



## **WELCOME TO BOSTON**

Dear Friend,

Welcome to Boston!

I am pleased to present the Mayor's Office of New Bostonians' Guide to City Services 2014 Edition. As New Bostonians, each of you has a unique story to tell. And each of you faces unique challenges. I want our city to be known as a place that helps you overcome these challenges. This guide will help you find the city resource or service that you may need.

Throughout the history of our city, newcomers have contributed immeasurably to the growth and vibrancy of the City of Boston. Today, as in the past, our city is made richer by the presence of immigrants. In order for our city to reach its full potential, we need to make sure that all of our residents have access to city services and resources.

Whether you have recently arrived in Boston or you have established residency for years, I hope you will find Boston to be a city that welcomes and embraces you, and to which you will give your best in return.

Sincerely,

A handwritten signature in black ink, appearing to read "Martin J. Walsh".

Martin J. Walsh  
Mayor of Boston

# **MAYOR'S OFFICE OF NEW BOSTONIANS**

**Boston City Hall Room 803                      617.635.2980**  
**Alejandra St. Guillen, Director**  
**[www.cityofboston.gov/newbostonians](http://www.cityofboston.gov/newbostonians)**

The Office of New Bostonians is an initiative to strengthen the ability of residents from diverse cultural and linguistic communities to fully participate in the economic, civic, social and cultural life of the city of Boston. You can call the Office of New Bostonians:

- To find out about City and Boston's community services that serve immigrants and refugees;
- If you or someone you know needs assistance accessing city government services;
- To inquire about MONB's free bimonthly immigration advice program;
- To find an ESL or citizenship class;
- To share concerns and problems that face immigrants and refugees in Boston today;

This Guide is a project of the Office of New Bostonians to assist all new Bostonians to access important services provided by the city government. The services are grouped by topic, such as Homeownership, Business, or Education. Under each topic you will find a list of services, and the phone number of the city agency that provides these services. If you would like to visit an agency in person, the agency locations are listed at the back of the guide.

We hope you will find this guide useful. If you do not speak English and you need help to access these city services, call the **Office of New Bostonians** 24 hours in advance at **617.635.2980** to arrange for an interpreter.

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### ***Boston City Hall***

One City Hall Square

Boston, MA 02201

**617.635.4000**

**[www.cityofboston.gov](http://www.cityofboston.gov)**

Sign Up for City E-Newsletters & Notifications

The City of Boston offers a variety of subscription email services, designed to keep residents informed about City programs, events and opportunities.

**[www.cityofboston.gov/subscribe](http://www.cityofboston.gov/subscribe)**

# ***CITY SERVICES***

## **APARTMENTS & AFFORDABLE HOUSING**

### *Renting Apartments*

#### **Boston Rental Housing Center      617.635.4200**

If you rent an apartment, this center can help if:

- You are having a problem with your landlord or a tenant;
- You have any housing related questions;
- You are seeking mediation of a rental housing related matter.

**rentalhousing@boston.gov**

### *Sanitary Code Violations*

#### **Mayor's 24-Hour Constituent Services      617.635.4500**

Landlords are required to meet standards of safety and cleanliness. If your apartment is not sanitary, report the problem to the Mayor's 24-Hour Constituent Services. They will contact a housing inspector to investigate the problem. Examples of sanitary code violations include:

- If there is no heat or hot water in your building;
- If there are rodents or insects in your apartment;
- If your water faucets are leaky.

### *Affordable Housing*

#### **Boston Housing Authority      617.988.3400**

This is a public agency which provides affordable housing to low and moderate income individuals and families. Contact them to find out if you are eligible to apply for this housing.

#### **Fair Housing Commission      617.635.4408**

This commission works to eliminate discrimination and increase access to housing in Boston. Call them if:

- You need information about affordable housing in the Boston metropolitan area.
- You believe you are a victim of housing discrimination.
- You own or manage housing and want to list

vacant apartments for rent.

### *Emergency Assistance*

**Emergency Shelter Commission      617.534.2710**

**Fax: 617.534.2719**

Part of the Boston Public Health Commission

The Commission can help if:

- You are homeless and need a referral to services.
- You are in need of food.

## **HOMEOWNERSHIP**

**Boston Home Center                      617.635.4663**

The City's Home Center offers financial and technical assistance to people who would like to buy a home in Boston. Contact them if:

- You are looking for information on purchasing a home.
- You are a first-time homebuyer and would like to get subsidized or low-cost loans.
- You are a senior citizen who needs assistance in performing certain home repairs.
- You want information about holding a mortgage.

