information](#) > [Enter Location](#) > [Enter Request](#) > [Review & Submit](#) > [Print & Track](#)

Additional Location Details

Service Request Location: 1 City Hall Ave, Boston, MA, 02108

Please confirm the location above is correct. If the location requires an additional description, you will have the opportunity to add more information on the next page.

- If the location is not correct, select the "Back" button to revise the location.
- To proceed with the service request location select the "Continue" option.

[<< Back](#) [Continue >>](#)

Confirm that the location is correct, then click on "Continue." 

[Enter Contact Information](#) > [Enter Location](#) > [Enter Request](#) > [Review & Submit](#) > [Print & Track](#)

Location Search

Enter your search criteria and click "Search." Then select the property from the "Property Search Results" for your Service Request and click "Next." If you would like to search for an intersection, enter data into "Street Name" and "Cross Street". If you are unable to find the appropriate address, or you don't know the address, please use the "Property Not Found" button. You will be given an opportunity to describe the location on the next page.

Please choose: Address Intersection

Street Number:

Street Name:

Cross Street:

City/State:

Property Search Results

	Description
<input checked="" type="radio"/>	1 City Hall Ave, Boston, MA, 02108
<input type="radio"/>	1 City Hall Plz, Boston, MA, 02108
<input type="radio"/>	1 City Hall Plz, Unit 271, Boston, MA, 02201
<input type="radio"/>	1 City Hall Plz, Unit 601, Boston, MA, 02201
<input type="radio"/>	1 City Hall Plz, Unit 613, Boston, MA, 02201

On this page, you will be prompted for your location:

1. Enter your address, and click on "Search."
2. Select the correct address and click "Next."

Inspectional Services - Pest Infestation

[Enter Contact Information](#) > [Enter Location](#) > [Enter Request](#) > [Review & Submit](#) > [Print & Track](#)

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- To proceed with the service request location select the "Continue" option.

[<< Back](#) [Continue >>](#)

Check to see if the location is correct, then click on "Continue." 

Inspectional Services - Pest Infestation

[Enter Contact Information](#) > [Enter Location](#) > [Enter Request](#) > [Review & Submit](#) > [Print & Track](#)

Service Request Details

Complete the fields below and click the Next button.

Request Details:

(*) indicates a mandatory field

Service Request Information

Move in date:

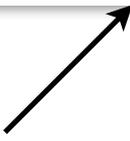
Owner's name and contact information
(phone number, email, etc.)

Occupants name and contact information
(phone number, email, etc.) Same as caller : Yes No

Type of insect or rodent:

Detail information:

[Next >>](#)

Enter the correct information, then click on "Next." 

Inspectional Services - Pest Infestation

[Enter Contact Information](#) > [Enter Location](#) > [Enter Request](#) > **Review & Submit** > [Print & Track](#)

Please review the data you have entered up to this point. If the information is accurate, click the Submit button. You will have the opportunity to print and attach photo(s) / file(s) on the next pages.

Information Review

Location Information

Service Request Location: 1 City Hall Ave, Boston, MA, 02108



<< Modify

Request Details:

Move in date: 02/15/2017
Owner's name and contact info: test
Occupants name and contact info: test
Type of insect or rodent: test
Details: test

<< Modify

Customer Contact Information:

First Name:
Last Name:
Primary Phone:



Submit >>

Please click "Submit" only once to avoid creating multiple service requests.

1. You can go back to modify the information at anytime by clicking on the "Modify" buttons.
2. Click on the "Submit" button when you are ready to report the Pest Infestation.

Not quite sure what category you'll find your request in?

Search Online Services

Pest Inspection

See All Services>

Click on the "See All Services" button.

Search Online Services

Pest Inspection

Hide All Services >

Online Services:

Expand All>

Animals
Pet Ownership, Problems with Animals, Rodents & Pests

Rodents & Pests
[Bed Bugs Inspection](#)
[Mice Infestation](#)
[Pest Inspection](#)
[Pigeon Infestation](#)
[Rat Bite](#)
[Rodent Activity \(outdoors\)](#)
[Mosquitoes \(West Nile\)](#)
[Asian Longhorned Beetle](#)

Pet Ownership
[Report A Lost Pet](#)
[Search for Dog License](#)
[Dog License Application](#)

Report a Problem
[Animal Bite](#)
[Barking / Noisy Dog](#)
[Dead Animal](#)

Related Information:
[Animal Shelter >](#)
[Pet Care >](#)

Business
Certificates & Registrations, Licensing & Permitting, Complaints, Business with the City

Education & Employment
City Jobs, Schools, Library Resources, Internships & Volunteering

Elections & Records
Voting, Contact Elected Officials, Personal Records (e.g., Births, Deaths & Marriages)

Garbage, Recycling & Graffiti
Trash, Recycling, Graffiti, Dumping, Street Cleaning, Neighborhood Cleanup

1. Click on each heading to see a list of request categories.
2. Once you find what you're looking for, you can click on the blue link.

YOU DID IT!