

## Citizens Connect Adds Online Chat Option To Report City Service Complaints

Thursday, December 1, 2011

Matt Conti in Citizens Connect, Cleaning / Trash / Sanitation, Politics/Elected Officials, Technology/Websites

The City of Boston launched Citizens Connect Live, an online chat which allows constituents to contact the Mayor's Hotline via the City of Boston website. Chat agents will initially be available during normal business hours, and may direct users to online services and answer questions regarding city services. Use the "LIVE - CHAT NOW" Button on either the City's home, contact, or Constituent Services pages to start chatting now.

Citizens Connect Online Service Hotline: <http://www.cityofboston.gov/mayor/24/>

## Mayor's 24 Hour Constituent Service

Connecting residents to city services: 24 hours a day, 7 days a week.



### Make a Service Request



#### Online

Mayor Menino's 24 Hour Constituent Service Office now offers online assistance through Citizens Connect.

[View Complete List of Online Services »](#)



#### By Phone

If you prefer to make a request anonymously, please do so by calling 617-635-4500. Our staff is available 24 hours a day, 7 days a week to answer your calls.



#### On Your Mobile Device

The Citizens Connect mobile app helps residents make their neighborhoods even better. The app, which works on Android and iPhones, helps constituents easily report potholes, graffiti, and other service issues.

[More on Citizens Connect Mobile App »](#)



#### In Person

To speak with someone from the Mayor's Office of Constituent Service in person, please come to the Mayor's Office on the 5th Floor of City Hall between the hours of 9:00 a.m. and 5:00 p.m. on weekdays. If you would like to speak to someone either before 9:00 a.m. or after 5:00 p.m. or on weekends, you can call 617-635-4500.

[Directions to City Hall »](#)

### Track Your Request

Once you have successfully submitted your request, you will receive an email with a tracking number that you can use to monitor your request.

[Track My Request »](#)

Have an iPhone or Android phone? Get the [Citizens Connect app](#).

---

Article originally appeared on NorthEndWaterfront.com (<http://www.northendwaterfront.com/>).

See website for complete article licensing information.