## **BUILDING & RENOVATION**

### *Permits*

**Inspectional Services Department      617.635.5300**

If you are building or renovating your home or business, you will need a building, plumbing or electrical permit. Call the City's Inspectional Services Department for help and information about permits.

### *Building/Renovation Assistance*

**Boston Home Center                      617.635.4663**

The Home Center can help if you are building or renovating a home. Contact them if:

- You are a first-time home-buyer in need of financial assistance

- You are in need of guidance or funding for home improvements
- You would like counseling on how to avoid foreclosure of your home

#### *Historical Districts*

#### **Boston Landmarks Commission      617.635.3850**

(Located in the Environmental Department)

If you live in a Boston Historical district, you need permission to make exterior renovations to your home or business. For more information, call the Boston Landmarks Commission.

## **TAXES & TAXPAYING ASSISTANCE**

#### ***The Assessing Department's Taxpayer Referral & Assistance Center ("TRAC")      617.635.4287***

TRAC is a valuable resource for Boston taxpayers on property tax-related matters. The TRAC office is located on the City Hall mezzanine in Room M-5 and is open Monday through Friday from 9AM to 5PM. TRAC can also be reached by phone at (617) 635-4287. TRAC staff can assist taxpayers with the following:

- You have questions about your CURRENT tax year real estate or personal property tax bill and/or bill payments (for prior year tax bill inquiries, contact the Collector's office at **(617.635.4131)**);
- You moved and need to change your tax bill mailing address (for personal property tax bill changes, contact the Personal Property Unit at **(617.635.1165)**);
- You want to obtain a copy of your CURRENT fiscal year tax bill;
- You want to know if you qualify for a property tax exemption under the following circumstances: you are elderly, blind, a surviving spouse, a minor child of deceased parent, a disabled veteran, or a member of the National Guard or Military Reserve serving overseas during the tax year;
- You want to know if you qualify for a Hardship exemption or a Tax Deferral;
- You want information about filing an abatement because you feel your property is overvalued, incorrectly classified or exempt from taxation (by law, abatements can only be filed after the 3rd quarter tax bill is issued and no later than February 1 of the tax year);

- You want to know more about the Residential Exemption, which reduces the tax bill for those taxpayers who own and occupy their home as their principal residence as of January 1 preceding the tax year;
- You have questions about CURRENT Motor Vehicle Excise tax bills (for delinquent motor vehicle excise bills, please call **(866. 432.3713)**);
- You own a boat that is moored in Boston and have questions about the Boat Excise tax.

Information online at: [www.cityofboston.gov/assessing](http://www.cityofboston.gov/assessing)  
or by email at: [assessing@cityofboston.gov](mailto:assessing@cityofboston.gov)

## 24 HOUR SERVICES

### Mayor's 24 Hour Constituent Services 617.635.4500

The City tries to respond to your concerns. The Mayor's 24 Hour Constituent Services is available 24 hours a day to take calls on any City related issue. For example, you can call them:

- If there is no heat or hot water in your building;
- If your apartment is unsanitary (for example, rodents, insects, leaky faucets and other sanitary code violations);
- If your trash or recycling was not picked up;
- To report trash violations or illegal dumping;
- To request public roadway snow removal (plowing, salting), public railway cleaning and streetlight repair;
- To request sidewalk repairs (potholes, etc.);
- To have graffiti removed from either private or public property;
- To report an abandoned vehicle;
- To report problems with animals or wildlife (or call **Animal Control at 617. 635.5348**);
- To have a vacant lot cleaned.

The office can also refer you to agencies not listed in this brochure.

## BASIC SERVICES

### *Public Works*

### **Public Works Department**

The City's Public Works Department provides many basic services for the city, such as trash removal and road repair. For example, you can call them:

- To get information about trash pick-up and schedules. **Sanitation (617.635.7573)**;
- To get information about Boston's recycling program. **Recycling (617.635.4959)**;
- To report problems with street lights. **Street Lighting (617.635.4500)**;
- To report potholes or request that your street be cleaned. **(617.635.4500)**.

#### *Parks & Trees*

#### **Boston Parks & Recreation Department 617.635.4505 or 617.635.PARK (7275)**

The Parks & Recreation Department maintains parks and green spaces in the city. Call them:

- To request pruning or maintenance of a tree on city property (for example: on a city owned street or in a park);
- To request the cleanup or repair of a city-maintained park or playground;
- To participate in a neighborhood beautification project;
- To request the planting of a tree on a street in your neighborhood;
- Emergency Street Tree Work – **617.635.7275** or the Mayor's Hotline **617.635.4500**;
- To report any illegal activity in a park, please call 911.

#### *Water & Sewer*

#### **Boston Water & Sewer Commission**

*980 Harrison Avenue*

*Boston MA. 02119*

*Website: [www.bwsc.org](http://www.bwsc.org)*

**A 24 /7 Emergency Agency 617.989.7000**

The Commission is responsible for maintaining the water distribution and sewer systems in the city. Please call if:

- Your sewer line is blocked or broken;
- A storm drain in front of your home is blocked;
- You witness illegal dumping into the storm drainage system;
- You would like a water conservation kit for your home.

#### *Traffic & Parking*



## **Boston Transportation Department (BTD)**

Contact the BTD:

- To get a Resident Parking Sticker. **617.635.4682.**
- To pay or appeal a parking ticket. **617.635.4410.**
- To retrieve your car that has been towed or booted. **617.635.3939.**

## **BUSINESS**

### *Business Assistance*

#### **Office of Business Development      617.635.3880**

This office can help you to establish a new business or to expand or enhance your existing business. Call the office if:

- You would like information about starting, expanding or relocating your own business;
- You need help finding a location for your business;
- You have questions about the permitting process;
- You are interested in obtaining financial and technical assistance for your business;
- You want to improve your storefront.

**[www.boston.gov/businesshub](http://www.boston.gov/businesshub)**

### *Personal Property Tax*

Business owners must pay taxes on private property used to conduct their business (for example: the chairs in a barber shop, or drills used by a dentist). For questions about this tax, call the **Assessing Department – Personal Property Unit (617.635.1165).**

### *Minority/Women-Owned, Small Businesses*

#### **Small & Local Business Enterprise Office**

If you are a minority, woman, small and/or local business owner in the City of Boston, you may be eligible for certification. Contact this office at **617.635.4084** to get more information about certification and bidding on City contracts.

## **LICENSING, PERMITS & REGISTRATION**

The following is a partial list of where to apply for some common City permits and licenses. [For permits to operate a business, see the “Business” section.] Call if you need:

- A copy of a Boston birth, marriage or death certificate. **Registry (617.635.4175)**;
- A license to perform as a street musician, carry a gun or mace, motor vehicle dealership, raffles and bazaars, constable license, bicycle messenger, peddlers, parking permit sidewalks, hot-dogs cart. **Police Department (617.343.4425)**;
- A permit to hold a raffle or a bazaar. **City Clerk (617.635.4601)**;
- A permit to hold an event in a city park. **Parks & Recreation (617.635.4505)**;
- A permit to hold a road race or parade. **Transportation Department/BTD (617.635.4675)**;
- A dog license. **Animal Control (617.635.5348)**.
- Driver's Licenses are issued by the Commonwealth of Massachusetts, not the City. They are available through the **Massachusetts Registry of Motor Vehicles (857.368.8000)**;
- To fish in fresh or salt water, you need a fishing license from the Department of Fish and Game **(617.626.1500)**.

## CONSUMER CONCERNS

You have a right as a consumer to fair treatment. There are city agencies which will help protect those rights. For example, if:

- You have a complaint about a business, contractor or bank that you have done business with, call **Consumer Affairs & Licensing (617.635.3834)**;
- You feel a bar, restaurant or other entertainment business is too loud or has mistreated you, call **Consumer Affairs & Licensing (617.635.3834)**;
- Trucks or building vehicles outside your home or business are too loud, call the **Environment Department (617.635.3850)**;
- You bought something and did not get the full weight or amount that you paid for, call **Inspectional Services – Weights and Measures Division (617.635.1010)**.

## SERVICES FOR FAMILIES

Boston Centers for Youth & Families (BCYF)  
617.635.4920

BCYF is Boston's largest youth and human service agency with 35 facilities including 17 pools and one beach. BCYF community centers are "hubs of the neighborhoods" where Boston residents can access a wide array of programs, activities and services.

**[www.cityofboston.gov/bcyf](http://www.cityofboston.gov/bcyf)**

#### *Childcare and Afterschool Programs*

Many of Boston Centers for Youth & Families' community centers provide quality childcare for preschool and school-age children and BCYF also manages the City Hall Childcare Program. To find out more about pre-school and school-age childcare call **617.635.4920**.

For more information about other affordable childcare providers, call **Parents United for Child Care (617.426.8288)**, or **ABCD's Childcare Choices of Boston (617.348.6272)**.

Nearly all of Boston Centers for Youth & Families' community centers offer a variety of after-school programs for school-age children. During school vacation weeks and summer vacation these programs increase their operating hours to accommodate working parents.

#### *Summer*

**Boston Centers for Youth & Families** serves thousands of youth each summer through enrolled summer camps and programs, and thousands more through drop-in programs, special events and activities. These opportunities allow children and youth to explore their interests and learn new activities and skills in hands-on and fun environments, and keep their minds and bodies active during the summer months so they are prepared for the return to school in the fall. Look for BCYF's Summer Guide online at [www.cityofboston.gov/bcyf](http://www.cityofboston.gov/bcyf) beginning each February.

#### *Other Programs*

**Boston Centers for Youth & Families'** operates Camp Joy for special needs children and adults. During the summer, Camp Joy operates as a daily camp for four weeks. During the winter, Camp Joy operates a Saturday program. For info on Camp Joy call **617.635.4920 x2402**.

In addition, each community center has a youth worker who works with neighborhood young people on programs and activities. Many centers have newly renovated teen spaces and all BCYF centers offer yearly teen memberships for only \$5.

Girls programming is a priority and in many centers you can find girls only programs and activities. For more information on teen or girls programming, call **617.635.4920**.

**BCYF Streetworkers** work with at-risk youth to connect them with the services and assistance they need. To speak with a Streetworker, call **617.635.4920 x2241**.

#### *Youth Services*

**BOSTONavigator** is an online database of programs located in Boston, that provide supervision for youth ages 5-18, and operate during out-of-school time.

**<http://www.bostonnavigator.org/Boston/Home/Welcome.aspx>**

#### **Department of Youth Engagement & Employment (formerly BYF) 617. 635.4202**

Offers summer jobs for students between the ages of 15-18 who are City of Boston residents. They must apply on our website through the HOPELINE between Feb-Mar. Applicants are placed in various community, faith based and city organizations for summer employment.

1483 Tremont Street, Roxbury, MA 02120 (new location)

**[www.bostonyouthfund.org](http://www.bostonyouthfund.org)**

#### **Mayor's Youth Council**

Made up of over 50 representatives who live in several neighborhoods across Boston. Represent youth voices and gather ideas from other youth to better serve the Boston community.

**[www.cityofboston.gov/YouthCouncil](http://www.cityofboston.gov/YouthCouncil)**

#### **Mayor's Youthline 617.635.2240**

Offers resources for youth and families throughout the city.

**[www.cityofboston.gov/youthzone/youthline](http://www.cityofboston.gov/youthzone/youthline)**

#### *Recreation*

**Boston Centers for Youth & Families ' Recreation Division** operates a variety of programs that change

seasonally. Some of the more popular offerings include the Mayor's Cup tournaments, the Boston Neighborhood Basketball League, the Sox Talks and Fenway Challenge, the White Stadium, East Boston and Moakley Sports Centers and vacation week clinics and tournaments.

In addition, BCYF community centers offer year-round recreation activities for all ages, such as:

- Gym activities and swimming programs;
- Enrichment classes;
- Play groups for young children and summer;
- Camps and programs;
- Programs specifically for seniors, and girls.

**Boston Public Library**                      **617.536.5400**

Central Library in Copley Square and twenty-four branches throughout the city. In addition to books, CDs, and DVDs, the public library offers a range of free classes, events, and lectures each day for people of all ages.

There are programs for those learning about technology for the first time as well as those improving their language and business skills. If you live, work, or go to school in Massachusetts, you can have a Boston Public Library card. [www.bpl.org](http://www.bpl.org)

**Parks and Recreation Department**      **617.635.4505**

This department can help if:

- You want to take part in free arts and environmental education programs in your local park;
- You have questions or concerns about your local park;
- You would like to use your local park for a sports league or special event.

## EDUCATION

### *Adult Education*

**BCYF** offers classes to help adults prepare for and take the GED exam. **Call Boston Centers for Youth & Families (BCYF)** at **617.635.4920 x2540** to find out about classes at your nearest center.

- Classes to review basic skills (Adult Basic Education). Call **Boston Centers for Youth & Families (617.635.4920 x2202)** for classes in your neighborhood.

- ESOL classes are offered at **Boston Centers for Youth & Families** community centers around the city. Call **617.635.4920 x2202** for information about classes at your nearest community center.

#### *Adult ESOL*

There are also many English for Speakers of Other Languages (ESOL) classes available through the City of Boston:

- Contact the **Office of New Bostonians (617.635.2980)** for a referral to an ESOL provider.
- ESOL classes are offered at **Boston Centers for Youth & Families** around the city. Call **617.635.4920** for information about classes at your nearest center.
- For information about other ESOL classes, contact the **Mayor's Office of Jobs & Community Services (617.918.5200)**.
- The **Boston Public Library Dudley Literacy Center** offers free English conversation groups for non-native English speakers (**617.859.2446**).

**[www.bpl.org/bpl.org/branches/dudleylrc.htm](http://www.bpl.org/bpl.org/branches/dudleylrc.htm)**

#### *Youth / Boston Public Schools*

The **Boston Public Schools** provide free public education to all youth in Boston. City elementary and middle schools are divided into three zones. Parents may choose from the schools within their zone or from the several citywide schools open to everyone. Each zone has a Parent Information Center (PIC) where you can get information about schools, and enroll your child. The offices are:

- **Dorchester Office (617.635.8015):** 1216 Dorchester Ave, Boston, MA 02125
- **Roslindale Office (617.635.8040):** 515 Hyde Park Ave, Roslindale, MA 02131
- **Roxbury office (617.635.9010):** 55 Malcolm X Blvd, Boston, MA, 02120
- Every January, the city holds a city-wide schools fair for parents to get information about any school in Boston. Call your Parent Information Center for details.
- If your child needs transportation to school, or you have questions about busing, call **617.635.9530**.

### *Alternative Education*

**Boston** has the **City Roots** alternative high school program for youth who have left school and would like to return to get their **GED** or high school diploma. For information about this program, contact:

**Boston Centers for Youth & Families (BCYF)**  
**(617.635.5216).**

## **ELDERS', WOMEN'S, DISABILITY & VETERANS' ISSUES**

### *Elder Services*

- Contact the **Elderly Commission (617.635.4366)** if you are a senior citizen and need assistance with housing, transportation, health care, employment, cultural events, volunteer opportunities and much more.
- For information about property tax bill exemptions for elders, contact the **Taxpayer Referral & Assistance Center / TRAC (617.635.4287).**
- To report abuse of seniors, call **911**, or the Commonwealth of Massachusetts' **Statewide Elder Abuse Hotline (1.800.922.2275)**, available 24 hours a day.

### *Women's Issues/ Concerns*

#### **Mayor's Office of Women's Advancement**

**617.635.3138**

The mission of the **Office of Women's Advancement** is to provide assistance to individuals and organizations on issues concerning women and to advocate for increased attention to public policy initiatives that affect women's equal participation, economic security, family commitments, health, and safety. The Commission also provides advocacy and promotes educational programs and opportunities for girls to experience a full range of life options.

### *Disability Assistance*

#### **Commission for Persons with Disabilities**

**617.635.3682**

- Coordination of ADA (Americans with Disabilities Act)
- Title II compliance for City of Boston events, programs and services

- Management of the City's Accessible Parking Program for neighborhood residents
- Information & Referral on disability issues, programs, benefits and services
- Building Plan Review and Technical Assistance for code compliance questions about architectural access
- Training on a variety of disability topics for City Departments, community groups, residents, non-profit agencies, private businesses and developers
- Systemic Advocacy within City government related to issues of importance identified by Boston's disability community

#### *Veterans' Services*

- Call the **Veterans' Services Commission (617.635.3026)** to know about benefits available to veterans.
- For information on property tax bill exemptions for disabled veterans, contact the **Taxpayer Referral & Assistance Center / TRAC (617.635.4287)**.

## **PUBLIC HEALTH ISSUES**

#### *Health Programs*

The City's **Public Health Commission** offers programs that target many different health issues. They can help you if:

- You have no health insurance and need to see a doctor. Call **the Mayor's HealthLine (617.534.5050)**, open Monday-Friday from 9:00-5:00. Interpreters are available for all languages.
- You want information on substance abuse treatment programs in Boston. **617.534.5554.**
- You need help to quit smoking. **617.534.4718.**
- You are pregnant and want information on how to keep your baby healthy. **617.534.5832.**
- You want information about breast cancer. **617.534.9650.**
- You have young children and want to prevent injuries by getting information on window guards, low cost bike helmets, and car seats. **617.534.5197.**
- You or your child has HIV and needs to see a doctor or dentist. **617.534.4717.**



- You want to know if your house has lead paint, and how to protect your child from lead poisoning.  
**617.534.5966.**

*Neighborhood Health Centers*

Many local health centers offer other programs and free or low cost health care for those in needs. To find your nearest **Neighborhood Health Center**, call **617.534.5050.**

**COMMUNITY REPRESENTATION & CIVIC PARTICIPATION**

*Elected Officials*

- If you need information about an announcement the Mayor has made, or you need a copy of a speech he gave to a public gathering, contact the **Mayor's Press Office (617.635.4461).**
- If you would like to invite the Mayor to attend your neighborhood event, mail or fax a letter to the **Mayor's Scheduling Office. (Fax: 617.635.2851.** Mailing address: "Office of the Mayor's Scheduling, Boston City Hall, Boston, MA 02201")
- If you want to contact your **City Councilor** or get more information about city ordinances call **617.635.3040.**

*Neighborhood Services*

**Office of Neighborhood Services      617.635.3485**

Each neighborhood in Boston has a coordinator who works in the Mayor's Office of Neighborhood Services. This office encourages and facilitates citizen input and participation in government. Contact Neighborhood Services if:

- You need information about city services and mayoral initiatives.
- You have questions about zoning and licensing issues.
- You want a representative from the Mayor's Office to attend your community meeting.
- You want information about community groups and organizations that are active in your neighborhood.

## Voting

**Boston Election Department**                      **617.635.3767**

Contact the Boston Election Department if you need to:

- Register to vote.
- Know who your elected official is.
- Know where to vote on Election Day.
- Know the requirements for running for office.

### *Internet*

For more information about city and city departments, visit the City of Boston's web site: **[www.cityofboston.gov](http://www.cityofboston.gov)**

Sign up for City E-Newsletters & Notifications. The City Of Boston offers a variety of subscription email services, designed to keep residents informed about City programs, events and opportunities.

**[www.cityofboston.gov/subscribe](http://www.cityofboston.gov/subscribe)**

## **PUBLIC SAFETY**

For police, fire or medical emergencies, dial **911**.

### *Police Department*

Call the Police Department to help fight crime in your neighborhood. For example:

- To report drug-related activity, call **617.343.5625**.
- To report a case of domestic violence, call **617.343.4350**.
- To report a case of sexual assault, call **617.343.4400**.
- To help reduce crime in your neighborhood, get involved in a **Neighborhood Crime Watch Group (617.343.4524)**. **1.800.494.TIPS (8477)**
- To report elder abuse, contact the **Police Department 617.343.4300** Bureau of Field Services or call **911**, or the Commonwealth of Massachusetts' **Statewide Elder Abuse Hotline (1.800.922.2275)**, available 24 hours a day.
- If you have been the victim of racially-based harassment or attacks, contact the **Community Disorders Unit (617.343.4527)**.

### *Emergency Medical Services*

Contact **Boston EMS 617.343.BEMS (2367)** or **911** if you:

- have a medical emergency
- would like to organize a CPR class for your organization or community group
- would like to participate in a car seat check point program
- would like to take an EMT class
- would like to sign up to volunteer with the Public Health Preparedness Medical Reserve Corps
- are already certified as an EMT and would like to apply to the Boston EMS Academy

**Office of Emergency Management      617.635.1400**

The Office of Emergency Management (OEM) coordinates emergency management, emergency preparedness and homeland security programming for the City of Boston.

Our mission is to enhance the City of Boston's capacity to prevent, protect against, respond to, and recover from, major emergencies. To learn more about what you can do to be prepared for an emergency, call the Office of Emergency Management or visit

<https://www.cityofboston.gov/oem/>

**ARTS, CULTURE & SPECIAL EVENTS**

**Mayor's Office of Arts, Tourism & Special Events**

**617.635.3911**

This office is available as a resource for artists, filmmakers, visitors, and residents of the city. Contact them if you would like to

- Produce a cultural event, getting the required permits and/or assistance.
- Know about special events in Boston that are sponsored by city government.
- Get involved in an international sister-cities program.
- Exhibit art on city owned property.
- Know more about artists' housing and open studio exhibits.
- Learn more about filming movies in Boston.
- Learn more about the Boston Cultural Council annual grant cycle for a non-profit organization.
- Book a cultural event at the Strand Theatre.

**Parks & Recreation Department      617.635.4505**

The ParkARTS initiative offers year-round arts programs. Contact them if you want to:

- Receive a schedule of cultural performances happening throughout the park system.
- Find out about free arts workshops in the parks.
- Become involved in performing, participatory and visual arts programs in neighborhood parks across the city.

## CITY FUNDING OPPORTUNITIES

The City provides funding to several different types of programs. You may be eligible to receive funding if your organization:

- Tutors, mentors and develops youth leadership and provides opportunities for violence prevention education, dispute resolution and intervention, or
- Offers affordable, high-quality childcare and out-of-school programs. **Boston Centers for Youth & Families (BCYF) 617.635.4020**
- Offers adult educational and job training programs. **Jobs & Community Services (617.918.5200).**
- **The Boston Youth Fund (BYF) (617.635.4202)** offers summer jobs for 15-17 year old Boston Residents who have registered during the Hopeline registration period. Applicants are placed in various community, faith based and city organizations for summer employment. Teens are employed as camp counselor's mural painters, teachers assistants, tour guides and many more!
- Supports innovative arts programs, or is looking for funding to bring Boston school students to cultural events. **Arts, Tourism, & Special Events (617.635.2437).**

## CITY JOB OPENINGS

- Job vacancies with the City of Boston are posted on the website. Find a job posting online and apply. City of Boston website: **[www.cityofboston.gov/jobs](http://www.cityofboston.gov/jobs)**
- If you want information on retirement benefits for City of Boston employees, contact the **Retirement Board (617.635.4305).**
- If you are a Boston resident, minority, or woman who is interested in working on City of Boston construction

projects, contact the **Boston Jobs Bank**  
**(617.918.5460)**

## **CITY AGENCIES & DEPARTMENTS**

**Animal Control Center** 617.635.5348  
Boston City Hall Room 811

**Animal Shelter** 617.635.1800  
26 Mahler Road Roslindale, MA 02131

**Arts, Tourism & Special Events/Film** 617.635.3911  
Boston City Hall Room 802

**Boston Centers for Youth & Families (Main Office)**  
1483 Tremont Street 617.635.4920

**Boston Home Center** 617.635.4663  
26 Court Street.

**Boston Housing Authority (BHA)** 617.988.4000  
52 Chauncy Street

**Boston Landmarks Commission** 617.635.3850  
Boston City Hall Room 709

**Boston Public Libraries (Main Number)**  
700 Boylston Street (Copley Square) 617.536.5400

**Boston Public Schools (General Information)**  
617.635.9000

- **Dorchester office:** 617-635-8015  
1216 Dorchester Ave, Boston, MA 02125
- **Roslindale office:** 617-635-8040  
515 Hyde Park Ave, Roslindale, MA 02131
- **Roxbury office:** 617-635-9010  
55 Malcolm X Blvd, Boston, MA, 02120

**Boston Redevelopment Authority (BRA)**  
Boston City Hall 9th Floor 617.722.4300

**Boston Water & Sewer Commission** 617.989.7000  
980 Harrison Avenue

**City Clerk** 617.635.4600  
Boston City Hall Room 601

**City Councilors** 617.635.3040  
Boston City Hall 5th Floor

**Office of Fair Housing and Equity:** 617.635.2500  
Boston City Hall Room 966

**Commission for Persons with Disabilities**  
Boston City Hall Room 967 617.635.3682

**Consumer Affairs & Entertainment Licensing**  
617.635.3834  
Boston City Hall Room 817

**Elderly Commission** 617.635.4366  
Boston City Hall Room 271

**Election Department** 617.635.3767  
Boston City Hall Room 241

**Emergency Medical Services** 617.343.2367 or 911  
767 Albany Street

**Emergency Management** 617.635.1400  
Boston City Hall Room 204

**Emergency Shelter Commission** 617.635.4507  
860 Harrison Ave 617.534.2710

**Environment Department** 617.635.3850  
Boston City Hall Room 805

**Office of Administration and Finance** 617.635.4408  
Boston City Hall Room 608

**Fire Department**  
115 Southampton Road

- Main office: 617.343.3550
- Media relation: 617.343.3415

**Human Resources Department** 617.635.3370  
Boston City Hall Room 612

**Inspectional Services Division** 617.635.5300  
1010 Massachusetts Ave.

**Jobs & Community Services** 617.918.5252  
43 Hawkins Street

<b>Licensing Board</b> Boston City Hall Room 809	<b>617.635.4170</b>
<b>Mayor's 24 Hour Services (24 hours a day)</b> Boston City Hall 8th Floor	<b>617.635.2980</b>
<b>Mayor's HealthLine</b> 1010 Massachusetts Ave, 2nd floor	<b>617.534.5050</b>
<b>Mayor's Press Office</b> Boston City Hall Room 603	<b>617.635.4461</b>
<b>Mayor's Scheduling Office</b> Boston City Hall 5th Floor (Fax number: 635-2851)	<b>617.635.3274</b>
<b>Mayor's YouthLine (open 2:00-10:00pm)</b>	<b>617.635.4490</b>
<b>Office of Neighborhood Development</b> 26 Court St. #11	<b>617.635.3880</b>
<b>Office of Neighborhood Services</b> Boston City Hall Room 805	<b>617.635.3485</b>
<b>Office of New Bostonians</b> Boston City Hall Room 803	<b>617.635.2980</b>
<b>Parks &amp; Recreation</b> 1010 Massachusetts Avenue	<b>617.635.4505</b>
<b>Police Department</b> 1 Schroeder Plaza (Ruggles)	<b>617.343.4200</b>
<b>Property Management</b> Boston City Hall Room 811	<b>617.635.4100</b>
<b>Public Health Commission</b> 1010 Massachusetts Avenue	<b>617.534.5395</b>
<b>Public Works</b> Boston City Hall Room 714	<b>617.635.4900</b>
<b>Registry Division</b> Boston City Hall Room 213	<b>617.635.4175</b>
<b>Rental Housing Center</b> 26 Court St, 1st floor	<b>617.635.4200</b>

**Retirement Board** 617.635.4305  
Boston City Hall Room 816

**Small & Local Business Enterprise** 617.635.4084  
Boston City Hall Room 717

**Taxpayer Referral & Assistance Center (TRAC)**  
617.635.4287

**Boston City Hall Mezzanine Level Veterans' Services**  
43 Hawkins St, 3rd floor 617.635.3026

**Women's Commission** 617.635.3138  
Boston City Hall Room

## **IMPORTANT NON-CITY PHONE NUMBERS**

### **CHILDCARE AND AFTER-SCHOOL PROGRAMS**

Call to find out about child care or after-school programs for your child.

**Parents United for Child Care (PUCC)** 617.426.8288

**ABCD's Head Start Central Office of Boston**  
617.348.6272

### **FOOD, SHELTER & OTHER ASSISTANCE**

Contact the Department of Transitional Assistance (DTA) Recipient Services to apply for or receive cash support (welfare), food stamps, or emergency assistance to prevent homelessness.

**Massachusetts Department of Transitional Assistance (DTA)** 600 Washington Street 617.348.8500

Call to receive food assistance.

**Food Source Hotline / Project Bread** 1.800.645.8333  
145 Border Street, East Boston 617.723.5000



Call for assistance in paying your heating bill. New applicants are accepted starting November 1.  
**ABCD Fuel Assistance 617.357.6012, then dial 11**  
178 Tremont Street

## **HEALTH & SAFETY ISSUES**

To report fires, medical emergencies, crimes in progress, or other emergencies.

### **Police & Fire Emergencies 911**

Call if you have concerns or want more information about AIDS.

**AIDS Hotline 1.800.235.2331**

Call to report child abuse or neglect. Anonymous.  
(Massachusetts Department of Social Services / DSS)

**Child At Risk Hotline 1.800.792.5200**

If you or someone you know is dealing with domestic violence, call for advocacy, shelter, or someone to talk to.

**Casa Myrna Vasquez 1.800.992.2600**  
(Spanish)

**Asian Task Force Against Domestic Violence**  
(Asian Languages) **617.338.2355**

**Association of Haitian Women 617.287.0096**  
(Haitian Creole, French)

**Kol Isha 781.647.5327**  
(Jewish)

**Emerge (Batterers Intervention Program)**  
**617.547.9879**

Call for information about domestic violence or sexual assault.

**Jane Doe, Inc. 617.248.0922**  
14 Beacon Street, Suite 507

24-Hour Domestic Violence, Sexual Assault & Child Abuse Resources

**SafeLink Hotline: 1.877.785.2020**

## **IMMIGRATION / NATURALIZATION**

Call to inquire about or apply for a change in your immigration status.

**US Citizenship & Immigration Service (USCIS)**  
**617.565.1510 (Boston) or 1.800.375.5283 (national)**  
JFK Building (Government Center)

Contact to get an American Passport

**Boston Passport Agency**      **1.877.487.2778**  
Thomas P. O'Neil Building, 10 Causeway Street

## **JOBS & CAREER SERVICES**

All of these locations offer free or low cost job training or job search assistance.

**Boston Career Link**      **617.536.1888**  
1010 Harrison Avenue (Roxbury)

**JobNet (Downtown Boston)**      **617.338.0809**  
210 South Street

**JobNet (Roxbury)**      **617.427.4855**  
1010 Massachusetts Avenue

**The Workplace (Downtown Boston)**      **617.737.0093**  
29 Winter Street

## **LEGAL ASSISTANCE**

Legal assistance for low-income individuals.

**Greater Boston Legal Services (GBLS)** **617.371.1234**  
197 Friend Street

## **TRANSPORTATION**

Call for subway, bus & commuter rail schedules and ticket prices.

**MBTA**      **617.222.3200**  
10 Boylston Place

Visit to apply for a Massachusetts drivers' license or identification card.

**Registry of Motor Vehicles (RMV)**      **857.368.8000**